

<b>Reference</b>	SSM72838
<b>Models</b>	Discovery Sport / L550 Range Rover Evoque / L538
<b>Title</b>	InControl Touch Pro screens stuck on Land Rover Oval or black
<b>Category</b>	Electrical
<b>Last modified</b>	30-Jan-2017 00:00:00
<b>Symptom</b>	207000 Entertainment Systems
<b>Content</b>	<p><b><u>Issue</u></b></p> <p>During the software update and configuration of the Information Master Controller(IMC) and/or Information Slave Controller (ISC, for rear seat entertainment ) the system may exhibit the following conditions due to incomplete “Variant Configuration” learn procedure during the software update.</p> <p><u>Error state 1: Rear screens stuck on Land Rover oval or black with backlight and IMC functional.</u></p> <p><u>Error state 2: Front screen showing Land Rover oval screen or black with backlight.</u></p> <p><b><u>Cause</u></b></p> <p>Variant configuration has not been successfully completed.</p> <p><b><u>Action</u></b></p> <p><b><u>Note: Only carry out the following if the error states exist.</u></b></p> <p><u>Error state 1: Rear screens stuck on Land Rover oval or black with <i>backlight</i> and IMC functional</u></p> <ol style="list-style-type: none"> <li>1. Power down vehicle for 2 minutes (lock vehicle)</li> <li>2. Unlock the vehicle and wait 1 minute</li> <li>3. Connect SDD and Start Session</li> <li>4. "Service Function" and locate "Entertainment System - InControl Touch Pro variant Configuration"</li> <li>5. Select - <b>ISC Learn</b> - option when prompted. <ol style="list-style-type: none"> <li>1. NB – If the ISC Learn fails, repeat step 5 and 6 (up to 3 times)</li> </ol> </li> <li>6. Following the <b>ISC Learn</b> completing successfully, start vehicle for 2 minutes as it can take a period of time for the ISC to configure to the system. Test the operation of the system, the rear screens should boot up to the “Tile Screens”. The screens must be observed during the entire period continually as the rear screens have a “Power Save” mode and, if inactive for a period, will auto switch off.</li> <li>7. If Rear Screens are still in Land Rover oval after this procedure then this hasn’t worked and please raise a Technical Assistance request(TA)</li> </ol>

Error state 2: Front screen showing Land Rover oval or black with backlight.

1. Power down vehicle for 2 minutes (lock vehicle)
2. Unlock the vehicle and wait 1 minute
3. Connect SDD and Start Session
4. "Service Function" and locate "Entertainment System - InControl Touch Pro variant Configuration"
5. Select – **IMC Erase and Learn** or **IMC Learn** - option when executed. Both will correct this issue.
  1. NB — If the IMC Learn fails, repeat step 5 and 6 (up to 3 times)
6. Test the operation of the system. If the front display doesn't boot up to the "Tile Screen" after this procedure then this hasn't worked and please raise a Technical Assistance request(TA)

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.