

|                      |   |
|----------------------|---|
| <b>Reference</b>     | SSM74130  |
| <b>Models</b>        | Discovery / L462<br>Discovery Sport / L550<br>Range Rover / L405<br>Range Rover Evoque / L538<br>Range Rover Sport / L494<br>Range Rover Velar / L560   |
| <b>Title</b>         | InControl Touch Pro/ Duo Infotainment Master Controller software updates  |
| <b>Category</b>      | Electrical  |
| <b>Last modified</b> | 17-Oct-2018 00:00:00  |
| <b>Symptom</b>       | 207000 Entertainment Systems  |
| <b>Content</b>       | <p><b>Issue:</b> Jaguar Land Rover released Pathfinder 195 on 11th October and Symptom Driven Diagnostics (SDD) 154.05 on 8th October. As part of our continued efforts in increasing our customer experience, the release contains the latest InControl software containing significant improvements and enhancements to the system and its stability. Please refer to the latest release notes on TOPIx to understand the fixes that are included within this release.</p> <p>You are reminded that the InControl Touch Pro/ Duo Infotainment Master Controller (IMC) and Infotainment Slave Controller (ISC) software should not be updated unless related to a reported customer concern.</p> <p><b>Cause:</b> IMC software updates not related to reported customer concerns.</p> <p><b>Action:</b> IMC software updates should only be carried out where a customer has reported a concern with the functionality of the infotainment system as supplied and diagnosis has guided the technician to carry out an update to the IMC and ISC where fitted. Within the latest release, the Smartphone pack will be available for activation through Pathfinder/ SDD. While the obvious benefits are recognised with this application, please read and understand the following:</p> <ul style="list-style-type: none"> <li>• Updates to the IMC and ISC must only be applied on customer compliant and failure of the operating system.</li> <li>• All system faults must be verified through normal primary and secondary diagnosis.</li> <li>• Failure to adhere to the above will result in a rejected warranty claim.</li> </ul> <p>Note: If you chose to update this software as a pro-active measure without a customer reported issue, then a warranty claim <u>must not</u> be made.</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> |