

<b>Reference</b>	SSM74064
<b>Models</b>	Discovery Sport / L550 Range Rover Evoque / L538
<b>Title</b>	InControl Touch Audio Head Unit (AHU) update - Bluetooth displays incorrect model
<b>Category</b>	Electrical
<b>Last modified</b>	03-Sep-2018 00:00:00
<b>Symptom</b>	207000 Entertainment Systems
<b>Content</b>	<p><u>Vehicle Lines affected:</u></p> <p><b>L550 and L538 17MY - 19MY</b></p> <p><b>Issue:</b> When updating the AHU, if procedure not followed correctly on Symptom Driven Diagnostics (SDD) tool or Pathfinder, the vehicle may be displayed as either Discovery, Discovery Sport or XF on mobile devices connected via Bluetooth. This affects the InControl Touch Update only.</p> <p><b>Root cause:</b> Local configuration file (LCF) mismatch.</p> <p><b>Action</b> When updating the AHU/Audio Control Module (ACM) on the affected models, please follow all instructions as per SDD/Pathfinder tool. If the tool recommends updating the LCF, this should be done If the vehicle is displaying as the wrong vehicle on the mobile device when connected via Bluetooth, please follow the following process:</p> <p><b>For 16MY and 17MY vehicles (Using SDD)</b></p> <ol style="list-style-type: none"> <li>1. CAUTION: This procedure requires DVD150.06 and Calibration File 277 loaded or a later version.</li> <li>2. Connect the Jaguar Land Rover approved battery support unit.</li> <li>3. Connect the Jaguar Land Rover approved diagnostic equipment to the vehicle.</li> <li>4. Select 'Diagnosis' session type. Select the following symptoms: Electrical - Information and</li> </ol>

entertainment system – Entertainment system.

Run and close the 'Datalogger' tool to reveal the 'Extras' tab.

Select the 'Extras' tab.

Run 'Configure existing module - Audio head unit - Low line.

5. When all of the tasks are complete, exit the current session by selecting the 'Session' tab and then select the 'Close Session' option.

6. Disconnect the Jaguar Land Rover approved diagnostic equipment and the Jaguar Land Rover approved battery support unit.

7. Switch ignition off. Lock the vehicle for 10 minutes. Unlock the vehicle. Check the Bluetooth screen, is Discovery/Discovery Sport/XF still displayed incorrectly?

If yes, please delete all personal data from the system settings and reassess the concern (Settings > System > Scroll to the bottom > Delete all personal data).

#### **For 18MY vehicles (Using Pathfinder)**

**Note: Within pathfinder the AHU is referred to as the Audio control module (ACM)**

1. CAUTION: This procedure requires Pathfinder version 98 loaded or a later version.

2. Connect the JLR approved battery support unit.

3. Connect the JLR approved diagnostic equipment to the vehicle and begin a new diagnostic session.

4. Follow the Jaguar Land Rover (JLR) approved diagnostic equipment prompts.

5. Select 'ECU Diagnostics'.

6. Select 'Audio Control Module [ACM]'.

7. Select 'Update ECU'.

8. Follow all on-screen instructions to complete this task.

9. When all of the tasks are complete, exit the current session.

10. Disconnect the Jaguar Land Rover approved diagnostic equipment and the Jaguar Land Rover approved battery support unit.

11. Switch ignition off. Lock the vehicle for 10 minutes. Unlock the vehicle. Check the Bluetooth screen, is Discovery/Discovery Sport/XF still displayed incorrectly?

If yes, please delete all personal data from the system settings and reassess the concern (Settings > System > Scroll to the bottom > Delete all personal data).

If the problem still persists - Please raise an EPQR.

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.