JTB00552NAS3

TECHNICAL BULLETIN

22 JUN 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

This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in blue

SECTION:

415-01: Information and Entertainment Systems

SUBJECT/CONCERN:

InControl© Touch Pro™ Features May Not Function As Expected (Additional Updates)

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	488002-499998	Solihull	Vehicles With: InControl Touch Pro
F-PACE (X761)	2017-2018	880002-899997	Solihull	Vehicles With: InControl Touch Pro
F-PACE (X761)	2018 Onwards	240000 Onwards	Solihull	Vehicles With: InControl Touch Pro
XE (X760)	2017	921222-999999	Solihull	Vehicles With: InControl Touch Pro
XE (X760)	2017 Onwards	P10187 Onwards	Castle Bromwich	Vehicles With: InControl Touch Pro
XF (X260)	2016 Onwards	Y00124 Onwards	Castle Bromwich	Vehicles With: InControl Touch Pro
XJ Range (X351)	2016 Onwards	V90866 Onwards	Castle Bromwich	Vehicles With: InControl Touch Pro

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

In response to customer feedback on the performance of the InControl® Touch Pro™ system, Jaguar Land Rover has developed a software upgrade. Customers may have experienced infotainment poor performance/reliability 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 upon vehicle set up.

CAUSE:

These may be caused by a software issue.

> △ **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:

Should a Customer express concern, follow the appropriate Diagnostic Procedure -- 'A' or 'B' -- below.

PARTS:

No Parts Required

TOOLS:

	Jaguar Land Rover-approved Midtronics battery power supply
	Jaguar Land Rover-approved diagnostic tool with latest SDD software
	Jaguar Land Rover-approved diagnostic tool with latest PATHFINDER software
DTS E9G 2/3 2GB	Jaguar Land Rover-approved USB memory device

WARRANTY:

⚠ **NOTE:**

Use DDW to check for Service Action or Update Prior to Sale notice eligibility

requiring an InControl® Touch Pro™ software update. If eligible, perform and claim the update as per that program.

⚠ **NOTES:**

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

- The JLR Claims Submission System requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
InControl Touch Pro - Without RSE - Configure IMC	86.98.44.01	2.0	42	T2H22097
InControl Touch Pro - With RSE - Configure IMC and ISC	86.98.44.02	2.5	42	T2H22097

⚠ **NOTE:**

Normal Warranty procedures apply.

DIAGNOSTIC PROCEDURE 'A': SDD

This Diagnostic Procedure is for vehicles requiring the Jaguar Land Rover-approved diagnostic tool with Symptom Driven Diagnostics (SDD) only.

⚠ **NOTES:**

- Use DDW to check for Service Action or Update Prior to Sale notice eligibility requiring an InControl® Touch Pro™ software update. If eligible, perform and claim the update as per that program.

- 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 tool is connected to the internet at least once every 24 hours.

- This software update is split into 2 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, please 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 starting, 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.

- During the software download, it is extremely critical NOT to 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, XJ only: 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. Each time the Technician is instructed to turn the ignition 'ON' they should follow the diagnostic system prompts. 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.

- The Infotainment Master Controller (IMC) may also be referred to as InControl Touch Pro module.

- 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.

2.

> ⊙ **CAUTIONS:**
>
> - This procedure requires DVD151.00, Calibration File 278, 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.
>
> - Disconnect all 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 tool and commencing with the software update. After successfully completing the update and after disconnecting the Jaguar Land Rover-approved diagnostic tool, 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 session.

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

XF (X260) VIN Y24769-Y42791 ONLY

Click here to run the 'Car configuration management - Session active car configuration' application (151.00 / 10010)

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

1. Select the **Service Functions** session type.

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

All Vehicles

Click here to run the 'Configure existing module - InControl Touch Pro' application (151.00 / 53010)

5.

> ⊙ **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-approved 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; however, 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.

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.

> **NOTES:**
>
> - This application will begin and the InControl Touch Pro Health Check will display on-screen. The InControl Touch Pro Health Check will make sure that all conditions are correct before the software update can begin. In the event of a failure condition being identified by the InControl Touch Pro Health Check, follow the on-screen instructions to rectify the failure condition and then retry the application. The application will not continue until all conditions are correct - all InControl Touch Pro Health Check failure conditions MUST be rectified.
>
> - At the point of which the Jaguar Land Rover-approved diagnostic tool 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-approved 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 switch it 'ON' if necessary.

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

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

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

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

10.

> ⚠ **NOTE:**
>
> Make sure the vehicle ignition is 'ON'. Press the engine START/STOP button to switch it 'ON' if necessary.

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

Click here to run the 'Entertainment system - InControl Touch Pro variant configuration' (151.00 / 53010)

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

  1. Select the **Service functions** tab.

  2. Run the **Entertainment system - InControl Touch Pro** application.

  - Select the green 'tick' (✓).

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

    1. Select the green 'tick' (✓).

    2. 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.

DIAGNOSTIC PROCEDURE 'B': PATHFINDER

This Diagnostic Procedure is for vehicles requiring the Jaguar Land Rover-approved diagnostic tool with PATHFINDER only.

Diagnostic Procedure changes are extensive and therefore not highlighted.

⚠ CAUTIONS:

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during diagnosis / module programming.

- All ignition ON/OFF requests must be carried out. Failure to perform these steps may cause damage to control modules in the vehicle.

- The software transfer process can take some time, please 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 (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.

- During the software download, it is extremely critical NOT to 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:**

- Use DDW to check for Service Action or Update Prior to Sale notice eligibility requiring an InControl® Touch Pro™ software update. If eligible, perform and claim the update as per that program.

- 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.

⚠ **CAUTION:**

Disconnect all 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 tool and commencing with the software update. After successfully completing the update and after disconnecting the Jaguar Land Rover-approved diagnostic tool, 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 session.

2.

⚠ **NOTE:**

Make sure that the Jaguar Land Rover-approved diagnostic tool is connected to the internet at least once every 24 hours. The Jaguar Land Rover-approved diagnostic tool must be loaded with PATHFINDER version 96 (or later) for this procedure.

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

3.

⚠ **NOTE:**

The Jaguar Land Rover-approved diagnostic tool will read the correct

Vehicle Identification Number (VIN) for the current vehicle and automatically take the vehicle out of Transit mode if required.

Follow the on-screen prompts.

4.

> ⊙ **CAUTION:**
>
> 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-approved USB memory device. These will then be transferred to the vehicle.

> △ **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.

Select **ECU Diagnostics**.

5. Select **Infotainment Master Controller [IMC]**.

6. Select **Update ECU**.

7.

> △ **NOTES:**
>
> - At the point of which the Jaguar Land Rover-approved diagnostic tool 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-approved USB memory device into the Jaguar

Land Rover-approved diagnostic tool. Do as instructed before proceeding.

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

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

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

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

10. 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.

11. 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.

12. Exit the current session.

1. If required, reset the vehicle to **Transit mode**.

2. Select the **Exit** icon.

13. Disconnect the diagnostic tool and battery power supply from the vehicle.

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
21 - Communication error	Busy or no response from the module.	21 - Communication error 　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.	△ **NOTE:** 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

port.

06 - Media not found
   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 Jaguar Land Rover-approved USB memory device.

   4. If the 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. Potential concerns:

      - Non-JLR-approved USB memory device
      - Faulty USB memory device
      - Vehicle concern between module and USB port (USB hub, connector, or cable issue)

02 - File not found	File required by the module has not been found on the USB memory device due to file transfer issue.	△ **NOTE:** 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.

ERROR CODE | CONCERN |

02 - File not found
   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 Jaguar Land Rover-approved USB memory device.

   4. If the error code '02 - File 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. Potential concerns:

      - Non-JLR-approved USB memory device
      - Faulty USB memory device
      - Vehicle concern between module and USB port (USB hub, connector, or cable issue)

ERROR CODE	CONCERN	ACTION REQUIRED
01 - General Failure	Module concern.	01 - General failure 1. Follow all on-screen instructions to exit the application. 2. Submit a Technical Assistance (TA) request titled '01 General Failure Recovery'. - All session files which contain this error must be attached.
0A - Invalid signature	Corrupted NGI software files on the Jaguar Land Rover-approved diagnostic tool or USB memory device.	0A - Invalid signature 1. Follow all on-screen instructions to exit the application. 2. Complete the 'Configure existing module - InControl Touch Pro' application again on the same Jaguar Land Rover-approved diagnostic tool and use a different Jaguar Land Rover-approved USB memory device. 3. If error code '0A - Invalid signature' is displayed again, the relevant Jaguar Land Rover-approved diagnostic tool has a corrupt file installed and the Jaguar Land Rover-approved diagnostic tool would require F2 recovery procedure and another Jaguar Land Rover-approved diagnostic tool 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.

1.

⚠ **NOTE:**

In the event that an error is displayed which is not listed in the above table, then select 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 error listed in the

  TROUBLESHOOTING table and the recommended actions do not

TROUBLESHOOTING table and the recommended actions do not
resolve the concern.

- If the software update fails due to an error which is not listed in
  the TROUBLESHOOTING 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.