Land Rover Touchscreen USB Programming Failure Recovery Advice v1.pdf

Reference	SSM65257
Models	Range Rover Sport / L320 LR3 / L319 LR2 / L359 Range Rover Evoque / L538 Range Rover (All New) / L405 LR4 / L319 Range Rover / L322
Title	Touch screen inoperative after USB software download failure - Recovery Advice
Category	Diagnostic Software Hardware
Last modified	07-May-2013 00:00:00
Symptom	000101 Diagnostic Concerns
Content	**Issue:** The Touch Screen remains blank/inoperative after a USB software download failure, and subsequent attempts to repeat the programming procedure also fail. When unable to recover touch screen functionality using SDD, hardware must be removed and shipped to Mahwah for recovery using engineering tools. **Cause:** Root cause of the original USB download failure is unknown, and currently under investigation. Failure rates are reasonably low by percentage, but there has been a high volume of failures reported since the launch of the Q228 service action. Recovery of the touch screen using the special application titled "Entertainment - Touch screen recovery" may not be required, and in some cases could cause further corruption to the touch screen software. Touch screens corrupted by the use of this special recovery tool application, are expected to require recovery by JLR North America in Mahwah. **Solution:** _UNTIL FURTHER NOTICE DO NOT USE THE "Touch screen recovery" application on SDD to recover a non-responsive Touch screen._ The attached PDF file includes a specific procedure that should be used as an alternative method for touch screen recovery in this situation.

This process has proven to recover a high percentage of Touch screen displays rendered blank following a USB programming failure, and technicians should attempt this recovery method before replacing the Touch screen hardware or raising a Technical Assistance request.

<u>NOTE</u>: Important alternate control module names and acronyms

The Touch Screen (TS) is also known as:

- Front Control/Display Interface Module (FCDIM)

- High Level Display Front (HLDF),

Please be aware that all three of these terms will be encountered working within the recommendations tab on SDD when searching for Touch screen programming applications.

The Audio Control Module (ACM) is also known as; the Integrated Audio Module (IAM)

<u>IMPORTANT NOTE:</u> *Until further notice, the "Touch screen recovery" application on SDD MUST NOT BE USED UNLESS DIRECTLY ADVISED TO DO SO BY Jaguar Land Rover TECHNICAL SUPPORT STAFF.* This application may not apply the correct recovery method in every circumstance and is currently under review for improvements scheduled for release no later than DVD134.04

When a Touch Screen display is rendered inoperative by a failed software download attempt, and repeat programming attempts fail; the following Touch screen recovery steps will normally allow a full recovery of Touch screen functionality.

<u>NOTE:</u> To ensure access to the Touch screen (FCDIM / HLDF) "programming as existing" application referenced in step 2, select the "diagnostic" session type and select the following symptom: *Electrical > Information and entertainment system > Touch screen display > Display inoperative*

STEP 1: You must determine the ACM (IAM) hardware part numbers for future reference when programming the Touch screen (FCDIM / HLDF) "as existing" during this recovery.

Using DVD134: Click the new "Part Information" icon.

This Part Information report shows data read from control modules at the start of the diagnostic session, or from the most recently performed manual data refresh.

Part Information

SUB_MOST		
AAM		
	ecu_core_assembly_pn	CH32-14C524-BA
	ecu_delivery_assembly	CH32-19C164-BC
	vm_ecu_sw_pn	CH32-14C526-BC
	ecu_main_cal_pn	CH32-14C527-BD
	ecu_sn	00B0012135
ACM		
	ecu_core_assembly_pn	BF6N-14C230-JE
	ecu_delivery_assembly	BF6N-18C815-JH
	vm_ecu_hw_pn	BF6N-14C230-JE
	vm_ecu_sw_pn	BF6N-14C044-NAF
	ecu_sw_02	BF6N-14C044-KAG
	ecu_sw_03	BF6N-14C044-MAE
	ecu_sw_04	BF6N-14C044-RAH
	ecu_main_cal_pn	CH32-14C045-AC
	boot_sw_id	?BF6N-14C476-AC

Use this report to lookup the existing ACM (IAM) hardware prefix, shown here circled in green.

This prefix will be required when working to program the Touchscreen (FCDIM/HLDF) as existing after a successful Touchscreen Recovery.

Close

Once you have identified the ACM (IAM) hardware prefix and noted it for reference later, continue to step 2.

NOTE: If you cannot determine the ACM (IAM) hardware prefix, DO NOT continue to step 2 before contacting the Jaguar Land Rover Technical Helpline for assistance with this recovery.

STEP 2: Click on the "Extras" tab to display additional programming applications.

Locate and run: "Configure Existing module – Front control/display interface module (high level display front)

IMPORTANT NOTE: *On-screen errors are expected during this process;* follow the advice and instructions below to successfully complete a full recovery of Touch screen operation.

Under these recovery conditions, it is normal and expected to see the on-screen error message pictured below.
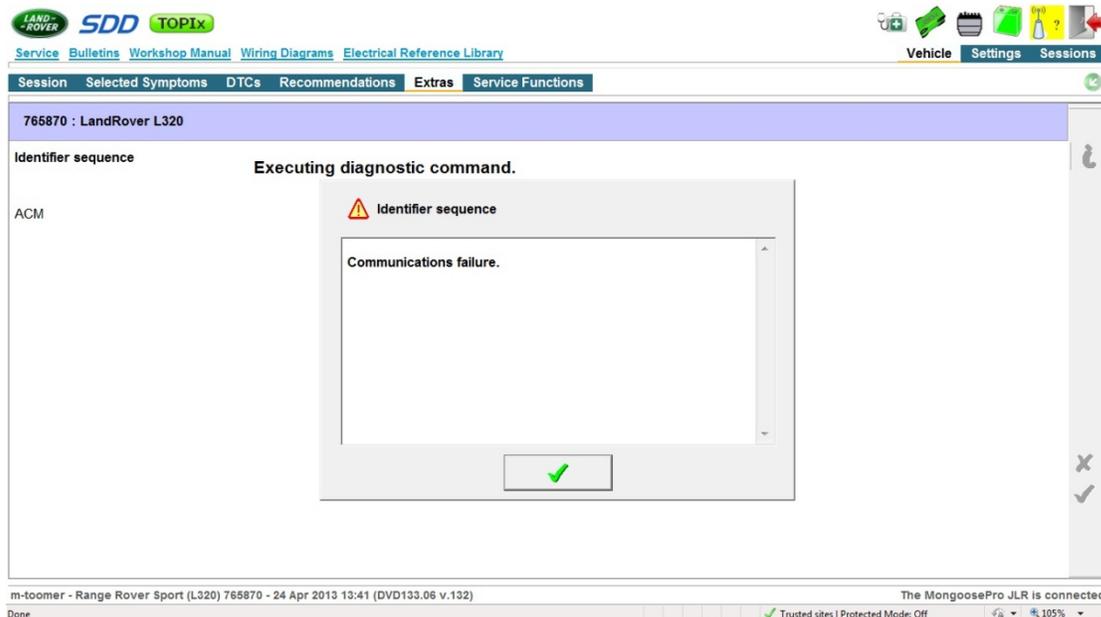
Tick past this error message and continue following these recovery instructions.

When prompted to "Select the audio control module hardware type", you will need to select the option that corresponds to the Hardware Prefix number read from the ACM in Step 1.

NOTE: When making your selection on the following screen _IAM is the alternate acronym for ACM_, select the IAM hardware that matches the ACM prefix.
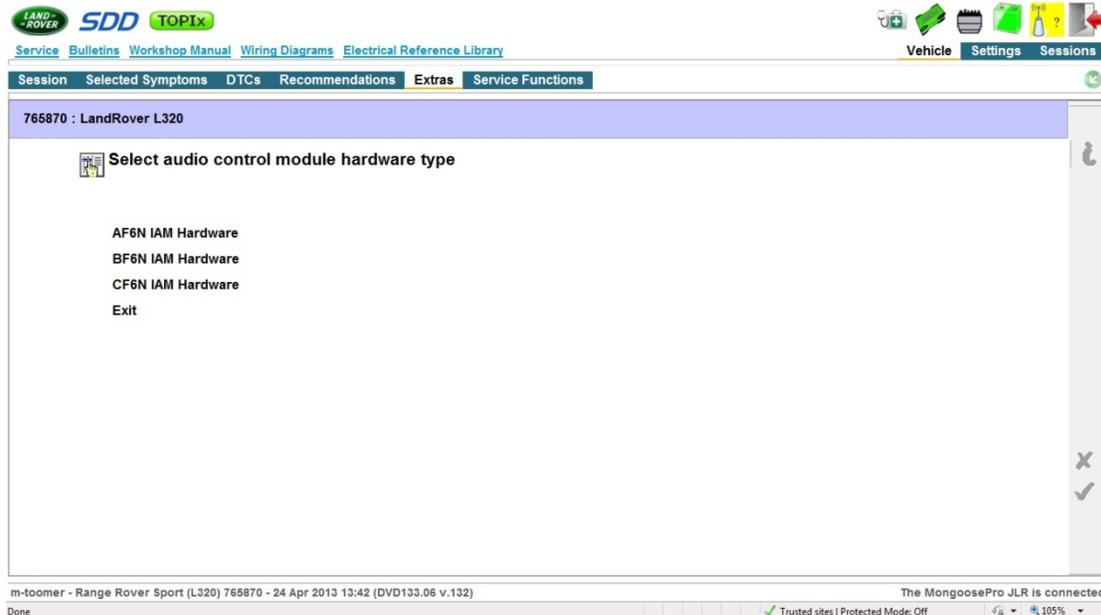
After making the correct IAM hardware selection, click the green tick to continue.

Advance to the software download confirmation screen that displays the existing and proposed software parts. DO NOT click the green tick until you perform the next step.

IMPORTANT: Before clicking the green tick to launch the software download process, locate and remove the power fuse for the Touch screen. (HLDF/FCDIM) Ensure you have reviewed the correct wiring diagram for the Model and Model Year vehicle you are working on to select the correct fuse.

Once you have removed the fuse for the Touch screen power supply, be prepared to re-insert it when the 5-second rectification timer is on-screen. This timer will appear immediately after clicking the green tick to launch the software download.

When ready, click the green tick on the software download confirmation screen to launch the Touch screen software download.

When the rectification timer is displayed, reinsert the Touch screen power supply fuse immediately.

Follow all on-screen prompts to complete this task to recover the Touch screen to an operational condition.

Follow up with the Jaguar Land Rover Technical Helpline as required to ensure the vehicle is in a state suitable for return to the customer.