

TECHNICAL TOPICS

ELECTRICAL



Connectivity Concerns

Customer Voice:

- Connectivity functions are no longer working (InControl App, SOTA, Traffic Information, Data Functions), SOS malfunction, Erroneous E-Call Trigger

Technical Description:

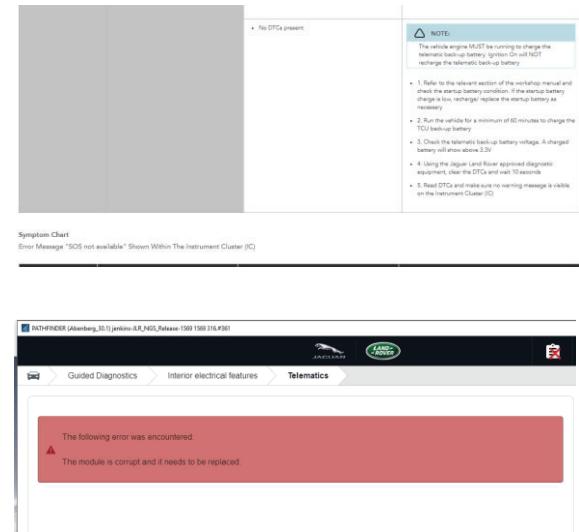
- Various symptoms related to TCU functionality
- Numerous error modes may be resolved without updating or replacing the TCU.

Status:

- Ensure customer account is active using InControl Portal
- Ensure ALL faults are worked through using TOPlx diagnostics, and Pinpoint tests prior to any update attempts on the TCU
- Complete Pathfinder guided diagnostics only after ensuring information on TOPlx has been referenced.
- If guided diagnostics states specifically that TCU replacement is necessary, there is no need for a TA. Please submit a FRED with the screenshot and session file if under New Vehicle Warranty.
- We are currently aware of supply restraints around TCU availability at time of publication.

Refer to TOPlx workshop manual 415-01: Diagnosis and Testing- Telematics

2017-2022 Range Rover, Range Rover Sport, Velar, Evoque, Discovery, Discovery Sport, XE, XF, F-Pace, F-Type, E-Pace fitted with TCU3



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