

<b>Reference</b>	SSM73849
<b>Models</b>	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560
<b>Title</b>	ATCM shows offline within Pathfinder
<b>Category</b>	Diagnostic Software Hardware
<b>Last modified</b>	11-Apr-2018 00:00:00
<b>Symptom</b>	000101 Diagnostic Concerns
<b>Content</b>	<p><b><u>Issue:</u></b></p> <p>The technician may notice that the All Terrain Control Module (ATCM) shows offline within the ECU diagnostics menu, of Pathfinder. The concern prevents the technician from using Pathfinder to diagnose or rectify concerns with the ATCM</p> <p><b><u>Cause:</u></b></p> <p>Pathfinder is unable to identify the variant of the ATCM fitted to the vehicle.</p> <p><b><u>Action:</u></b></p> <p><b>This workaround will load a software file to the Jaguar Land Rover Approved Diagnostic Equipment using the Manual Patch Update process.</b></p> <p><b><u>WARNING:</u></b></p> <p><b>DO NOT Restart the JLR Approved Diagnostic Equipment until the manual patch has been used as the manual patch is removed on restart of the JLR Approved Diagnostic Equipment .</b></p> <p><b><u>Important Note:</u></b></p> <p><b>The 'ACTION' instructions below, should ONLY be used when a concern has been experienced matching the detail in the 'ISSUE' statement.</b></p> <p><b>Completing the 'ACTION' instructions may cause a failure if the manual patch is not required.</b></p> <p>Restart the JLR Approved Diagnostic Equipment</p> <ol style="list-style-type: none"> <li>1. Select 'Manual Patch' Icon on the Application Launcher screen. Make sure that both Symptom Driven Diagnostics (SDD) and PATHFINDER are closed before opening the Manual Patch downloader.</li> <li>2. A pop-up will be displayed for Manual Patch downloader</li> </ol>

3. Enter '**MP\_PF\_M0002**' in the Patch Name field.
4. Select 'Start'.
5. The Manual Patch downloader will then download the manual patch.
6. When the patch download has completed, a message will be displayed, asking the user to confirm that the application can run the manual patch. Select 'Yes'.
7. When complete, the following message will be displayed:  
'Successfully downloaded and started manual patch. Please make sure that the patch has installed successfully.' NOTE: This message will end after 10 seconds.
8. Start a new diagnostic session.
9. Complete the required actions.
10. Close the session.
11. Restart the JLR Approved Diagnostic Equipment.

If this Manual Patch fails to correct the concern then a Technical Assistance should be created.

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.