Reference	SSM74075
Models	XE / X760
Title	GWM Update leaves the vehicle with no ignition and PATHFINDER is unable to communicate
Category	Diagnostic Software Hardware
Last modified	11-Sep-2018 00:00:00
Symptom	000101 Diagnostic Concerns
Content	**ISSUE:** After successfully updating the Gateway Control Module (GWM), the vehicle is left with no ignition and PATHFINDER will not be able to communicate with any module but the GWM. **CAUSE:** The latest software resolved by Pathfinder is not complete, leaving the module in bootloader mode. **Important Note:** The 'ACTION' instructions below, should ONLY be used when a concern has been experienced matching the detail in the 'ISSUE' statement. **Completing the 'ACTION' instructions may cause a failure if the manual patch is not required.** **ACTION:** This workaround will load a software file to the Jaguar Land Rover Approved Diagnostic Equipment using the Manual Patch Update process. **This Manual Patch will stay on the JLR Approved Diagnostic Equipment.** 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_R0017**' 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. Update the **GWM**. 11. Close the session. 12. Restart the JLR Approved Diagnostic Equipment. If this Manual Patch fails to correct the concern then raise a Technical Assitance with your Local Helpdesk. 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.