

Infotainment Guided Diagnostics

Customer Voice:

- Customer complaint in regards to Infotainment system.

Technical Description:

- Guided diagnostics takes the service technician through a series of questions in relation to the customer symptom to determine the appropriate resolution action.
- When you perform a guided diagnostic, it will identify concerns that affect the IMC and will identify if the root cause lies within another module or in the IMC software.
- Pathfinder guided diagnostics have been improved to include all known failure modes within the infotainment system.
- JLR regularly update the guided diagnostics based on market feedback and data analysis to ensure emerging concerns are captured.

Status:

- Guided Diagnostics will be mandated with Infotainment complaints starting in December 2019.
 - Very similar to TCU guided diagnostics.

18 – 20MY E-Pace, F-Pace, I-Pace, F-Type, XE, XF, XJ, Range Rover, RR Sport, RR Velar, RR Evoque, Discovery & Discovery Sport equipped with InControl Touch Pro

