



SERVICE ACTION H017: INCONTROL TOUCH PHASE 3.2 - SATELLITE DIGITAL AUDIO RADIO SERVICE (SDARS) UPDATE

SERVICE BULLETIN

29-JUN-17

NO.: 6-355NAS
(ISSUE 2)

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

CHANGES ARE HIGHLIGHTED IN BLUE

DESCRIPTION OF ISSUE

An issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range which may experience the Satellite Digital Audio Radio Service (SDARS) system 'freeze' on the current channel, not allowing users to select another channel. This issue is a result of having InControl® Touch™ Phase 3.0 software previously installed on the vehicle.

AFFECTED VEHICLE RANGE

F-PACE (X761; with InControl® Touch™)

Model Year: 2017-2018

VIN: 097892-099996; 488002-499998; 880002-899997; 240000-252773

XE (X760; with InControl® Touch™)

Model Year: 2017-2018

VIN: 972151-979037; P10455-P22493

XF (X260; with InControl® Touch™)

Model Year: 2016-2018

VIN: Y02291-Y56661

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 29 June 2017).

ACTION TO BE TAKEN

Check DDW to make sure that a vehicle is affected by this program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin H017NAS, *Service Action: InControl Touch Phase 3.2 - Satellite Digital Audio Radio Service (SDARS) Update*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that **all** outstanding Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 May 2019** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
H017	B	InControl Touch - NLI - Audio Front Control Module - Configure	86.98.39	0.80	-	-
H017	C	InControl Touch - NLI - Audio Front Control Module - Configure Drive in/drive out	86.98.39 10.10.10	0.80 0.20	- -	- -
H017	D	InControl Touch - NLI - Audio Front Control Module - Configure Disengage and Reengage Transit Mode with Diagnostic Equipment Already Connected	86.98.39 86.93.93.01	0.80 0.10	- -	- -
H017	E	InControl Touch - NLI - Audio Front Control Module - Configure Disengage and Reengage Transit Mode with Diagnostic Equipment Already Connected Drive in/drive out	86.98.39 86.93.93.01 10.10.10	0.80 0.10 0.20	- - -	- - -

Normal Warranty policies and procedures apply.