

Reference	SSM72929
Models	LR2 / L359 LR3 / L319 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L320 Range Rover Sport / L494
Title	GEN2.1 Touch Screen Recovery Process Using SDD
Category	Electrical
Last modified	16-May-2018 00:00:00
Symptom	207000 Entertainment Systems
Content	<p>Issue: The Touch Screen (TS) also known as Front Control Display Interface Module (FCDIM) or High Level Display Front (HLDF) on occasions may fail to download software correctly resulting in no communications with the module and blank screen.</p> <p>Cause: This may be as a result of low battery voltage, a break in continuity of diagnostic connection during the download or a SWDL that has not completed correctly.</p> <p>Action: Symptom Driven Diagnostics (SDD) now contains a service application that can be used to recover the (TS) where a download has previously failed and the module appears unrecoverable.</p> <p>The diagnostic path for this application is: 'Electrical/ Information and Entertainment System/Touch Screen Display/Display inoperative'. Carry out FCDIM 'Reconfigure existing module'.</p> <p>Note: If the application does not recover the FCDIM, please raise a Technical Assistance for further advice before consideration is given to replacing the FCDIM.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>