

Reference	SSM72418
Models	Discovery Sport / L550
Title	L550 PDI Application Reports Incorrect KVM Software
Category	Diagnostic Software Hardware
Last modified	09-Sep-2015 00:00:00
Symptom	000101 Diagnostic Concerns
Content	<u>Issue:</u>

When attempting to complete the Pre Delivery Inspection (PDI) application using Symptom Driven Diagnostics (SDD), you may be instructed that the Keyless Vehicle Module (KVM) software is not at the correct software level and requires updating.

If existing module programming is then attempted you may then be prompted that the software loaded to the module is later than SDD is proposing to load and to contact retailer technical support.

Cause:

During the PDI application, SDD is incorrectly checking the KVM software level.

Action:

This workaround will load a software file to SDD using the Manual Patch Update process.

This Manual Patch will stay on the SDD machine.

1. Login to SDD.
2. Select 'Continue' on the SDD Warning screen.
3. Select 'Settings' tab.
4. Select 'System Utilities'.
5. Select 'Manual Patch Update'.
6. A pop-up will be displayed for Manual patch selection dialog box.
7. Enter 'MP_L_T0020' in the Manual patch selection dialog box.
8. Select 'OK'.
9. The 'Software Management Wizard' will then download the fix file.
10. The Manual patch update information pop up will ask 'Do you want to install the update now?' Select 'OK'.
11. Select 'OK' when the message 'Please shut down SDD before continuing' is displayed. DO NOT SHUT DOWN THE PC.
12. 'Please wait' message is displayed.
13. Select 'OK' when the 'Package has been installed' message is displayed.
14. Select 'OK' in the Manual patch update information pop up.
15. Close the Internet Explorer Window where the SDD program runs.
16. Start a new SDD session.
17. Program the KVM as an existing module
18. Complete the PDI
19. Close the SDD session.
20. Restart the SDD machine.

If this Manual patch fails to correct the concern then a Technical Assistance should be escalated.