

H017NAS3

TECHNICAL BULLETIN

11 JUN 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

Changes are highlighted in blue

SECTION:

415-01B: Information and Entertainment System

SUBJECT/CONCERN:

Service Action: InControl Touch Phase 3.2 SDARS Update

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
F-PACE (X761)	2017	097892-099996	Solihull	Vehicles With: InControl Touch
F-PACE (X761)	2017	488002-499998	Solihull	Vehicles With: InControl Touch

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
F-PACE (X761)	2017-2018	880002-899997	Solihull	Vehicles With: InControl Touch
F-PACE (X761)	2018	240000-252773	Solihull	Vehicles With: InControl Touch
XE (X760)	2017	972151-979037	Solihull	Vehicles With: InControl Touch
XE (X760)	2017-2018	P10455-P22493	Castle Bromwich	Vehicles With: InControl Touch
XF (X260)	2016-2018	Y02291-Y56661	Castle Bromwich	Vehicles With: InControl Touch

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

An issue has been identified on certain vehicles within the listed Affected Vehicle Range which may experience the Satellite Digital Audio Radio Service (SDARS) system 'freeze' on the current channel, not allowing users to select another channel. This issue is a result of having InControl® Touch™ Phase 3.0 software previously installed on the vehicle.

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 appropriate Diagnostic Procedure detailed in this Technical Bulletin. 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.

PARTS:

No parts required.

SPECIAL TOOLS:

Jaguar Land Rover-approved Midtronics Battery Power Supply

Jaguar Land Rover-approved diagnostic tool with latest SDD software and Calibration File (2016-2017MY vehicles) **OR**

Jaguar Land Rover-approved diagnostic tool with latest PATHFINDER software (2018MY vehicles)

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 at one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought back 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 TOPlx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 May 2019** closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
H017	B	InControl Touch - NLI - Audio Front Control Module - Configure	86.98.39	0.80	-	-
H017	C	InControl Touch - NLI - Audio Front Control Module - Configure Drive in/drive out	86.98.39 10.10.10	0.80 0.20	- -	- -

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
H017	D	InControl Touch - NLI - Audio Front Control Module - Configure	86.98.39	0.80	-	-
			86.93.93.01	0.10	-	-
H017	E	InControl Touch - NLI - Audio Front Control Module - Configure	86.98.39	0.80	-	-
			86.93.93.01	0.10	-	-
			10.10.10	0.20	-	-
		Disengage and Reengage Transit Mode				
		Drive in/drive out				

Normal Warranty policies and procedures apply.

DIAGNOSTIC PROCEDURE 'A':

This Diagnostic Procedure is only for 2016-17MY 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 battery during diagnosis / module programming.
- All ignition ON/OFF requests **MUST** be carried out; failure to perform these steps may cause damage to vehicle control modules.

⚠ NOTE:

The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD153.04 v.296 (or later).

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

2 Turn ignition ON (engine not running).

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

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

- 1 If the vehicle is not in **Transit Mode**, go to the next Step.
- 2 If the vehicle is in **Transit Mode**, set the vehicle to '**Normal operation mode**'.

5 If the hyperlink is not available:

- 1 Select **Diagnosis** from the Session Type screen.
- 2 Select the **Selected Symptoms** tab.
- 3 Select the following:
 - **Electrical Information and entertainment system - Entertainment 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 - Audio head unit - Low line**' option.
 - Follow all on-screen instructions until the application completes successfully.

6 When all tasks are complete, exit the current session.

- 1 If necessary, set the vehicle to '**Transit mode**'.
- 2 Select the **Session** tab.
- 3 Select the **Close session** option.

7 Disconnect the diagnostic tool and battery support unit from the vehicle.

- 1 If required, install the transit relay.

DIAGNOSTIC PROCEDURE 'B':

This Diagnostic Procedure is only for 2018MY vehicles requiring the Jaguar Land Rover-approved diagnostic tool with PATHFINDER.

ⓘ CAUTIONS:

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during diagnosis / module programming.
- Make sure all ignition ON/OFF requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.

 **NOTE:**

The Jaguar Land Rover-approved diagnostic tool must be loaded with PATHFINDER version 166 (or later).

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

2 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 Select **ECU Diagnostics**.

5 Select **Audio front control module' [ACM]**.

6 Select **Update ECU**.

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

7 When all tasks are complete, exit the current session.

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

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