

JTB00606NAS1

TECHNICAL BULLETIN

19 MAR 2018



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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**SECTION:**

415-00: Information and Entertainment System

SUBJECT/CONCERN:

False Theft Alerts From The InControl® Secure System Upon Crossing International Borders

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
F-PACE (X761)	2017	046166-049999	Solihull
F-PACE (X761)	2017	488002-499999	Solihull
F-PACE (X761)	2017	880002-899840	Solihull

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
F-TYPE (X152)	2016-2017	K22185-K47319	Castle Bromwich
XE (X760)	2017	921222-979442	Solihull
XE (X760)	2017	P10168-P16863	Castle Bromwich
XF (X260)	2016-2017	Y00461-Y53221	Solihull
XJ Range (X351)	2016-2017	V90866-W13368	Castle Bromwich

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

The InControl® secure system may incorrectly identify the vehicle as stolen after crossing an international border. This will result in the Telematics Service Provider contacting the customer to confirm if theft has occurred. Until the customer confirms that no theft has occurred, they will be blocked from using various InControl features.



CAUSE:

This may be caused by a Telematics Control Module (TCU) software error.

ACTION:

Should a customer express a concern, follow the Diagnostic Procedure below.

TOOLS:

 <p>E192494</p>	<p>Jaguar Land Rover-approved Midtronics battery power supply</p>	 <p>E179225</p>	<p>Jaguar Land Rover-approved diagnostic tool with latest SDD Software Management Pack</p>
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WARRANTY:

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 JLR claims submission system 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
Configure Telematics Control module (TCU)	86.98.19	0.5	42	T2R23864

NOTE:

Normal Warranty procedures apply.

DIAGNOSTIC PROCEDURE: SDD

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

CAUTIONS:

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle startup 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.

 **NOTE:**

Use DDW to check for Field Service Action program eligibility requiring a Telematics Control Module (TCU) software update. If eligible, perform and claim the update as per that program.

- 1 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle startup battery.

- 2  **NOTE:**

The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD152.05 Software Management Pack v290 (or later).

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

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

- 4 If the hyperlink is not available:

- 1 Select **Diagnosis** from the Session Type screen.
- 2 Select the **Selected Symptoms** tab.
- 3 Select **Electrical - Information and entertainment system - Telematics system**
- 4 Run and close the '**Datalogger**' tool to reveal the '**Extras**' tab.
- 5 Select the **Extras** tab.
- 6 Select **Run** to perform the '**Configure existing module - Telematics control unit module**' option.

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

- 1 When prompted, select the **Clear DTCs** option following completion of the software download.
 - 2 When all tasks are complete, go to the next Step.
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6 Exit the current session.

- 1 Select the **Session** tab.
 - 2 Select the **Close Session** option.
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7 Disconnect the diagnostic tool and battery power supply from the vehicle.