Reference	SSM72981
Models	XE / X760
Title	Error Message Displayed When BCM or GWM Is Configured As New/Existing or CCF Is Changed ?
Category	Diagnostic Software Hardware
Last modified	28-Sep-2016 00:00:00
Symptom	000101 Diagnostic Concerns
Content	**Issue:** When using the Add/remove Accessories, Configure new/existing Gateway Module (GWM) or Configure new/existing Body Control Module (BCM) in the Recommendations tab on Symptom Driven Diagnostics (SDD), the application fails to complete and the following error code is displayed. **'A20 error invalid security key'** **Cause:** For vehicles built at Castle Bromwich, the Car Configuration File (CCF) is written in a different format to vehicles built at Solihull. **Action:** This workaround will load a software file to SDD using the Manual Patch Update process. **WARNING; DO NOT Restart the PC until the manual patch has been used as the manual patch is removed on restart of the PC.** 1. Restart the SDD machine 2. Login to SDD. 3. Select 'Continue' on the SDD Warning screen. 4. Select 'Settings' tab. 5. Select 'System Utilities'. 6. Select 'Manual Patch Update'. 7. A pop-up will be displayed for Manual patch selection dialog box. 8. Enter '**MP_JLR_L0037'** in the Manual patch selection dialog box. 9. Select 'OK'. 10. The 'Software Management Wizard' will then download the fix file. 11. The Manual patch update information pop up will ask 'Do you want to install the update now?' Select 'OK'. 12. Select 'OK' when the message 'Please shut down SDD before continuing' is displayed. DO NOT SHUT DOWN THE PC. 13. 'Please wait' message is displayed.

14. Select 'OK' when the 'Package has been installed' message is displayed.
15. Select 'OK' in the Manual patch update information pop up.
16. Close the Internet Explorer Window where the SDD program runs.
17. Start a new SDD session.
18. Run the Add/remove accessories application.

If this Manual patch fails to correct the concern then a Technical Assistance should be submitted to your Local Technical Support.

PERMANENT CORRECTIVE ACTION:

The Information Bulletin and Manual Patch will be expired and an updated bulletin will be released advising the future SDD software level when a permanent solution is released on.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.