

Special Service Message



NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 65257 - Touch screen inop after USB software download failure - UPDATE

Models : LA - Discovery 3 / LR3

LA - Discovery 4 / LR4

LF - Freelander 2 / FL2

LG - Range Rover (All New) - L405

LM - New Range Rover

LS - Range Rover Sport

LV - Evoque

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Category : Diagnostic Software/Hardware

Symptom : 000101 Diagnostic Concerns

Content : UPDATE: *The cautionary statement and alternate recovery advice in the solution section of this SSM are no longer applicable.*

The "Entertainment - Touch screen recovery" application on SDD is currently functioning as designed, and should be used without reservation when required.

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.

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.