SERVICE ACTION K437: INCONTROL® TOUCH PRO™ PHASE 2.5 SOFTWARE UPDATE

14-JUL-17	NO.: 6-339NAS (ISSUE 5)	SEC.: GENERAL INFORMATION	MKT.: CAN/ USA

CHANGES ARE HIGHLIGHTED IN BLUE

DESCRIPTION OF ISSUE

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 displaying
- Infotainment Master Controller (IMC) resets, blank screens, and poor system performance
- CD ripping/playback issues
- 'Camera System Not Available, Consult Your Dealer' message displayed on the Instrument Cluster (IC) upon vehicle set up
- 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)

AFFECTED VEHICLE RANGE

F-PACE (X761; with InControl® Touch Pro™)
Model Year: 2017
VIN: 046994-099996; 488006-498745

XE (X760; with InControl® Touch Pro™)
Model Year: 2017
VIN: 92122-976658

XF (X260; with InControl® Touch Pro™)
Model Year: 2016-2017
VIN: Y00124-Y49450

XJ (X351; with InControl® Touch Pro™)
Model Year: 2016-2017
VIN: V90866-W06859

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 03 November 2016).

ACTION TO BE TAKEN

Check DDW to ensure that the 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 K437NAS, *Service Action: InControl Touch Pro Phase 2.5 Software Update*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to the Technical Bulletin referenced above for any required special 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 in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought 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** expiry date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	MODEL	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
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	-	-

PROGRAM CODE	OPTION CODE	MODEL	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
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	– –	– –
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 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 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 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	– – –	– – –
K437	N	XF VIN Y24769-Y42791 only	InControl Touch Pro – Without RSE – Configure IMC Update CCF Disengage and Reengage Transit Mode Drive in/drive out	86.98.44.01 86.99.94 86.93.93.01 10.10.10	2.0 0.20 0.10 0.20	– – – –	– – – –

Normal Warranty policies and procedures apply.