

Reference	SSM73799
Models	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560
Title	Concerns identified during or after updating InControl Touch Pro with the latest release of software
Category	Diagnostic Software Hardware
Last modified	23-Nov-2018 00:00:00
Symptom	000101 Diagnostic Concerns

Content	<p>Issue:</p> <p>Following a software update or an attempt to update the InControl Touch Pro system, one of the conditions listed below has been identified:</p> <ol style="list-style-type: none"> 1. InControl Touch Pro system constantly restarting 2. Voice / Speech concern 3. Navigation concern 4. Live and Web Browser concern 5. System Language concern <p>NOTE: For items 1 - 5, assistance may be given using WebEx as follows:</p> <ul style="list-style-type: none"> • The TA will be reviewed and escalated to the appropriate team • A WebEx session may be scheduled for the corrective action • The WebEx session may require the Ethernet Cable described in tooling bulletin JSST073 • Make sure this cable is available when the TA is submitted. <p>1. InControl Touch Pro system constantly restarting - The system will constantly start, shut down and restart before an InControl Touch Pro Software Update:</p> <p>The constant shut down and restart of the system will prevent the system successfully completing an attempted update.</p> <p>Instruction:</p> <ul style="list-style-type: none"> - Submit a TA detailing the concern - Select 'Infotainment Master Controller (IMC) update - 01 - General Failure' as the symptom - put 'NGI_REBOOT' in the first line of 'Detailed Diagnostics' <p>2. Voice / Speech concern - no voice inputs or outputs functionality.</p> <p>Note: EVOQUE convertible models do not support voice commands and the "voice command" button on the steering wheel only provides a "mute" function. For this vehicle the issue only applies to voice output such as navigation guidance.</p>
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Common symptoms are reported as:

- Voice commands are not recognised.
- Voice output such as spoken navigation guidance is inoperative.
- Voice Recognition menu is blank.

Notes:

- If the issue is limited to voice input only, this might be caused by a hardware failure of voice command button or microphone etc. Continue troubleshooting as normal.
- Voice command of navigation is not related to this concern as it would require a Map update completed after a software update for this functionality to operate.

Instruction:

If a TA is raised for the above symptoms:

- Select 'Infotainment Master Controller (IMC) update - 01 - General Failure' as the symptom
- Put 'NGI_VOICE' in the first line of 'Detailed Diagnostics'

3. Navigation concern - incorrect time or vehicle position

Common symptoms are reported as:

- Incorrect time displayed.
- Navigation vehicle position away from current location.
- Navigation vehicle position shows the correct location and Navigation works as expected, except the road names are missing

Instruction:

- Submit a TA detailing the concern
- Select 'Infotainment Master Controller (IMC) update - 01 - General Failure' as the symptom
- put 'NGI_TIME / NAV' in the first line of 'Detailed Diagnostics'

4. Live and Web Browser concern - application not available

Note:

- Before checking the symptoms below, make sure that the 'Delete Live' instructions have been completed after the software update and the Connectivity (Mobile Data or WiFi) is turned on with a valid and clear connection.
- Vehicles with Unable to connect 012 or 015 displayed on the vehicle touch screen are NOT applicable for NGI_LIVE, as there is a connection concern. Continue troubleshooting as normal .

Common symptoms are reported as:

- 'Live' application will not open and displays 'Live not available' on the vehicle touchscreen
- Connected car functionality concern i.e. Web Browser inoperative and displays 'Web Browser not available' on the vehicle touchscreen

Instruction:

- Submit a TA detailing the concern
- Select 'Infotainment Master Controller (IMC) update - 01 - General Failure' as the symptom
- put 'NGI_LIVE' in the first line of 'Detailed Diagnostics'

5. System Language concern - Language Settings default to English UK after a vehicle shut down

The symptom is reported as:

- User sets relevant system market language and the language setting defaults back to English UK after vehicle shut down
- User unable to set their language as not available to select since the update

Note: This concern was previously communicated as resolved in 17C6.1 software, further investigation from reports has uncovered another root cause which affects this functionality.

Instruction:

- Submit a TA detailing the concern
- Select 'Infotainment Master Controller (IMC) update - 01 - General Failure' as the symptom
- put 'NGI_SYS_LANG' in the first line of 'Detailed Diagnostics'

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.