

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 74599 - NLI Bluetooth Connection issue

Models : Discovery / L462

Discovery Sport / L550

Discovery Sport / L550
(Brazil 99J)

Discovery Sport / L550
(China L2C)

Evoque / L538

Evoque / L538 (Brazil
99J)

Evoque / L538 (China
L2C)

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Name :

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Modified :

Category : Electrical

Symptom : 207000 Entertainment Systems

Content : Issue

Inconsistent Bluetooth connectivity for customers following an Android or Apple operating software (OS) update. This concern only affects New Low line Infotainment (NLI) systems otherwise known as InControl Touch.

Android OS version 9.0 (Pie) or later

Apple iOS version 13.0 or later

Cause

Mobile phone Original Equipment Manufacturers (OEMs) have upgraded the Phonebook Access Protocol (PBAP) to version 1.2 which is not backward compatible with PBAP version 1.1.

An update to NLI software provides a fix to allow the head unit to connect and download contacts from a phone that has been updated and now only supports PBAP v1.2.

Action

Ensure you have a minimum of SDD 158.01 and Software Management Pack v326 & Pathfinder 256 on the service tool and then follow the applicable instructions below.

Symptom Driven Diagnostics (SDD) instructions:

1. Connect the Jaguar Land Rover (JLR) approved battery support unit.
2. Connect SDD and begin a new session.
3. Follow the SDD on screen prompts.
4. Select 'Diagnosis' session type.
5. Select the following symptom: 'Electrical - Information and entertainment system - Touch Screen Display.
6. Run and close the 'Datalogger' tool to reveal the 'Extras' tab, select the 'Extras' tab.
7. Run 'Configure existing module – Audio Head Unit – Low Line'.
8. Follow all on screen instructions to complete the task.
9. When the task is complete, exit the session.
10. Disconnect SDD and battery support unit.

Pathfinder (PF) instructions:

This concern has been resolved with the release of PATHFINDER V261.

The manual patch has now been expired and no longer available.

1. Start a new diagnostic session.
2. Complete the required Audio Control Module (ACM) Update ECU application.
3. Close the session.
4. Test the functionality.