

Reference	SSM74267
Models	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560
Title	InControl features not functioning in the vehicle due to mobile data connectivity concerns
Category	Electrical
Last modified	11-Feb-2019 00:00:00
Symptom	207000 Entertainment Systems
Content	<p><u>Note:</u> This issue affects 18MY & 19MY vehicles only.</p> <p><u>Issue:</u> Customers may complain of connectivity issues when attempting to use InControl features which require mobile data.</p> <p><u>Cause:</u> Software concern within the Telematics Control Unit (TCU)</p> <p><u>Action:</u></p> <p>Please carry out the following diagnostic procedure:</p> <ul style="list-style-type: none">• Caution - This procedure requires a minimum of Pathfinder 211 loaded or later.• Connect the JLR approved battery support unit.• Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.• Follow the JLR approved diagnostic equipment prompts.• Select 'ECU Diagnostics'.• Select 'Telematics Control Module (TCU)'• Select 'Update ECU'.• Follow all on-screen instructions to complete the task.• When all of the tasks are complete, exit the session.• Press and hold bCall button for longer than 10 seconds for new configuration to download• Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit. <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p>

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.