Reference	SSM73700
Models	E-PACE / X540 F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260 XJ / X351
Title	InControl Touch Pro 17C Update Concerns
Category	Electrical
Last modified	17-Dec-2017 00:00:00
Symptom	207000 Entertainment Systems
Content	**ISSUE:**

ISSUE:

Jaguar Land Rover (JLR) have received multiple reports of concerns experienced when updating vehicles equipped with InControl Touch Pro to latest software version NGI 17C on both Symptom Driven Diagnostics (SDD) and PATHFINDER.

Additional vehicle feedback data shows that the failure rate is increasing, despite the many improvements made in Pathfinder 123 and SDD 152.00.

JLR recommend that no further vehicles are routinely updated to NGI 17C. (Note below reference urgent vehicles only.)

CAUSE:
JLR are currently investigating the cause of this concern.

ACTION:
JLR recommend that no vehicles are updated to NGI 17C.

JLR are working on resolving the concern, a resolution is expected 2018 January week 2.
Please do not pre book vehicles in to complete NGI 17C software updates until JLR have confirmed the improved software is available.

For **urgent vehicles only**, that are displaying the below:-
- Concerns with the audio system relating to audio crackles and muted audio following a phone call.
- Concerns with Bluetooth connectivity relating to the Bluetooth connection failing to establish automatically and Bluetooth connections taking an excessive time to establish.

- Concerns with the telephone system relating to the display of contacts on screen.
- Concerns with the television system relating to the availability of the selected channel.

For **urgent vehicles only**, with any of the above concerns and require updating, the following must be considered.

Note - Only the approved JLR flash drive can be used to complete the software update, using any alternative flash drive can result in programming failure. JLR has seen evidence that non JLR approved flash drives are still being used in workshops and are contributing to the increase in failures we are currently seeing. Details of the approved Jaguar Land Rover (JLR) flash drive are described in tooling bulletins JSST054 and LSST079.

Application aborts without notice - Exit the current diagnostic session, restart PATHFINDER and retry the software update. The flash drive will now load normally.

Message - Media Error, 02 - File not found. The file required by the Infotainment Master Controller (IMC) has not been found on the JLR approved flash drive.NOTE: The JLR approved diagnostic equipment will prompt the user to swap the JLR approved flash drive to the adjacent USB port in the event that the IMC is unable to read the JLR approved flash drive. When this action is completed and the green tick selected, the IMC will attempt to continue the application using the adjacent USB port.

- In the event that this error is displayed, follow all on-screen instructions to exit the application.
- Complete a battery hard reset.

Complete the Configure existing InControl Touch Pro application again using the JLR approved flash drive.

Potential concerns:
- Non JLR approved USB memory device
- Faulty JLR approved USB memory device.
- Vehicle concern between IMC and USB port (USB hub, connector or cabling issue).

Message - No response from ECU - There is a mismatch with the software in IMC due to a failure. Raise a Technical Assistance (TA) stating "**NGI 17C support**".

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.