

K437NAS5

TECHNICAL BULLETIN

14 JUL 2017



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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:

415-01A: Information and Entertainment System

SUBJECT/CONCERN:

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
F-PACE (X761)	2017	046944-099996	Solihull	Vehicles With: InControl Touch Pro
F-PACE (X761)	2017	488006-498745	Solihull	Vehicles With: InControl Touch Pro
XE (X760)	2017	921222-976658	Solihull	Vehicles With: InControl Touch Pro
XF (X260)	2016-2017	Y00124-Y49450	Castle Bromwich	Vehicles With: InControl Touch Pro
XJ Range (X351)	2016-2017	V90866-W06859	Castle Bromwich	Vehicles With: InControl Touch Pro

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

Jaguar Land Rover have developed the latest software upgrade in response to customer feedback on the performance of the InControl® Touch Pro™ system. Some customers may have experienced infotainment issues and this software upgrade is designed to enhance the robustness of the following features and functions:

- Satellite Digital Audio Radio Service (SDARS) lock up, audio loss, channel artwork not displayed
- Infotainment Master Controller (IMC) resets, blank screens, and poor system performance

- CD ripping/playback issues
- Media Player crash, library track select fails, USB Source reliability
- Phone and Bluetooth™ - connection and contacts download issues
- Climate control fan symbol not visible when increasing/decreasing fan speed
- The heated seat temperature indication is misaligned to the vehicle image on the Touchscreen
- Unable to access the seat massage auto function on the Touchscreen
- The activation of the massage seats is reversed (the left **seat massage program** icon operates the right seat and the right **seat massage program** icon operates the left seat)
- 'Camera System Not Available, Consult Your Dealer' message displayed on the Instrument Cluster (IC) upon vehicle set up.

NOTE:

This action will result in the navigation journey ETA share contacts being deleted from the system. Inform customers that any contacts previously stored in the navigation system (not phone contacts) will need to be re-entered upon completion.

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 Workshop Procedure 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:

No parts required.

SPECIAL TOOLS:

Jaguar Land Rover-approved Midtronics Battery Power Supply

Jaguar Land Rover-approved diagnostic tool with latest SDD software, Calibration File, and InControl© Touch Pro™ Software

Jaguar Land Rover-approved USB memory device DTSE9G2/32GB

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. 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 **30 November 2018** closure date must be submitted or payment within 30

calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	MODEL	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY
K437	B	All	InControl Touch Pro - Without RSE - Configure IMC	86.98.44.01	2.0	-	-
K437	C	All	InControl Touch Pro - Without RSE - Configure IMC Drive in/drive out	86.98.44.01 10.10.10	2.0 0.20	- -	- -
K437	D	All	InControl Touch Pro - Without RSE - Configure IMC Disengage and Reengage Transit Mode	86.98.44.01 86.93.93.01	2.0 0.10	- -	- -
K437	E	All	InControl Touch Pro - Without RSE - Configure IMC Disengage and Reengage Transit Mode Drive in/drive out	86.98.44.01 86.93.93.01 10.10.10	2.0 0.10 0.20	- - -	- - -
K437	F	XJ only	InControl Touch Pro - With RSE - Configure IMC and ISC	86.98.44.02	2.50	-	-
K437	G	XJ only	InControl Touch Pro - With RSE - Configure IMC and ISC Drive in/drive out	86.98.44.02 10.10.10	2.50 0.20	- -	- -

PROGRAM CODE	OPTION CODE	MODEL	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY
K437	H	XJ only	InControl Touch Pro - With RSE - Configure IMC and ISC Disengage and Reengage Transit Mode	86.98.44.02 86.93.93.01	2.50 0.10	- -	- -
K437	J	XJ only	InControl Touch Pro - With RSE - Configure IMC and ISC Disengage and Reengage Transit Mode Drive in/drive out	86.98.44.02 86.93.93.01 10.10.10	2.50 0.10 0.20	- - -	- - -
K437	K	XF VIN Range Y24769-Y42791 only	InControl Touch Pro - Without RSE - Configure IMC Update CCF	86.98.44.01 86.99.94	2.0 0.20	- -	- -
K437	L	XF VIN Range Y24769-Y42791 only	InControl Touch Pro - Without RSE - Configure IMC Update CCF Drive in/drive out	86.98.44.01 86.99.94 10.10.10	2.0 0.20 0.20	- - -	- - -
K437	M	XF VIN Range Y24769-Y42791 only	InControl Touch Pro - Without RSE - Configure IMC Update CCF Disengage and Reengage Transit Mode	86.98.44.01 86.99.94 86.93.93.01	2.0 0.20 0.10	- - -	- - -

PROGRAM CODE	OPTION CODE	MODEL	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY
K437	N	XF VIN	InControl Touch	86.98.44.01	2.0	-	-
		Range	Pro - Without	86.99.94	0.20	-	-
		Y24769-	RSE - Configure	86.93.93.01	0.10	-	-
		Y42791 only	IMC Update CCF	10.10.10	0.20	-	-
			Disengage and Reengage Transit Mode Drive in/drive out				

Normal Warranty policies and procedures apply.

WORKSHOP PROCEDURE:

NOTE:

This action will result in the navigation journey ETA share contacts being deleted from the system. Inform customers that any contacts previously stored in the navigation system (not phone contacts) will need to be re-entered upon completion.

1

CAUTIONS:

- Make sure that the Jaguar Land Rover-approved diagnostic equipment is connected to the internet at least once every 24 hours.
- This procedure requires DVD149.05, Calibration File 269, and InControl Touch Pro Software 004.03 (or later), and the Vehicle Communication Interface (VCI) on the latest level as per VCI Update Instructions available on TOPIx. If a DA VCI device is used for the update, it MUST be on a firmware level of 63 or later.
- F-PACE, XE, XF:** this software update is split into two separate procedures and it may require an update to the Gateway Control

Module (GWM) first, depending on the software level.

- Battery support unit: it is extremely critical to use a battery support unit and have a vehicle with a battery that has a good state of health to start. The battery support unit must also be in proper working condition to be able to supply 13v consistently. If the voltage is compromised during the installation of software, the IMC may switch 'OFF'.
- The software transfer process can take some time; be patient. The vehicle ignition will turn 'OFF' during this transfer which is normal - do not touch the engine START/STOP button unless instructed to do so.
- Before commencing, make sure that the Infotainment screens display the 'Home' screen with the ignition 'ON'. If not (i.e. the display screens show the leaper or the front screen is blank), lock the vehicle and leave for 5 minutes, then unlock the vehicle. Switch the ignition 'ON' and check the display screens again.
- Once downloading it is extremely critical to NOT disturb the Data Link Connector (DLC) connection. Any interruption in connection between VCI and the DLC connection will result in a failure and may not be recoverable.

NOTES:

- **F-PACE, XE, XF:** after the GWM programming occurs, a functional CAN reset is sent to the vehicle. The very next step in the process then begins to run Variant Configuration to the IMC. If the Technician is too fast and is pressing green 'tick' (✓) boxes to push the process along, the Variant Configuration process will fail as the IMC is not fully booted. Anytime the tool is advising to 'turn the ignition ON' the technician must pay attention and switch the ignition 'ON' AND wait for the IMC to fully boot up. The IMC in general takes 90 seconds for full operation. A good check point is pressing the 'Audio' button and then pressing the 'Source' button. When the IMC is booted, all available sources will be displayed on

the Source Selection screen. At this time the continue button can now be pressed.

- If a failure occurs when the retry is attempted, the technician must switch the ignition back 'ON' and wait a minimum 90 seconds until the IMC is booted up.

Connect the Jaguar Land Rover-approved battery support unit.

- 1 If required, remove the transit relay.

2

CAUTION:

Disconnect any customer USB devices that are connected in any of the vehicle front and rear USB ports (as applicable) before connecting the Jaguar Land Rover-approved diagnostic equipment and commencing with the software update. After successfully completing the update and after disconnecting the Jaguar Land Rover-approved diagnostic equipment, reconnect the customer USB devices back to their original location.

Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new diagnostic session, the Jaguar Land Rover-approved diagnostic tool will read the correct Vehicle Identification Number (VIN) for the current vehicle.

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- 3 Follow the Jaguar Land Rover-approved diagnostic tool prompts.

- 1 If the vehicle is not in **Transit mode**, go to the next Step.
- 2 If the vehicle is in **Transit mode**, set the vehicle to **Normal operation mode**.

XF (X260) vehicles between Y24769-Y42791 only

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- 4 If the hyperlink is not available, the application can be found as follows:
 - Select the **Service Functions** session type.

- From the **Car configuration management - Session active car configuration** option, update the vehicle Car Configuration File (CCF) using ASBUILT data.

All vehicles

CAUTIONS:

- At the start of this process, the Jaguar Land Rover-approved diagnostic tool will transfer a large number of files to the Jaguar Land Rover USB memory device. These will then be transferred to the vehicle.
- The Jaguar Land Rover-approved diagnostic tool may prompt 'No Update Required' in the software resolution screen. This software does require updating; select the green 'tick' (✓) to continue the download.

NOTE:

The infotainment screen display will go blank or change color during this update, this is normal behavior and is to be expected when the software is being updated in the InControl Touch Pro control module.

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- 5 If the hyperlink is not available, the application can be found as follows:
 - 1 Select the **Diagnosis** Session Type.
 - 2 Select the following symptom:
 - **Electrical - Information and entertainment system - Entertainment system**
 - 3 Run and close the Datalogger tool to reveal the 'Extras' tab.
 - 4 Select the **Extras** tab.
 - 5 From 'Recommendations', run the **Configure existing module - InControl Touch Pro** option.

6

NOTE:

At the point of which the Jaguar Land Rover-approved diagnostic equipment is formatting the USB memory device and copying over the Phase 2.5 package to the USB memory device, the tool will finish and advise the technician to install the USB memory device into the vehicle's socket. The vehicle's ignition must be 'ON' and the IMC must be 'ON' and fully booted this process can take up to 90 seconds.

Follow all on-screen instructions until prompted to insert the Jaguar Land Rover USB memory device into the Jaguar Land Rover-approved diagnostic tool. Do as instructed before proceeding.

7

NOTE:

Make sure the vehicle ignition is 'ON'. Press the engine START/STOP button to turn it 'ON' if necessary.

Follow all on-screen instructions until prompted to transfer the Jaguar Land Rover USB memory device from the Jaguar Land Rover-approved diagnostic tool to the vehicle as instructed.

8 Transfer the Jaguar Land Rover USB memory device into the vehicle before proceeding on the Jaguar Land Rover-approved diagnostic tool.

9 Follow all on-screen instructions until the application prompts 'Remove the USB memory device from the vehicle'.

- If the Jaguar Land Rover-approved diagnostic equipment displays an error, refer to the **TROUBLESHOOTING** section below and complete the relevant action to complete the update.

10

NOTE:

Make sure the vehicle ignition is 'ON'. Press the engine START/STOP button to turn it 'ON' if necessary.

Follow all on-screen instructions until the application completes successfully.

11 If the hyperlink is not available, the application can be found as follows:

- 1 Select the **Service Functions** tab.
- 2 Run **Entertainment system - InControl Touch Pro variant configuration**.
 - Select the green 'tick' (✓).

12 Select **Infotainment master controller - Erase and learn variant configuration**.

- 1 Select the green 'tick' (✓).
 - Follow all on-screen instructions until the application completes successfully.

13 From 'Recommendations', scroll to the bottom of the recommendation tab and run the **Complete vehicle - Clear all stored diagnostic trouble codes** option.

14 Select the **Settings** icon on the vehicle touchscreen.

- 1 Select **All settings**
- 2 Select **Features**.
- 3 Scroll down and select **Live**.
- 4 Select **Delete Live**.
- 5 Select **Yes** to continue.

15 If the vehicle has navigation journey ETA share contacts set up, the contacts must be deleted.

- 1 Select **Navigation** function.

- 2 Select **Settings**.
- 3 Select **Navigation Settings**.
- 4 Select **Edit profile**.
- 5 Scroll down and select **Contacts**.
- 6 Select the **Edit** button displayed in line with the contact screen title.
- 7 Select **Check all**.
- 8 Select **Delete**,
- 9 Confirm 'delete action'.
 - When all tasks are complete, go to the next Step.

16 Exit the current session.

- 1 Select the **Session** tab.
- 2 Select the **Close session** option.
- 3 If necessary, set the vehicle to '**Transit mode**'.

17 Disconnect the diagnostic tool, battery support unit, and USB memory device from the vehicle.

- 1 If required, install the transit relay.

TROUBLESHOOTING

- In the event that an error is experienced during the software update process, the strategy implemented in the Jaguar Land Rover-approved diagnostic tool can identify an error if the InControl Touch Pro is unable to complete the required process.

- If an error is displayed, refer to the table below and complete the appropriate

Action:

ERROR CODE	CONCERN	ACTION REQUIRED
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21 - Communication error	Busy or no response from the module.	<p>21 - Communication error</p> <ol style="list-style-type: none"> 1. Follow all on-screen instructions to exit the application. 2. Perform a battery hard reset. 3. Complete the 'Configure existing module - InControl Touch Pro' application again.
06 - Media not found	USB memory device not found in the vehicle.	<p style="text-align: center;">NOTE:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>The Jaguar Land Rover-approved diagnostic tool will prompt the user to swap the USB memory device to the adjacent USB port in the event that the module is unable to read the USB memory device. When this action is completed and the green tick (✓) selected, the module will attempt to continue the application using the adjacent USB port.</p> </div> <p>06 - Media not found</p> <ol style="list-style-type: none"> 1. Follow all on-screen instructions to exit the application. 2. Perform a battery hard reset. 3. Complete the 'Configure existing module - InControl Touch Pro' application again using the USB memory device. 4. If error code 06 - Media not found is displayed again, further checks will be required to determine if it is a USB memory device concern or a vehicle concern. 5. If error code 06 - Media not found is still displayed, follow all on-screen instructions to exit the application, complete a battery hard reset, and complete the 'Configure existing module - InControl Touch Pro' application again. <p>Potential concerns:</p> <ul style="list-style-type: none"> • Non-Jaguar Land Rover-approved USB memory device • Faulty USB memory device • Vehicle concern between IMC and USB port (USB hub, connector, or cable issue)

<p>02 - File not found</p>	<p>File required by the module has not been found on the USB memory device due to file transfer issue.</p>	<p>02 - File not found</p> <ol style="list-style-type: none"> 1. Follow all on-screen instructions to exit the application. 2. Perform a battery hard reset. 3. Complete the 'Configure existing module - InControl Touch Pro' application again using the USB memory device. <p>Potential concerns:</p> <ul style="list-style-type: none"> • Non-Jaguar Land Rover-approved USB memory device • Faulty USB memory device • Vehicle concern between IMC and USB port (USB hub, connector, or cable issue)
<p>01 - General failure</p>	<p>Module concern.</p>	<p>01 - General failure</p> <ol style="list-style-type: none"> 1. Follow all on-screen instructions to exit the application. 2. Submit a Technical Assistance (TA) request titled '01 General Failure Recovery'. <p>- All session files which contain this error must be attached.</p>
<p>0A - Invalid signature</p>	<p>Corrupted NGI software files on the Jaguar Land Rover-approved diagnostic tool or USB memory device.</p>	<p>0A - Invalid signature</p> <ol style="list-style-type: none"> 1. Select the red 'cross' (X) when the Jaguar Land Rover-approved diagnostic tool prompts 'Would you like to retry?' and follow all on-screen instructions to exit the application. 2. Use another USB memory device and complete the 'Configure existing module - InControl Touch Pro' application again on the same Jaguar Land Rover-approved diagnostic tool machine. 3. If error code 0A - Invalid signature is displayed again, the relevant Jaguar Land Rover-approved diagnostic tool machine has a corrupt file installed and the Jaguar Land Rover-approved diagnostic tool machine would require F2 recovery procedure and another Jaguar Land Rover-approved diagnostic tool machine should be used to complete the update.

Module recovery in progress (30-minute process)	The software download has failed and the module is recovering to a previous level.	Module recovery in progress 1. Do not touch the vehicle. 2. Allow the recovery process to complete fully. 3. Follow all on-screen instructions to exit the application. 4. Complete the 'Configure existing module - InControl Touch Pro' application again.
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NOTE:

In the event that an error is displayed which is not listed in the above table, then select the green 'tick' (✓) when prompted 'Would you like to retry?', if the update fails to complete successfully.

Submit a Technical Assistance (TA) request in the following instances:

- If the software update fails due to an above error and the actions do not resolve the concern.
- If the software update fails due to error which is not listed in the above table, and repeated retries have proved unsuccessful.
 - When submitting a TA request, include in the heading the relevant Technical Bulletin/Service Action number related to the software update. State the error and actions completed and attach the relevant session file to the TA.

2 Submit a Diagnostic Product Quality Report in the following instances:

- If assistance is required to complete the F2 Recovery procedure to the Jaguar Land Rover-approved diagnostic tool.