Reference	SSM74000
Models	E-PACE / X540 F-PACE / X761 F-TYPE / X152 I-PACE / X590 XE / X760 XF / X260
Title	Concern when updating the IMC to the latest software using PATHFINDER 180
Category	Diagnostic Software Hardware
Last modified	04-Aug-2018 00:00:00
Symptom	000101 Diagnostic Concerns
Content	**ISSUE:** Jaguar Land Rover has identified concerns that affects the update of the Infotainment Master Controller (IMC) .The concern occurs when updating to phase 4.0 using PATHFINDER 180 Concerns that may have been identified by the technician during the IMC update: • Confirmation that the ignition is on and then the application will exit to the 'ECU Functions' screen without an application summary page being displayed. • Application may fail referencing a missing file. • An incompatible hardware message is displayed to the technician. **CAUSE:** Jaguar Land Rover has completed their investigation and has identified the cause of the failures. The causes of these failures are: • Timing concern within the diagnostic software related to ignition on prompt after software download. • Missing software file that causing the application to fail. • Module software variant not supported within the diagnostic software.

This workaround will load a software file to the Jaguar Land Rover Approved Diagnostic Equipment using the Manual Patch Update process.

Please label the diagnostic machine when you have loaded the manual patch to make sure that everyone knows it is safe to use for InControl Touch Pro updates.

PREVENTATIVE ACTION:

This Manual Patch will stay on the JLR Approved Diagnostic Equipment and will need to be completed on all diagnostic machines within your workshop before any InControl Touch Pro updates are attempted.

1. Restart the JLR Approved Diagnostic Equipment
2. 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.
3. A pop-up will be displayed for Manual Patch downloader
4. Enter '**MP_PF_D0026**' in the Patch Name field.
5. Select 'Start'.
6. The Manual Patch downloader will then download the manual patch.
7. 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'.
8. 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.
9. Start a new diagnostic session.
10. Complete the required IMC update application.
11. Close the session.

CORRECTIVE ACTIONS:

If any of the concerns detailed in the 'Issue' section above have been observed during an IMC update, make sure that the manual patch has been loaded to your diagnostic equipment and repeat the required IMC update application.

If this Manual Patch fails to correct the concern then a Technical

Assistance should be escalated to Local TEchnical Support (LTS).

PERMANENT CORRECTIVE ACTION
This will be released on the next release of PATHFINDER
software.

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.