

Reference	SSM76492
Models	Defender / L663 Discovery / L462 New Range Rover / L460 New Range Rover Evoque / L551 New Range Rover Sport / L461 Range Rover Velar / L560
Title	TCU Activation Failure And InControl App Inoperative After Software Update
Category	Electrical
Last modified	20-Aug-2026 12:15:00
Symptom	204000 Instrumentation
Content	<u>Model / Model Year / Derivative</u> Range Rover / 21MY onwards / PHEV Range Rover Sport / 21MY onwards / PHEV Defender / 20MY onwards / PHEV Discovery / 21MY onwards / PHEV New Range Rover Evoque / 21MY onwards / PHEV Range Rover Velar / 21MY onwards / PHEV <u>Situation:</u> JLR Engineering investigations have found customer reports of TCU activation failure and the InControl app becoming inoperative after a TCU software update. <u>Cause:</u> A software update from a TCU software level earlier than L8B2-70712-AAC to L8B2-70712-AAH may not complete correctly. During the update process, required internal TCU migration steps may fail to complete, preventing the TCU from communicating as expected. This may result in TCU activation failure or the InControl app becoming inoperative. <u>Action:</u>

Refer to the Service Information below.

Service Information:

1. Check the TCU software level.
2. If the TCU software level is earlier than **L8B2-70712-AAC**, do **not** perform a TOPIx Cloud software update.
3. Update the TCU using the approved **Software Over The Air (SOTA)** process.
4. If the SOTA update is unsuccessful, raise a **Technical Assistance (TA)** case for Engineering support. The TA must include:
 - Reference CSS group EES_210.
 - Reference to this SSM.
 - Details of the customer concern.
 - Diagnostic session files and relevant vehicle logs.
5. Engineering will review the vehicle data to determine why the TCU has not updated through SOTA and provide further guidance.
6. If TCU replacement becomes necessary, retailers must only install the latest approved TCU part number and must not install a TCU with a software level earlier than **L8B2-70712-AAC**.

Note:

JLR Engineering has identified cases where replacement TCUs with outdated software levels were installed, resulting in the same concern being repeated after repair.

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