

Reference	SSM73633
Models	F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260 XJ / X351
Title	False theft alert from InControl Secure after crossing international border
Category	Electrical
Last modified	10-Nov-2017 00:00:00
Symptom	206000 Warning Indicators

Content **Note: This issue does not affect 18MY vehicles.**

Issue

When crossing into a different country In Control Secure may incorrectly determine that the vehicle has been stolen.

This will result in the Telematics Service Provider (TSP) contacting the customer to confirm if theft has occurred.

Until the customer confirms that no theft has occurred they will be blocked from using In Control Remote features

Cause

Software error in Telematic Control Module (TCU)

Action

Telematic Control Module (TCU) software update required

SDD supported vehicles - Please complete the following action:

1. CAUTION: This procedure requires SDD_151.03 with SWMP 281 installed or a later version.
2. Connect the Jaguar Land Rover (JLR) approved diagnostic tool and the JLR approved battery support unit to the vehicle and begin a new diagnostic session. The JLR approved diagnostic tool will read the correct VIN for the current vehicle.
3. Follow the JLR approved diagnostic tool prompts.
4. Select Diagnosis session type.
5. Select any of the following symptoms:
Electrical - Information and entertainment system - Telematics system.
6. Run and close the 'Datalogger' tool to reveal the 'Extras' tab.
7. Select the 'Extras' tab.
8. Run: Configure existing module – Telematics control unit module.

9. Follow all on-screen instructions to complete this task.
10. When the task is completed, exit the current session.
11. Disconnect the JLR approved diagnostic tool and the JLR approved battery support unit.

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.