

INCONTROL REMOTE APP WAKE UP TIMER

Customer concern:

- *"I locked my car with the remote app and came back from vacation and it won't respond and says vehicle is asleep."*

Technical Description:

Knowledge gap in TCU Deep Sleep mode and InControl Remote Wake Up Timer has been identified

- TCU will remain awake and responsive to InControl Remote App request for a period of 4 days.
- After 4 days, the TCU will enter Deep Sleep mode to conserve power and will no longer respond to InControl Remote App requests.
- Only the two methods below will wake the TCU to allow InControl Remote App to function:
 - Ignition on and vehicle start using an authorized key.
 - Wake Up Timer set in the InControl Remote App to wake TCU at a pre-determined set date/time.

Details on Wake Up Timer are outlined in the Owners site under InControl Remote App FAQ's.

[Remote App | See what Remote App can do for you | Land Rover](#)

[Remote App | See what Remote App can do for you | Jaguar](#)

Action:

Please review with this function so you are aware and can appropriately manage and educate customers on use should they schedule a service visit due to remote app not accessible due to sleep mode. This will ensure no unnecessary diagnostic work is performed and customer is aware of feature to inhibit future remote app loss.

Range Rover

- 22MY-On Range Rover
- 23MY-On RR Sport
- 21MY-On RR Evoque
- 21MY-On RR Velar

Defender

- 20MY-On Defender

Discovery

- 21MY-On Discovery
- 21MY-On Discovery Sport

Jaguar

- 21MY-On E-PACE
- 21MY-On I-PACE
- 21MY-On XF
- 21MY-On F-PACE

WAKE-UP FUNCTION

To conserve battery power, certain non-essential Remote features will shut down if you don't drive your Land Rover vehicle for 4 days. Scheduling a Wake-Up will reactivate these features at a time of your choosing.