

<b>Reference</b>	SSM73945
<b>Models</b>	Discovery Sport / L550
<b>Title</b>	17MY L550 HVAC SWDL fails
<b>Category</b>	Diagnostic Software Hardware
<b>Last modified</b>	27-Jul-2018 00:00:00
<b>Symptom</b>	000101 Diagnostic Concerns
<b>Content</b>	<p><b><u>Issue:</u></b></p> <p>When performing a software update on the HVAC (Heating Ventilation and Air Conditioning Control Module) the update fails stating SDD (Symptom Driven Diagnostics) has failed to resolve software.</p> <p><b><u>Cause:</u></b></p> <p>The module acronym within the As Built data doesn't match the acronym used by SDD when resolving software.</p> <p><b><u>Action:</u></b></p> <ol style="list-style-type: none"><li>1. Restart the JLR Approved Diagnostic Equipment</li><li>2. Select 'Manual Patch' Icon on the Application Launcher screen. Make sure that both Symptom</li><li>3. Driven Diagnostics (SDD) and PATHFINDER are closed before opening the Manual Patch downloader.</li><li>4. A pop-up will be displayed for Manual Patch downloader</li><li>5. Enter 'MP_JLR_G0010' in the Patch Name field.</li><li>6. Select 'Start'.</li><li>7. The Manual Patch downloader will then download the manual patch.</li><li>8. 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'.</li><li>9. When complete, the following message will be displayed: 'Successfully downloaded and started manual patch. Please make sure that the patch has installed successfully.' <b>NOTE:</b> This message will end after 10 seconds.</li><li>10. Start a new diagnostic session.</li><li>11. Complete the required HVAC programming</li><li>12. Close the session.</li><li>13. Restart the JLR Approved Diagnostic Equipment.</li></ol>

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.