



INCONTROL® TOUCH PRO™ PHASE 4 (18B) UPDATE

SERVICE ALERT

14-JUN-18

NO.: JA18TE-17
SA18TE-19
(ISSUE 2)

SEC.: TOOLS &
EQUIPMENT

MKT.: CAN / USA

NOTE: as stated below, Service Managers must complete and submit the Retailer *InControl Touch Pro "18B HMI Update" Awareness Confirmation Form* to provide positive confirmation that you understand and acknowledge the HMI change for your Retailer location.

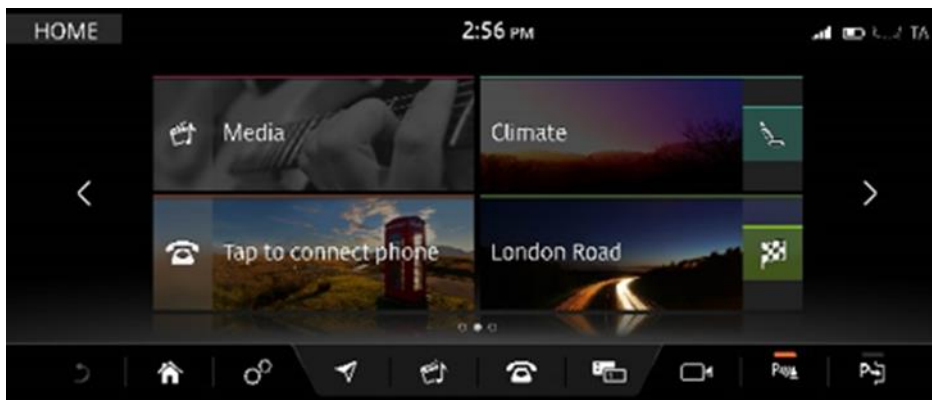
CLICK THE LINK TO ACCESS, COMPLETE, AND SUBMIT THE FORM BY COB TUESDAY, 19 JUNE.

***** [LINK - InControl Touch Pro "18B HMI Update" Awareness Confirmation Form](#) *****

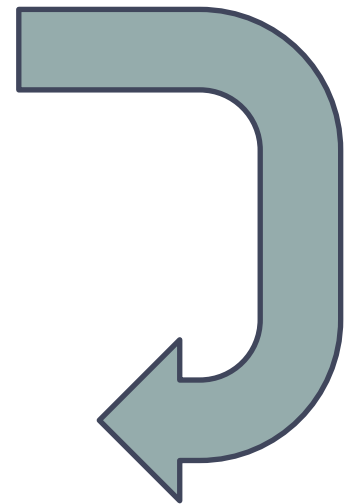
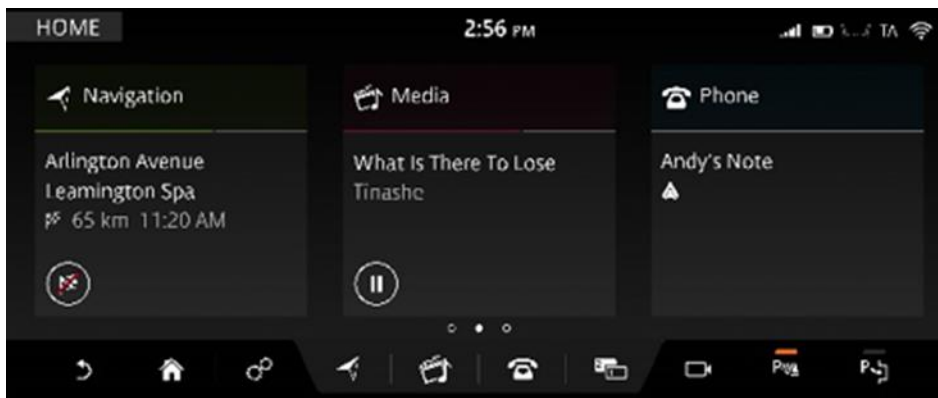
The much anticipated Phase 4 (18B) update to the InControl® Touch Pro™ infotainment system is scheduled to be introduced shortly, bringing with it a host of major improvements, bug fixes, and added performance stability. Technical Bulletins and Software Release Notes will be published to TOPIx with full details of what is included in this latest InControl Touch Pro update. We wanted to highlight one key change included within the update to give ample notice.

A major part of this update is to the look & feel of the single-screen system, which will change to match that of the InControl Touch Pro Duo system. **Once this software update is completed, it CANNOT be reversed.**

To clarify further, a vehicle with a single screen, where the customer is familiar with this Human Machine Interface (HMI) design:



After the Phase 4 (18B) update, the screen will be changed to have the look and feel of the InControl Touch Pro Duo HMI design:



Given this important and irreversible change to the way the customer directly interacts with their vehicle, we are requiring that you inform a customer with a single-screen system prior to performing this update. Only after the customer is informed and in agreement, you may proceed.

Once the Technical Bulletins are published, Jaguar Land Rover will require Service Managers to complete a Retailer ***InControl Touch Pro "18B HMI Update" Awareness Confirmation Form*** to provide positive confirmation that you understand and agree to this critical point for your Retailer location.

As noted above, there are many more improvements to the system. Refer to the SDD and PATHFINDER Software Release Notes on TOPIx for a more complete list.

Before performing this update, read the Technical Bulletins and Software Release Notes to completely understand in detail what improvements or fixes can be expected from the Phase 4 (18B) update. Retailers must not assume any and all vehicle issues will be addressed by this update. Proper Primary and Secondary Diagnostics **MUST** be performed, including documenting and reviewing all DTCs present, prior to performing the Phase 4 (18B) update. Note that once the update is performed, all historical DTCs will be cleared. If after completed diagnosis it is determined the issue falls within the scope of this Phase 4 update, you may proceed.

Please make sure all relevant retailer personnel is aware of this important information.