

Reference	SSM72821
Models	F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260
Title	Issues with InControl Touch Secure Digital (SD) Memory Card Activation
Category	Diagnostic Software Hardware
Last modified	15-Jun-2016 00:00:00
Symptom	000101 Diagnostic Concerns

Content **NOTE:** This Special Service Message is only applicable to vehicles fitted with InControl Touch.

Issue

Retailers have reported difficulties when activating the Secure Digital (SD) Memory Card for InControl Touch. During the Pre-Delivery Inspection (PDI) process for vehicles fitted with InControl Touch, multiple concerns have been identified by Retailers regarding SD Memory Card registration failures.

JLR have received a significant number of returned SD Memory Cards that have been identified as 'No Fault Found' or 'Incorrect VIN Entry' after warranty part returns analysis.

Cause

Multiple, including but not limited to:

- Incorrect entry of Vehicle Identification Numbers (VIN) when the Technician is using the Manual VIN process. Entering an incorrect VIN will activate the SD Memory Card license for the incorrect VIN. The SD Memory Card therefore cannot be used with the intended vehicle because there is a VIN mismatch.
- Attempts to use SD Memory Cards that have been previously activated on another vehicle. Once activated, an SD Memory Card can only be used with the vehicle it was activated to.
- Aborting the SD Memory Card before the activation process has completed. The registration process has not completed and the SD Memory Card is left corrupted. The activation process cannot be continued at a later point. Corrupted SD Memory Cards cannot be used with the intended vehicle or any other vehicle.

Action

The approved method of activating an SD Memory Card is by using the Automated VIN process only.

The Automated VIN process is present within Symptom Driven Diagnostics (SDD). This can be accessed using the Service Function Application while in an active SDD session or the PDI Application.

NOTE: Manual VIN entry is not an approved method of activating an SD Memory Card. The SDD user can enter an incorrect VIN character, making the SD Memory card unusable on the intended vehicle.

If the SD Memory Card has been activated using the Manual VIN process, the Technician has not followed the approved method. In this instance, the warranty claim will be rejected.

NOTE: Registered SD Memory Cards must only be used on the intended vehicle.

NOTE: SD Memory Card activation must not be aborted.