

<b>Reference</b>	SSM75804
<b>Models</b>	E-PACE / X540 F-PACE / X761 I-PACE / X590 XE / X760 XF / X260
<b>Title</b>	No Communication with IPMA via TOPIx Cloud Diagnostics
<b>Category</b>	Electrical
<b>Last modified</b>	16-Sep-2022 00:00:00
<b>Symptom</b>	204000 Instrumentation
<b>Content</b>	<p><b><u>Issue:</u></b></p> <p>During a diagnostic session at the retailer, technicians are reporting one of the 2 following scenarios:</p> <ol style="list-style-type: none"> <li>1. No communication with IPMA module (Image Processing Module A)</li> <li>2. Communication with IPMA (Image Processing Module A) is lost during a software update attempt</li> </ol> <p><b><u>Cause:</u></b></p> <p>Currently under investigation by JLR.</p> <p><b><u>Action:</u></b></p> <p><b><u>Do not replace the IPMA</u></b></p> <p>For either of the 2 scenarios please follow below:</p> <ol style="list-style-type: none"> <li>1. Conduct a full shutdown &amp; lock on the vehicle for a minimum of 10 minutes.</li> <li>2. Unlock vehicle and connect with TOPIx Cloud</li> <li>3. Complete Network Integrity Test and then manually look for IPMA. Diagnostics&gt;Vehicle applications</li> <li>4. Select the REPLACE ECU routine and select Run but <b>do not</b> replace the IPMA,</li> <li>5. Select the UPDATE ECU application and select Run, once complete return vehicle to customer.</li> </ol> <p><b>Note:</b> If IPMA fails to recover using this process, then note where in the steps it failed including any additional information &amp; please raise a TA for escalation to EES_320 (Advanced Driver Assistance)</p>

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