



CONTROL MODULE PROGRAMMING DIFFICULTIES WHEN USING THE JLR-VCI DEVICE: ADVICE AND REQUEST FOR DEBUG INFO

SERVICE ALERT

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SECTION: TOOLS &
EQUIPMENT

MKT: CAN / USA

Jaguar Land Rover North America Service Diagnostics would like to inform all SDD users about an emerging concern being tracked via technical helpline TA cases and EPQR submission.

Some users have recently reported assorted control module programming failures when using the JLR-VCI device. In most cases selecting an alternate VCI device to perform the programming provides effective programming results.

Initially reported in Jaguar SSM# 72585 Urgent Action Required for Recall Action J049 - Parking Light Illumination, we recently have seen other cases reported against other control modules on both Jaguar and Land Rover vehicles.

Currently we are seeing TA cases and EPQR indicating similar problems when using the JLR-VCI device for the following SDD related activities, but others may be affected.

- Jaguar J049
- Jaguar K243
- Land Rover Q470
- Land Rover LTB00587

This issue is currently being investigated by the diagnostic software engineers, and we urgently need your feedback about JLR-VCI related programming failures, especially when simply repeating the process with an alternate VCI device provides effective results.

If you encounter problems with module programming using the JLR-VCI device, please take these specific actions.

NOTE: If unable to capture the specific debug info requested, please still open an EPQR or TA based on your results using alternate VCI device as indicated below to ensure we have visibility of your difficulties and areas affected by this concern

- Ensure you are using SDD equipment that is running the most recent SDD software update, currently SDD144.05 v229
- Repeat the failed procedure and capture CAN Link and Debug Monitor data using the JLR-VCI device:
 - o Enable CAN Link Monitor (with diagnostics) and Debug Monitor just before launching the programming routine from the recommendations menu or service publication hyperlink.
 - o After the failure occurs, save the CAN link and debug data files ensuring the file names include VIN and JLR-VCI for clear identification.
 - o Close the current session where the JLR-VCI device was in use.
- Before starting a new session, exchange the JLR-VCI device with another currently supported VCI devices.
- With the alternate VCI device connected to SDD and listed in the lower right corner of the screen, start a new session.
- Attempt the same control module programming routine that failed using the JLR-VCI device.
 - o Enable CAN Link Monitor (with diagnostics) and Debug Monitor just before launching the programming routine from the recommendations menu or service publication hyperlink.
 - o Pass or Fail, save the CAN link and debug data files ensuring the file names include VIN and name of the alternate VCI device used for clear identification.
 - o Close the current session where the alternate JLR-VCI device was in use.

- Use the STS utility to collect all session files for this VIN.
- Gather both sets of the CAN link and debug monitor files collected for each device along with the session files collected using the STS utility.
 - o *If the second attempt using an alternate VCI device was successful:* submit an EPQR Quality Report under the Diagnostic Report type and attach all the files collected.
 - o *If the second attempt using an alternate VCI device was NOT successful, and you are unable to complete vehicle repairs:* Open a Technical Assistance Request and attach all the files collected.

For more information about capturing the CAN Link Monitor, Debug Monitor, or Session files using the STS Utility, please refer to the Troubleshooting Section within the SDD Maintenance and Troubleshooting Guide v4.2 on TOPIx. (Search on the keyword "SDDMTG" for quick access)

We apologize for any inconvenience this may have caused recently, and this alert will be updated with appropriate details as they become available.