



## TEMPORARY SUSPENSION OF 17C NEXT GENERATION INFOTAINMENT (NGI) DOWNLOAD

SERVICE ALERT

15-DEC-17

NO.: JA17TE-09  
SA17TE-10

SEC.: TOOLS &  
EQUIPMENT

MKT.: CAN / USA

**TO: All Jaguar Land Rover Aftersales Personnel**

**RE: Temporary Suspension of 17C Next Generation Infotainment (NGI) Download**

Due to developing issues during the installation of the latest Next Generation Infotainment (NGI) release 17C for the Infotainment Master Controller (IMC) control unit, it has been decided to suspend any further installations of 17C software. The release 17C must not be installed until a more acceptable first time through rate can be attained. This includes Update Prior to Sale notices UPS7914 [H046] and UPS8017 [N102], *InControl Touch Pro Update*. Estimated timeline for improvement is 08-Jan-2018.

If you have a repair in-process and are having issues loading the 17C software, please open a TA (Technical Assist) for support. In cases of extreme customer complaint and where 17C is required as a last attempt to repair, you may proceed with the update. If you encounter any issues during the update, please immediately open a TA.

We will update this ALERT with further developments as they develop prior to 08-Jan-2018.

For questions regarding the content of this publication, please contact:

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