K444NAS2
TECHNICAL BULLETIN
14 MAR 2017

NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

INFORMATION

Changes are highlighted in blue

SECTION:

415-01

Service Action: Telematic Control Unit

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
F-PACE (X761)	2017	066598-079079	Solihull	Vehicles With: Telematics
XE (X760)	2017	956428-964152	Solihull	Vehicles With: Telematics
XF (X260)	2017	Y36040-Y39879	Castle Bromwich	Vehicles With: Telematics
XJ Range (X351)	2016-2017	W01433-W03106	Castle Bromwich	Vehicles With: Telematics

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SITUATION:

An issue has been identified on certain vehicles within the listed Affected Vehicle Range have been manufactured away from process and the Telematics Control Module (TCU) security key was not subject to an end of line test and verification. The Wi-Fi may drop out after 10 minutes and then reconnect after 3 minutes, with this cycle repeating.

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 Service Instruction detailed in this Technical Bulletin. 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.

PARTS:

⚠ **NOTE:**

Order only the expected percentage demand of parts identified.

DESCRIPTION	PART NO. /SUNDRY CODE	QTY. /VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Telematics control module (TCU) - w/InControl® Touch Pro™	C2D49833	1	100
Telematics control module (TCU) - w/InControl® Touch	T2H6535	1	100

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 Recalls 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. 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 December 2018** closure date must be submitted or payment within 30 calendar days of completion of the repair.

MODEL	DESCRIPTION	SRO	TIME (HOURS)
F-PACE (X761)	Telematics control module (TCU) - Renew	86.80.53	1.20
XE (X760)	Telematics control module (TCU) - Renew	86.80.53	0.20
XF (X260)	Telematics control module (TCU) - Renew	86.80.53	0.30
XJ (X351)	Telematics control module (TCU) - Renew	86.80.53	1.30

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS /SUNDRY CODE	QTY. /VALUE
K444	A	Telematics Control module (TCU) - renew Configure Telematics Control module (TCU)	86.80.53 86.98.19	See table above 0.50	C2D49833 -	1 -
K444	B	Telematics Control module (TCU) - renew Configure Telematics Control	86.80.53 86.98.19 10.10.10	See table above 0.50 0.20	C2D49833 - -	1 - -

		module (TCU) Drive in/drive out				
K444	C	Telematics Control module (TCU) - renew Configure Telematics Control module (TCU)	86.80.53 86.98.19	See table above 0.50	T2H6535	1
K444	D	Telematics Control module (TCU) - renew Configure Telematics Control module (TCU) Drive in/drive out	86.80.53 86.98.19 10.10.10	See table above 0.50 0.20	T2H6535 - -	1 - -

Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:

> ⚠ **CAUTIONS:**
>
> - A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during diagnosis / module programming.
>
> - Make sure all ignition ON/OFF requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.

> △ **NOTE:**
>
> The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD147.05 v.253 (or later).

1	If required, remove the transit relay.

2	Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

3	Turn ignition ON (engine not running).

4	Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.

5	Follow the on-screen prompts, allowing the diagnostic tool to read the VIN and identify the vehicle and initiating the data collect sequence.

> **2** If the vehicle is not in **Transportation Mode** , go to the next Step.

> **4** If the vehicle is in **Transportation Mode** , set the vehicle to ' **Normal operation mode** '.

6	Select **Service Functions** from the Session Type screen.

7	From the Recommendations tab, select **Run** to perform the ' **Configure new module - Telematic control module** ' option.

8	⚠ **NOTE:**

Renew the Telematics Control Module (TCU) as instructed by the Jaguar Land Rover-approved diagnostic tool (see TOPIx Workshop Manual section 415-01: Information and Entertainment System - Telematics Control Module).

Follow all on-screen instructions to complete this task, ensuring all Diagnostic Trouble Codes (DTC) are cleared.

9	If required, set the vehicle to **Transportation Mode** .
10	When all tasks are complete, select the **Session** tab and then select the **Close Session** option.
11	Disconnect the diagnostic tool and battery power supply from the vehicle.
12	If required, install the transit relay.