

Reference	SSM73093
Models	Discovery Sport / L550 Range Rover Evoque / L538
Title	InControl Touch Pro Software Update Enhancement and Corrective Actions
Category	Diagnostic Software Hardware
Last modified	13-Dec-2016 00:00:00
Symptom	000101 Diagnostic Concerns

Content**INFORMATION:**

There have been enhancements made to the InControl Touch Pro (ICTP) programming routine for Symptom Driven Diagnostics (SDD). These enhancements include:

- Automatic routine retries within the application.
- Added time delays when required within the application.
- Improved messages within the application which give clear instruction.
- Automatic formatting of the USB Flash Drive.

CAUSE:

Jaguar Land Rover has reviewed session files and we can confirm that that some of the failures could have been prevented.

The failures are:

- Battery not at the required battery voltage, this will cause the application to fail 13% of the time
- "As-Built" files not available to resolve software for ICTP causing failure 7% of the time.
- When the routine prompts the USB Flash Drive to be inserted into the vehicle a "06 Media not found" error is displayed if the JLR approved USB Flash drive is not used causing this it to fail 5% of the time.

ACTION:

Please make sure that the actions detailed below are completed before attempting to update the ICTP:

- Make sure that the latest SDD software is loaded to SDD as per the diagnostic release notes in TOPIx.
- Make sure that your Vehicle Communication Interface (VCI) is at the latest level as per the VCI Update Instructions in TOPIx.

- Make sure that the battery is in good condition and the Battery Support Unit (BSU) is connected before a SDD session is started.
- Use the JLR approved USB Flash drive (DTSE9G2/32GB - USB memory device) when updating the software in the ICTP. If you still get the error a Technical Assistance should be submitted to Local Technical Support (LTS).

Note:

A missing or corrupted As-Built file could cause SDD to be unable to resolve software when updating the ICTP. In this instance, a Technical Assistance should be submitted to Local Technical Support (LTS).

Information about Software Updates and content can be found on TOPIx in Diagnostics > Diagnostic Release Notes.

The above actions will increase programming success of the ICTP

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.