

# SERVICE ACTION H142: INCONTROL TOUCH PRO SOFTWARE UPDATE



NAS18.10.018 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

OCTOBER 25, 2018

## DESCRIPTION OF ISSUE

Potential issues have been identified on a limited number of Jaguar vehicles within the listed Affected Vehicle Range. The list of issues include the following:

- HMI stuck in installation for the entire drive cycle and there is no 'check for update' button shown within settings
- Comfort controller option is not available in the connectivity screen
- Installation failed pop-up should be removed for NGISOTA
- Voice command feature is unavailable in Mandarin, but other languages such as English, Cantonese, or Sichuanese are OK
- No response from HMI when 'check for update' is pressed and there is no connectivity
- HMI stuck in touchscreen throughout the cycle after abortive start-up
- NGI and TCU SOTA enable/disable option

## AFFECTED VEHICLE RANGE

E-PACE (X540)

Model Year: ..... 2019

VIN: ..... Z33582-Z41169

F-PACE (X761)

Model Year: ..... 2019

VIN: ..... 351705-364012

F-TYPE (X152)

Model Year: ..... 2019

VIN: ..... K55807-K60582

XE (X760)

Model Year: ..... 2019

VIN: ..... P43657-P46589

XF (X260)

Model Year: ..... 2019

VIN: ..... Y73737-Y75428

XJ (X351)

Model Year: ..... 2019

VIN: ..... W17458-W18990

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of October 25, 2018).

## SERVICE PROGRAM / REWORK ACTION

An authorized Jaguar retailer will update the InControl® Touch Pro™ software to the latest level and also install and activate the Smartphone Pack to enable an Apple CarPlay® and Android Auto™ functionality.

**NOTE: Smartphone Pack Activation - Eligible vehicles require 10" Touch Pro or Touch Pro Duo with Connect Pro, Pro Services, and WI-FI for Smartphone Pack to be added.**

Refer to Retailer Bulletin 181908.025, *Smartphone Pack Launch*, and the latest vehicle Owner's Handbooks (<http://www.ownerinfo.jaguar.com/>) for more information. For more information about Apple CarPlay® or Android

Auto™ such as compatible phones, software versions and available apps, please visit [www.apple.com/ios/carplay/](http://www.apple.com/ios/carplay/) or [www.android.com/auto/](http://www.android.com/auto/).

There will be no charge to owners for this action under this program.

## ACTION TO BE TAKEN

Use DDW to make sure that a vehicle is affected by this program prior to undertaking any rework 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 rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin H142NAS, *Service Action: InControl Touch Pro Software Update*, for detailed repair instructions.

## PARTS

**NOTE: only order parts if directed to by the Local Technical Support (LTS) team. Normal Warranty policies and procedures apply.**

DESCRIPTION	MODEL	PART NUMBER	QUANTITY
Infotainment Master Controller (IMC) - Base	E-PACE	J9C11412	1
Infotainment Master Controller (IMC) - Base	F-PACE; XE	T4N25167	1
Infotainment Master Controller (IMC) - Mid	E-PACE; F-TYPE	J9C11414	1
Infotainment Master Controller (IMC) - Mid	F-PACE; XE; XF	T4N25164	1
Infotainment Master Controller (IMC) - High	XJ	C2D58119	1

## TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

## WARRANTY

**NOTE: use DDW to make sure that a vehicle is affected by this program prior to undertaking any rework action.**

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code, Option Code 'X', and the relevant parts. The SRO that allows for the drive in/drive out allowance may 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. Use TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the October 31, 2020, closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	MODEL	SRO	TIME	PART NUMBER	QUANTITY
H142	X	Infotainment Master Controller (IMC) - Update ECU	All	85.99.01	0.5	-	-
H142	X	Infotainment Slave Controller (ISC) - Update ECU	XJ	85.99.02	1.0	-	-
H142	X	Infotainment Master Controller (IMC) - Renew	E-PACE	87.01.41	1.0	See Parts table	1
H142	X	Infotainment Master Controller (IMC) - Renew	F-PACE	87.01.41	1.6	See Parts table	1
H142	X	Infotainment Master Controller (IMC) - Renew	F-TYPE	87.01.41	0.7	See Parts table	1
H142	X	Infotainment Master Controller (IMC) - Renew	XE	87.01.41	0.6	See Parts table	1
H142	X	Infotainment Master Controller (IMC) - Renew	XF	87.01.41	1.0	See Parts table	1
H142	X	Infotainment Master Controller (IMC) - Renew	XJ	87.01.41	0.6	See Parts table	1
H142	X	Drive in/drive out	All	10.10.10	0.2	-	-

*Normal Warranty policies and procedures apply.*