

JTB00514NAS5

TECHNICAL BULLETIN

09 SEP 2019



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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

This reissue replaces all previous versions. Please destroy all previous versions.

This bulletin supersedes TSB JTB00514NAS4/2018 dated 23 MAY 2018, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this Technical Bulletin in TOPIx.

Changes are highlighted in blue

SECTION:

415-00

SUBJECT/CONCERN:

Disc Does Not Eject From The Digital Disc Player

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
XE (X760)	2017	942528-979442	Solihull	Vehicles With: InControl Touch Pro
XE (X760)	2017	P10168-P11737	Castle Bromwich	Vehicles With: InControl Touch Pro
XF (X260)	2016-2017	Y00461-Y49979	Castle Bromwich	Vehicles With: InControl Touch Pro

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

NOTE:

Only continue with this technical bulletin if the customer concern is still present after the Infotainment Master Controller (IMC) software has been updated to the latest level.

SITUATION:

The digital disc player will not eject, occasionally skips tracks, cycles quickly through tracks and 'locks up.' On-screen commands may also fail to operate, an ignition cycle usually temporarily resolves the problem.

CAUSE:

Incorrect specification Universal Serial Bus (USB) cables, from both the USB HUB and IMC, were used causing issues with the digital disc player functionality.

ACTION:

Follow the instructions below.

PARTS:

NOTES:

- *An allowance an allowance (\$2.50 USD [or local equivalency]) has been provided to cover the cost of the cable ties. Claim using Sundry Code 'ZZZ001'.
- **An allowance (\$3.75 USD [or local equivalency]) has been provided to cover the cost of the felt anti-rattle wiring harness tape. Claim using Sundry Code 'ZZZ999'.

PART NUMBER	DESCRIPTION	QUANTITY
T2H32167	Front USB link lead - 505 mm	1
T4A16370	Rear link lead - IMC to digital disc player - XE	1
T2H31014	Rear link lead - IMC to digital disc player - XF	1
ZZZ001	*Cable ties - 150mm	1
ZZZ999	**Felt anti-rattle tape	1

WARRANTY:

NOTES:

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Use TOPIx 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
USB Front link lead - Renew (with disc drive already removed)	86.51.39	0.1	42	C2D35999
IMC - USB cable - Renew	86.94.97	1.5	42	C2D35999

NOTE:

Normal Warranty procedures apply.

SERVICE INSTRUCTION:

NOTES:

- Only continue with this technical bulletin if the customer concern is still present after the IMC software has been updated to the latest level.
- This procedure contains some variation in the illustrations depending on the vehicle specification, but the essential information is always correct.
- This procedure contains illustrations showing certain components removed to provide extra clarity.

1. Remove the front row left seat (see TOPlx Workshop Manual section: 501-10 - Seating - Removal and Installation - Front Seat).

2. Disconnect the start up battery ground cable (see TOPlx Workshop Manual section: 414-01 Battery, Mounting and Cables, General Procedures).

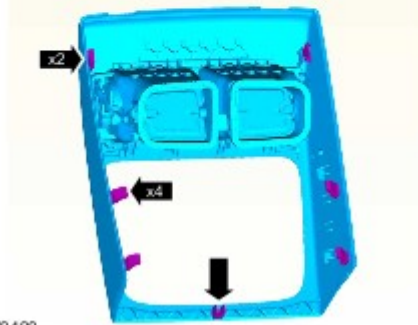
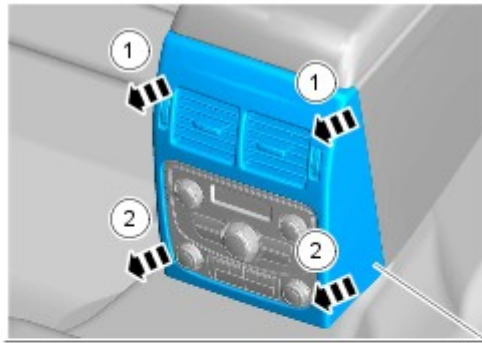
NOTE:

Integrated Control Panel (ICP) may also be referred to as the audio and climate control assembly.

3. Remove the ICP (see TOPlx Workshop Manual section: 415-01 Information and Entertainment System - Removal and Installation - Audio and Climate Control Assembly).

Vehicles with auxiliary climate control

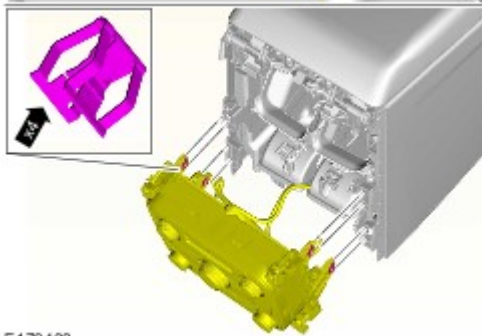
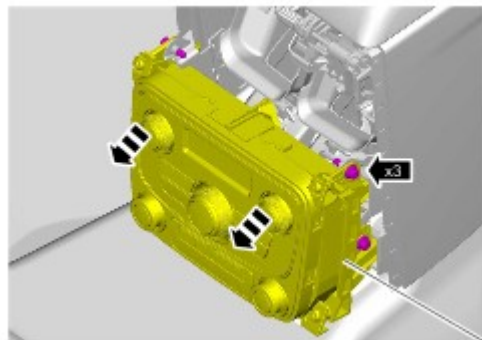
4.



E179490

Remove the trim surround panel from the rear of the center console.

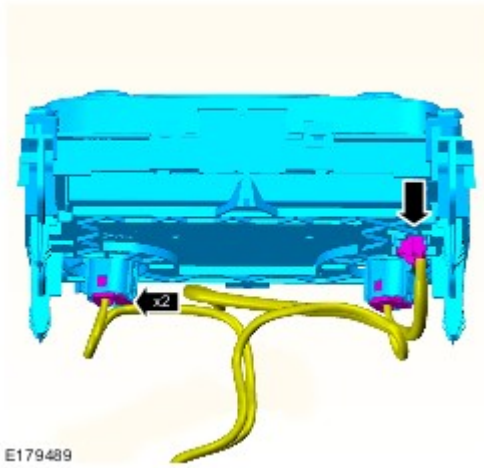
5.



E179488

Remove the fixings from the rear seat climate control module and release from the mounting clips.

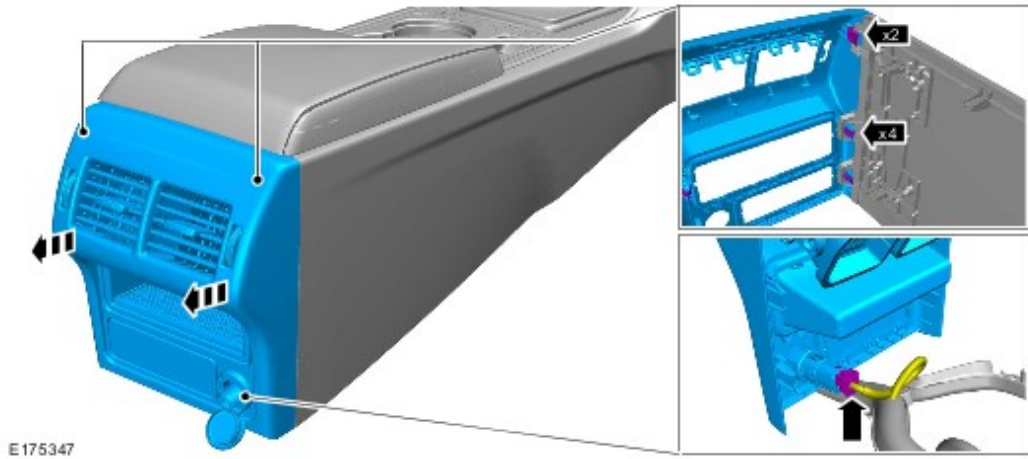
6.



Disconnect the wiring harness from the rear seat climate control module.

Vehicles without auxiliary climate control

7.



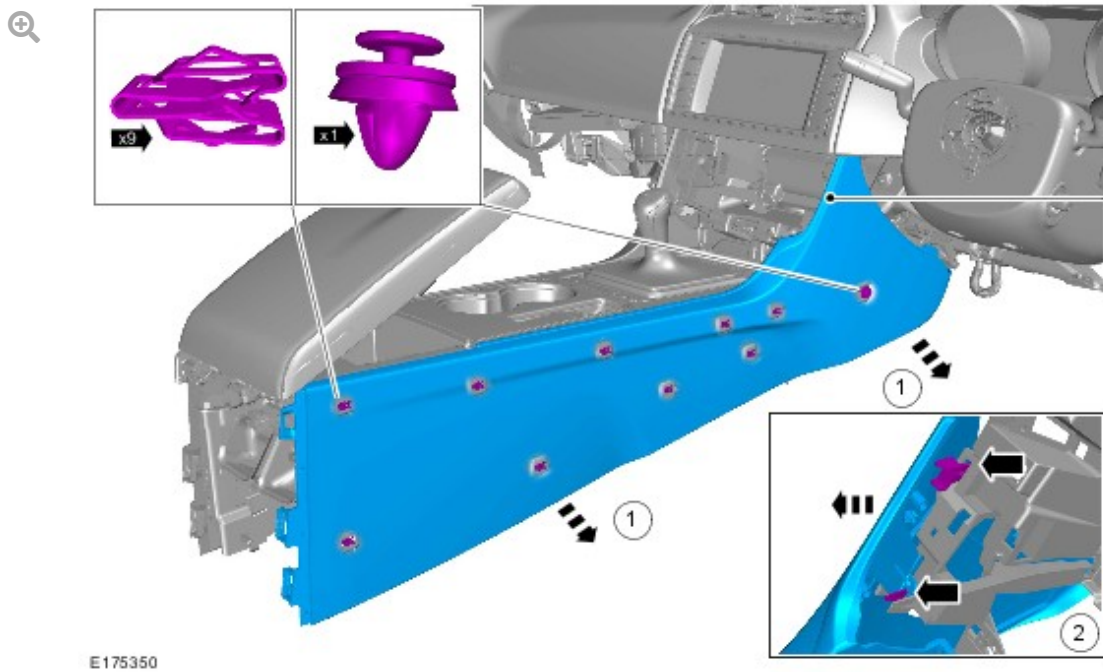
Remove the assembly as shown.

All vehicles

8.

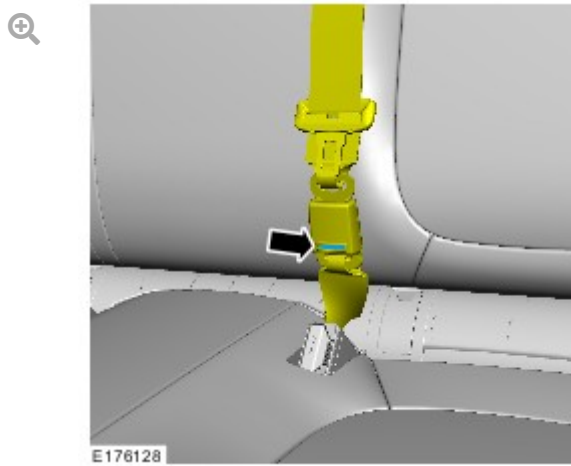
NOTE:

Right side is shown, left side is similar.



Remove the left side floor console side trim.

9.



Disconnect the seatbelt.

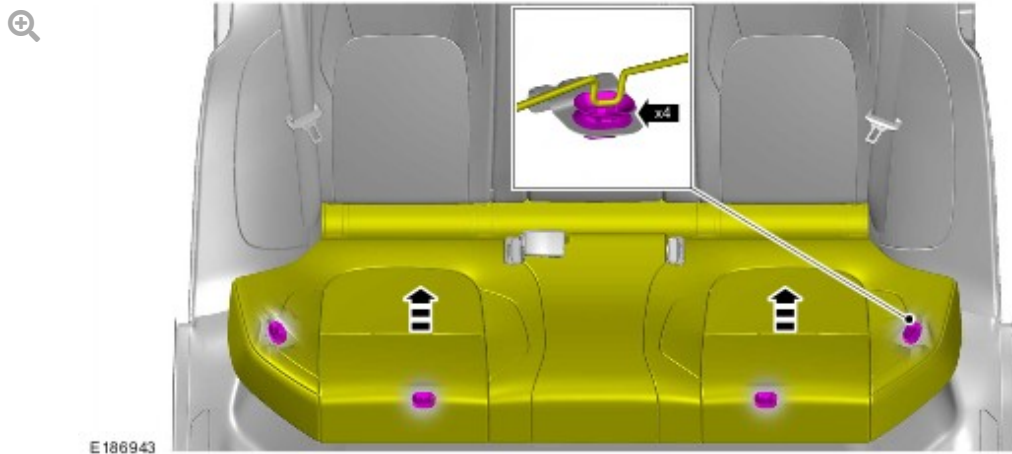
10.

CAUTION:

Do not use tools during this operation, removal of the components must be performed by hand.

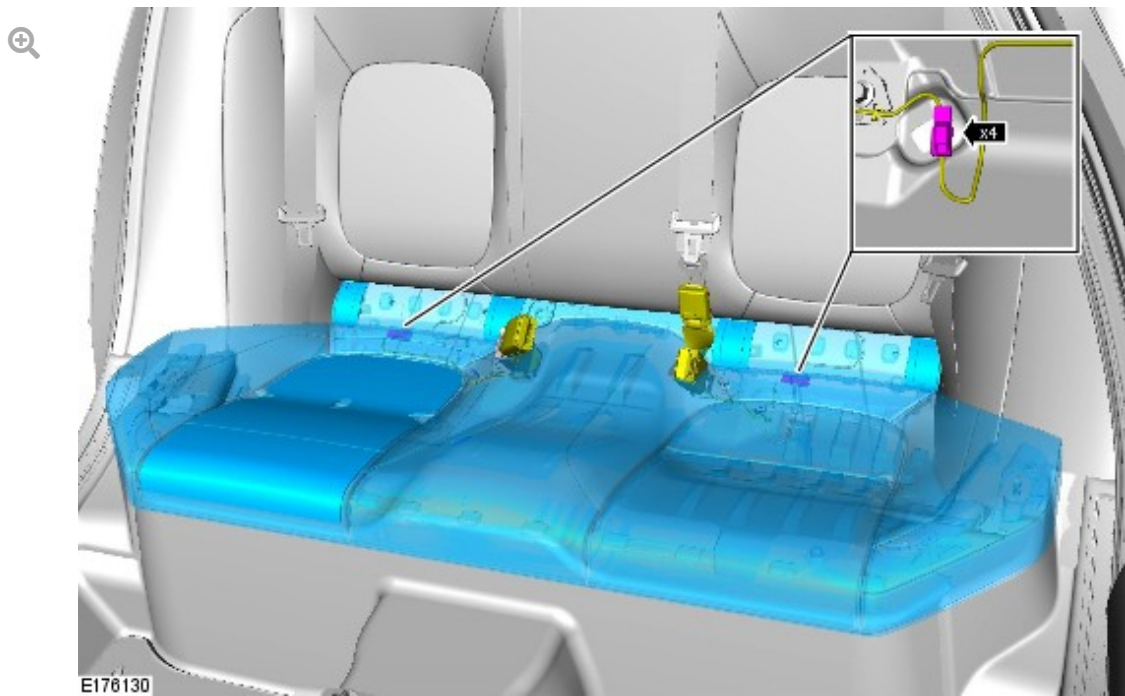
NOTE:

The type of retaining clip may vary between model variant.



Release the 4 rear seat cushion retaining clips.

11.

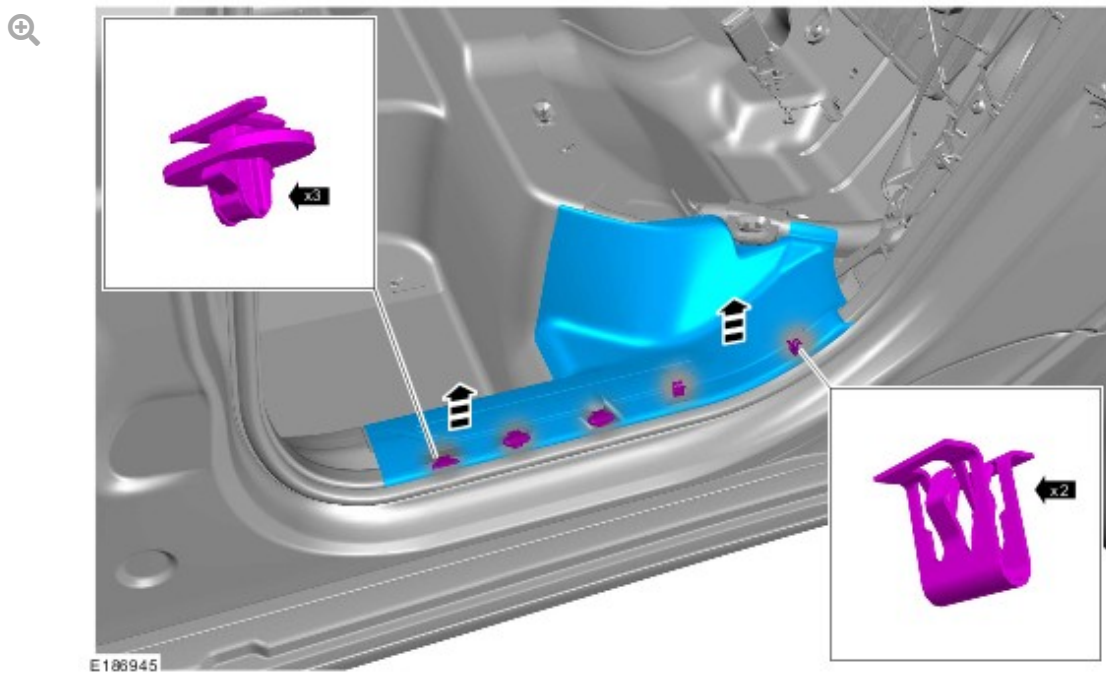


Remove the rear seat cushion.

12.

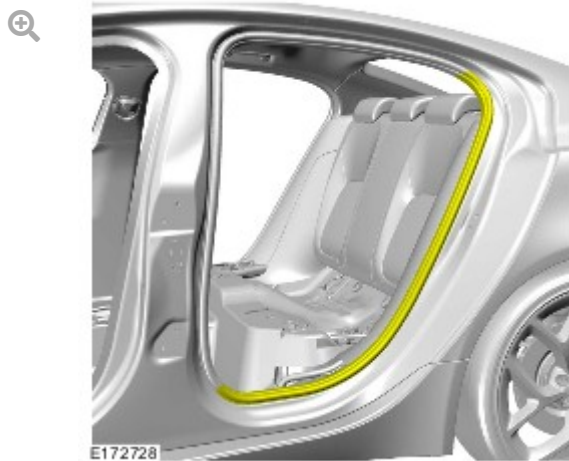
NOTE:

Long wheelbase treadplate shown, Standard wheelbase treadplate similar.



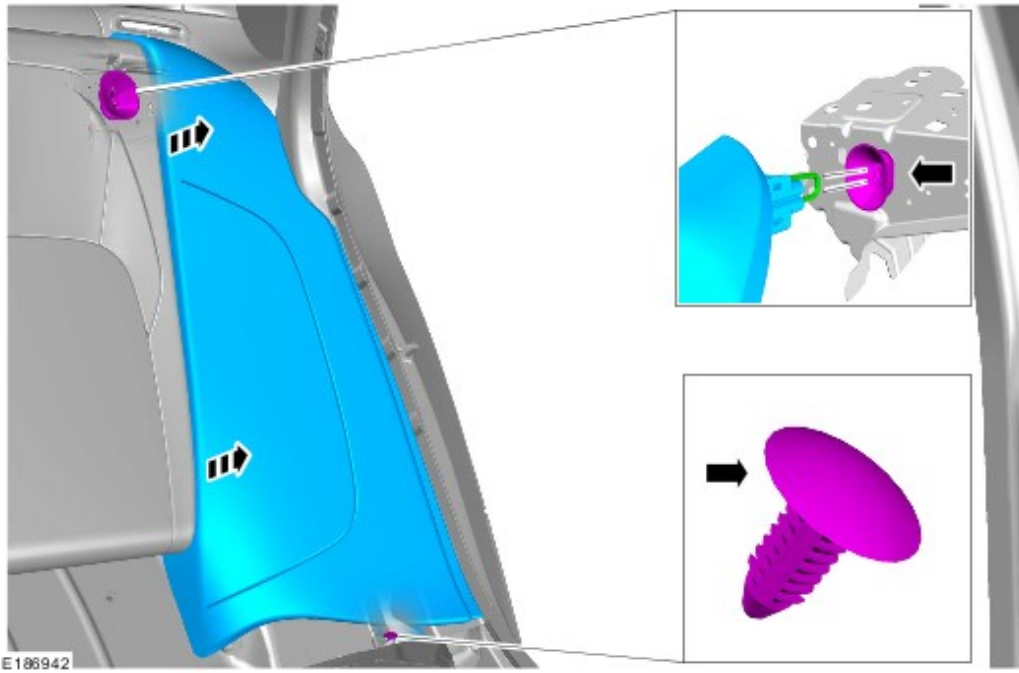
Remove the rear left treadplate.

13.



Reposition the rear left door aperture seal to allow the seat bolster to be removed.

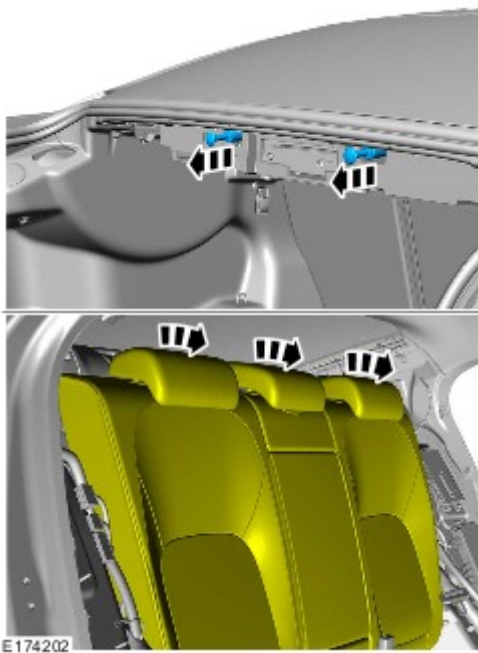
14.



Remove the rear left seat bolster.

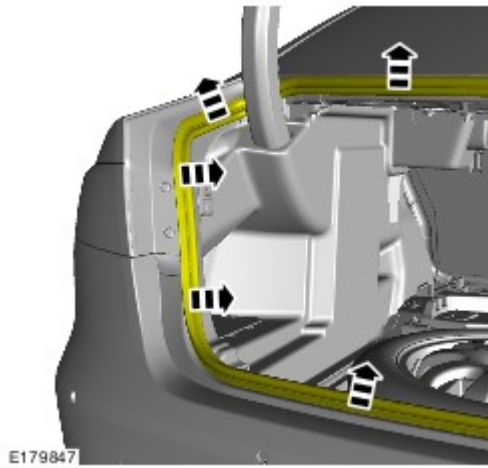
All Vehicles

15.



Fold the rear seat backrest forward.

16.

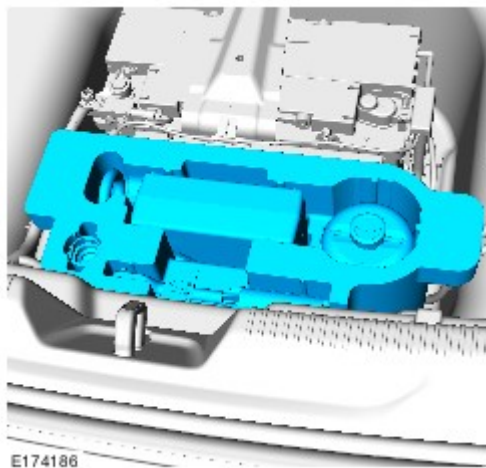


Release the highlighted section of the luggage compartment lid aperture seal.

17.

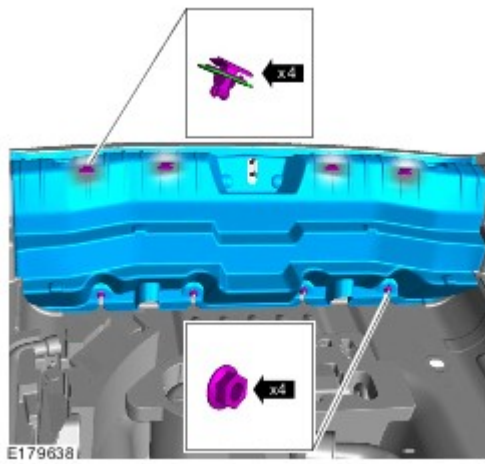
NOTE:

Where equipped.



Remove the tool kit.

18.



Remove the lower scuff plate from the luggage compartment lid aperture.

19.

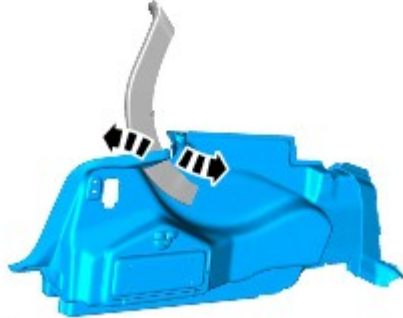
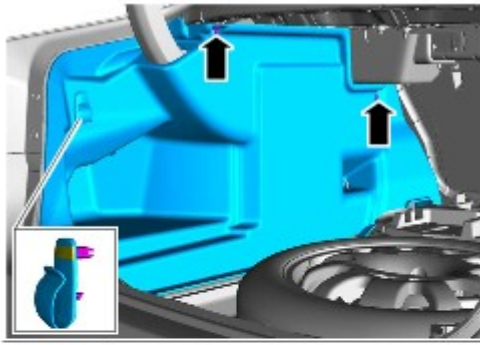
NOTE:

If equipped.



Remove the Diesel Exhaust Fluid (DEF) filler surround.

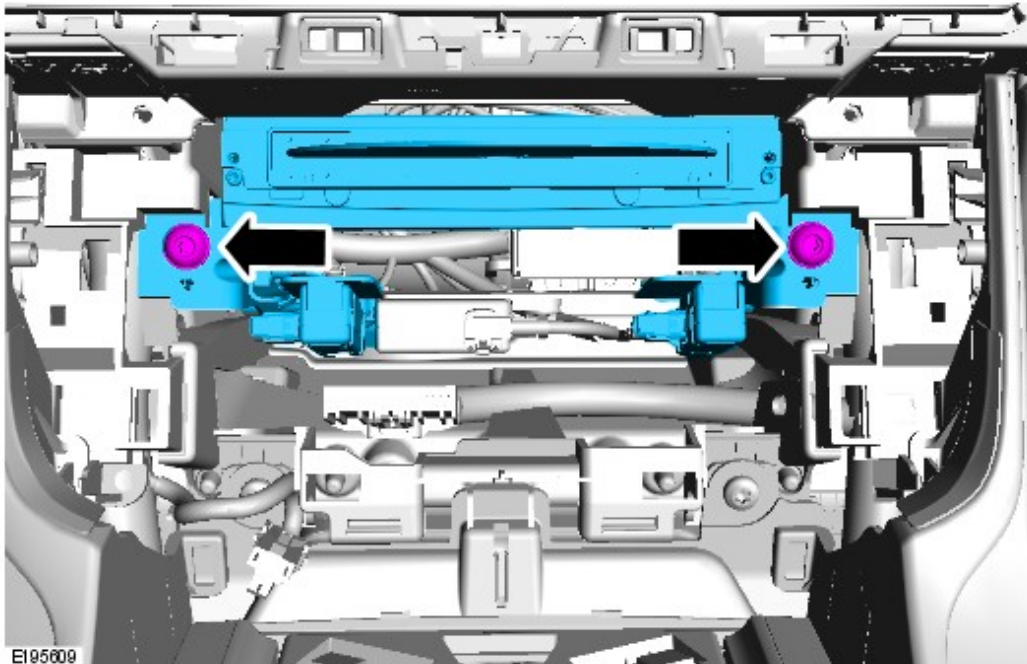
20.



E179846

Remove the loadspace compartment left side trim panel to allow access to the IMC.

21.



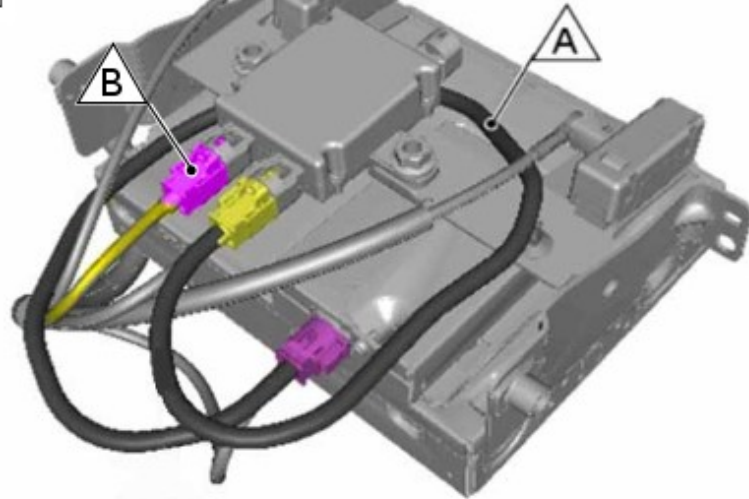
E195609

Remove the digital disc player and withdraw the unit to view the wiring harness connections.

22.

NOTE:

The electrical connectors in this illustration are shown in the original colors to provide clarity.



E203255

Visually inspect the wiring harness 'A'.

- ■ If the wiring harness is routed as shown, do not replace the harness.
 - ■ Disconnect connector 'B' and **continue to step 33.**
- ■ If the wiring harness is not routed as shown, **continue to step 23.**

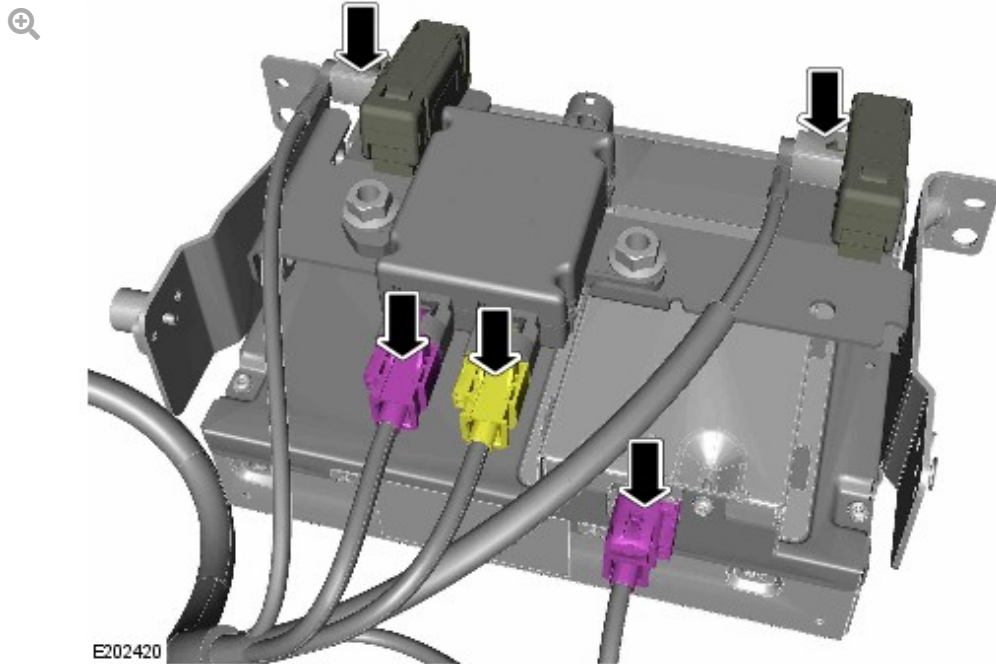
23.

CAUTION:

Note the relative positions of the USB 2.0 hub connections before removal.

NOTE:

The electrical connectors and wiring in this illustration are shown in the original colors to provide clarity.

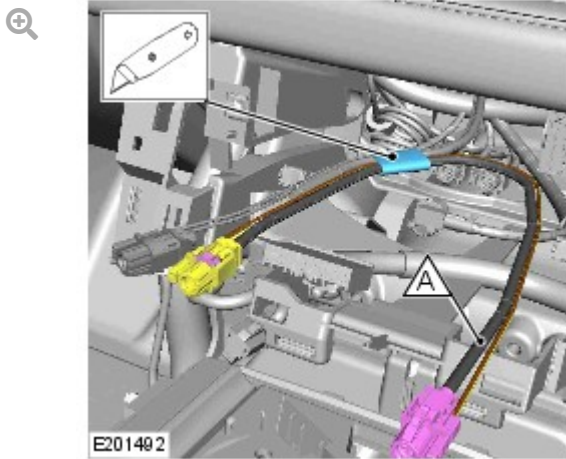


Disconnect the electrical connectors from the digital disc player, USB 2.0 hub and WiFi/Bluetooth™ antennas.

24.

CAUTION:

Make sure no damage is caused to the wiring harness when removing the spot tape.



Cut the tape in the position shown. Remove and discard the spot tape and original front USB link lead 'A'.

25.

NOTE:

Discard the 2 locking tabs.

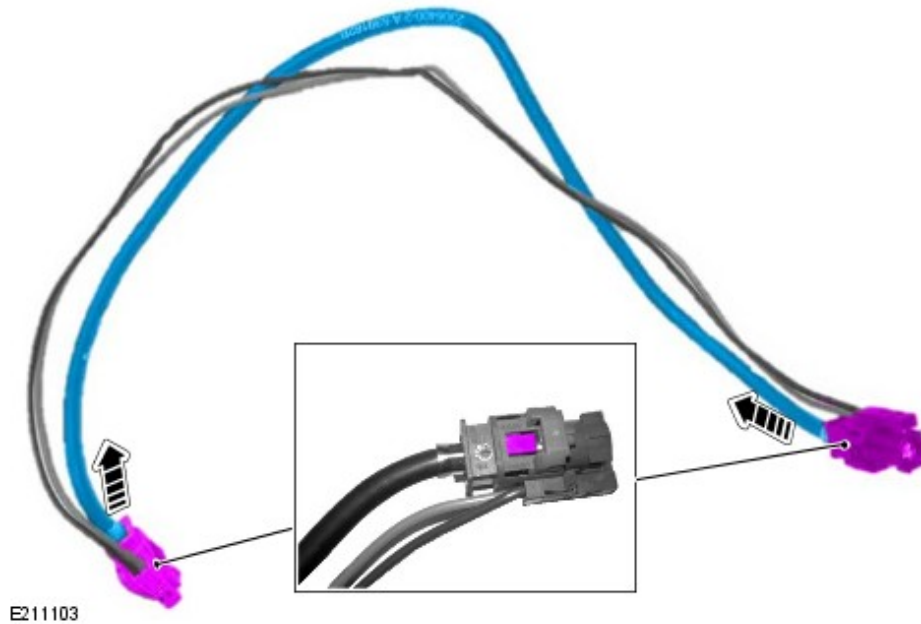


Use a suitable tool to remove the locking tab from the electrical connector at each end of the original USB link lead.

26.

NOTE:

Only release the electrical connectors from the main black coaxial cable.



Release the electrical connectors from both ends of the original USB link lead.

- ■ Discard the original black coaxial USB link lead.

27.

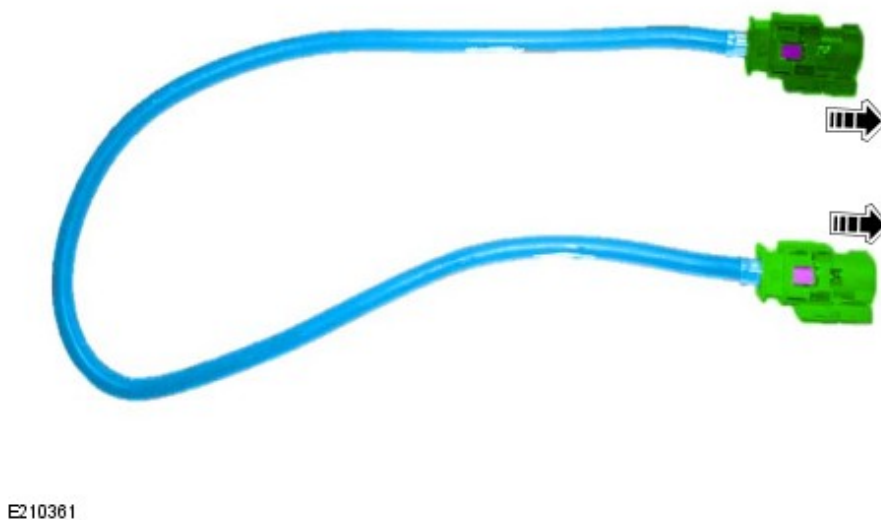
NOTE:

Retain the 2 locking tabs for later use.



Use a suitable tool to remove the locking tab from the electrical connector at each end of the new USB link lead.

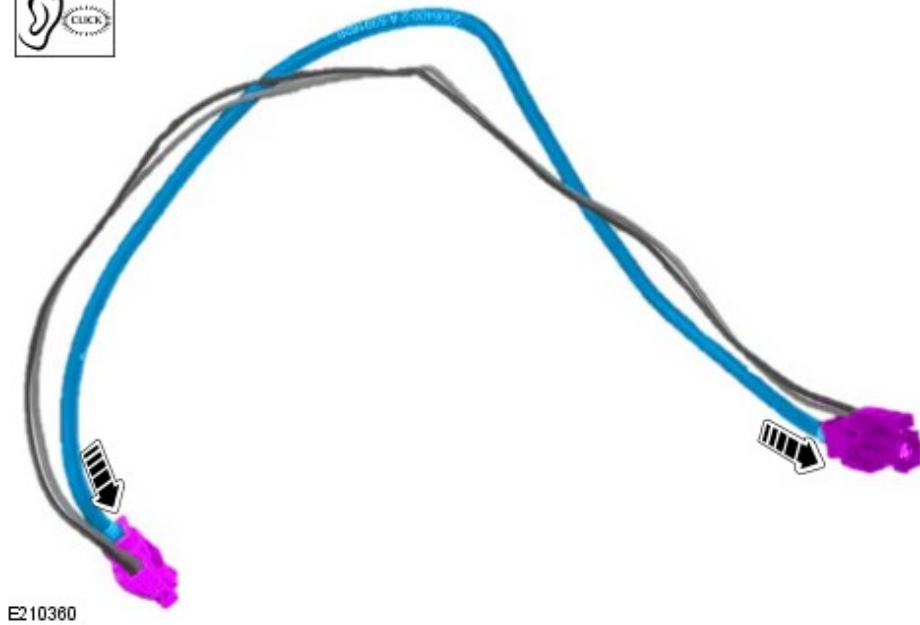
28.



Release the electrical connectors from both ends of the new USB link lead.

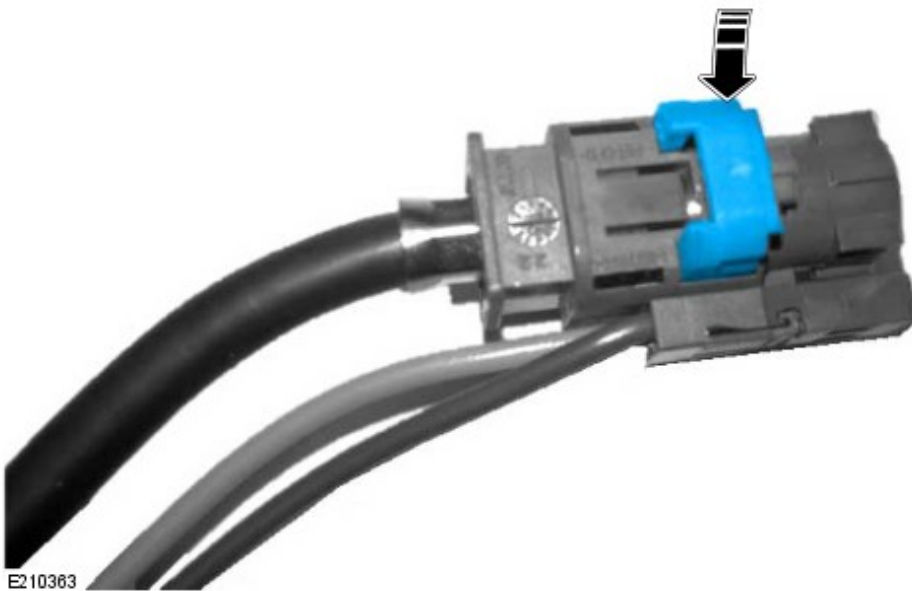
- ■ Discard the electrical connectors.

29.



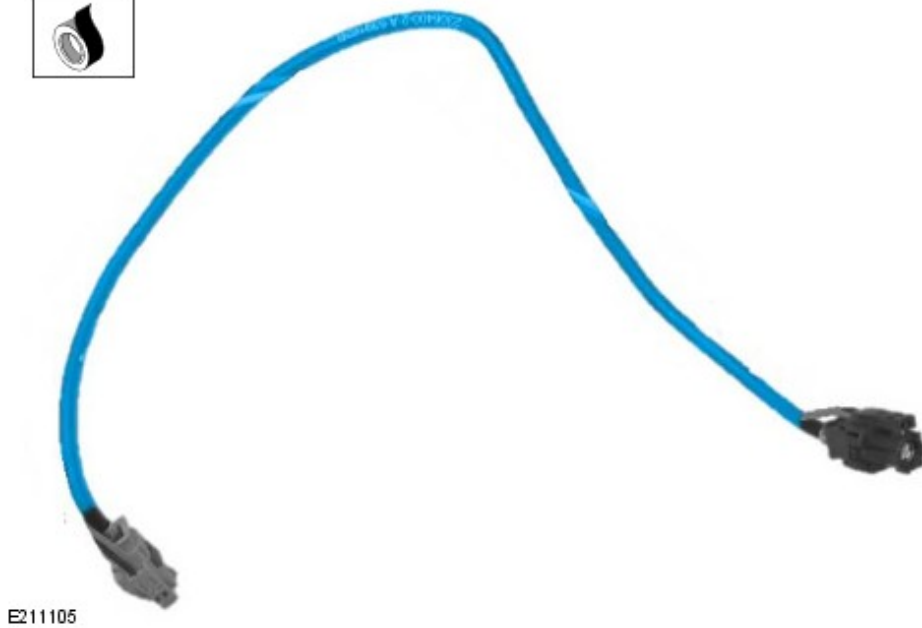
Install the replacement black coaxial USB link lead into the original electrical connectors.

30.



Install the locking tabs into the electrical connector at each end of the new USB link lead.

31.



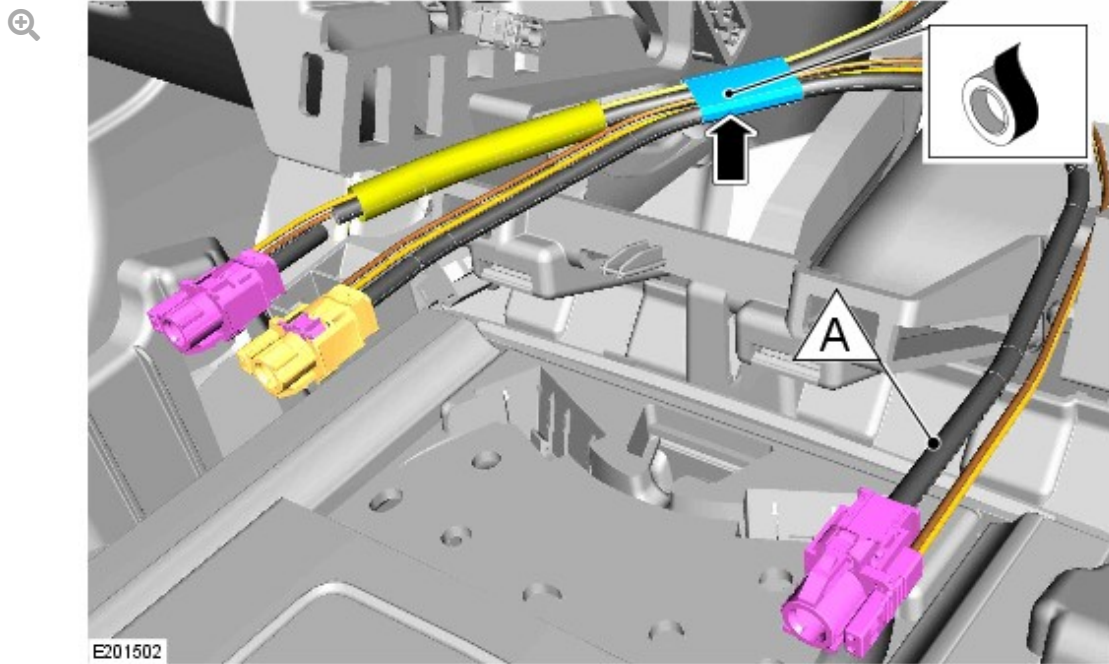
E211105

Apply felt anti-rattle tape around the length of the replacement USB link lead.

32.

NOTES:

- The electrical connectors and wiring in this illustration are shown in their original colors to provide clarity.
- Make sure the USB link lead is taped to the original harness in the correct orientation.

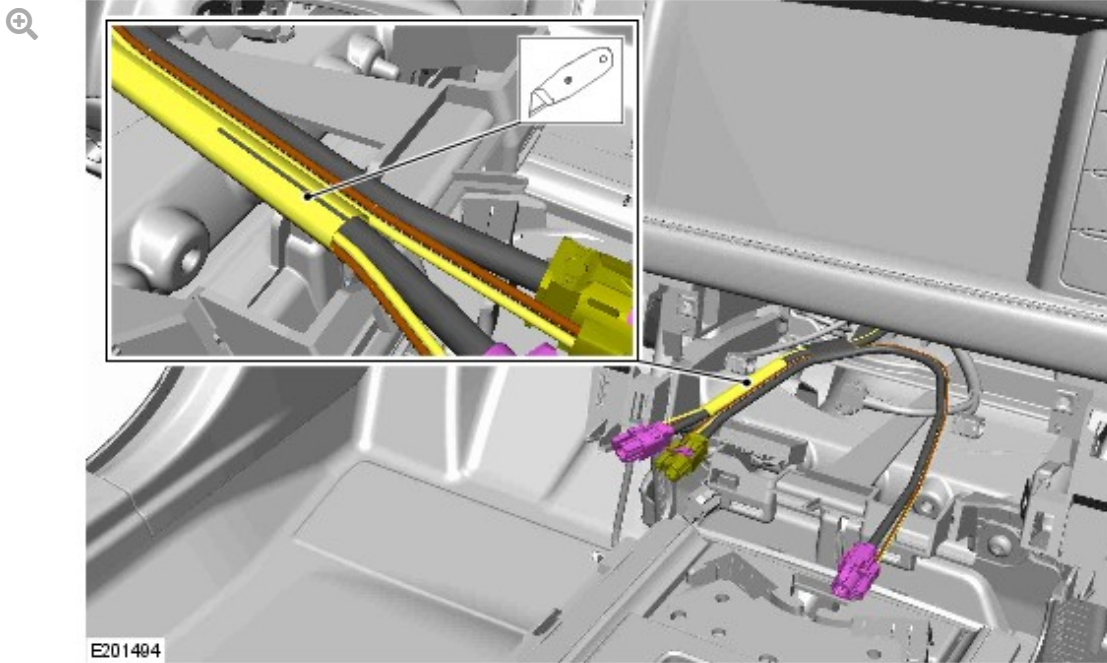


Install the new front link lead 'A' and using suitable tape, secure it to the original wiring harness.

33.

CAUTION:

Make sure no damage is caused to the wiring harness when removing the spot tape.

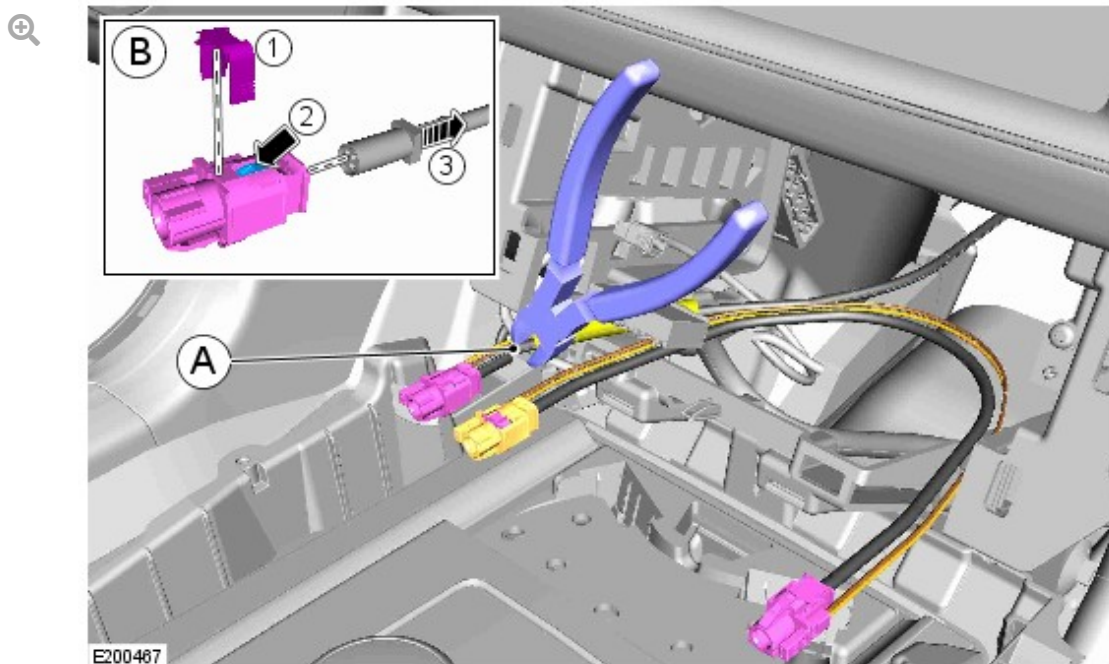


Use a suitable tool to remove some of the yellow tape on the IMC rear link lead for access.

34.

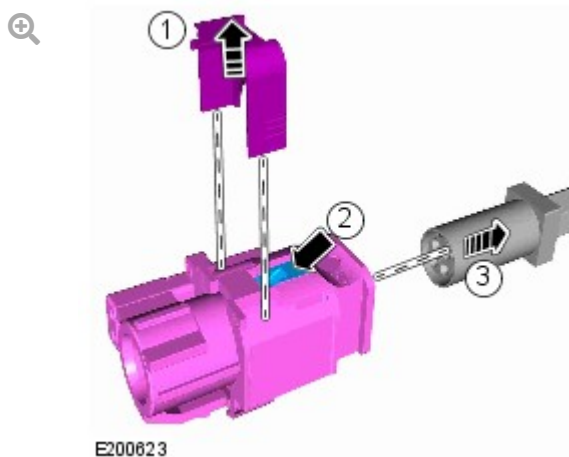
CAUTION:

Make sure **only** the black main USB cable is cut.



Use a suitable tool to cut the IMC rear link lead cable 'A'. Use the sequence in the illustration to remove the remaining cable from the electrical connector 'B' and discard.

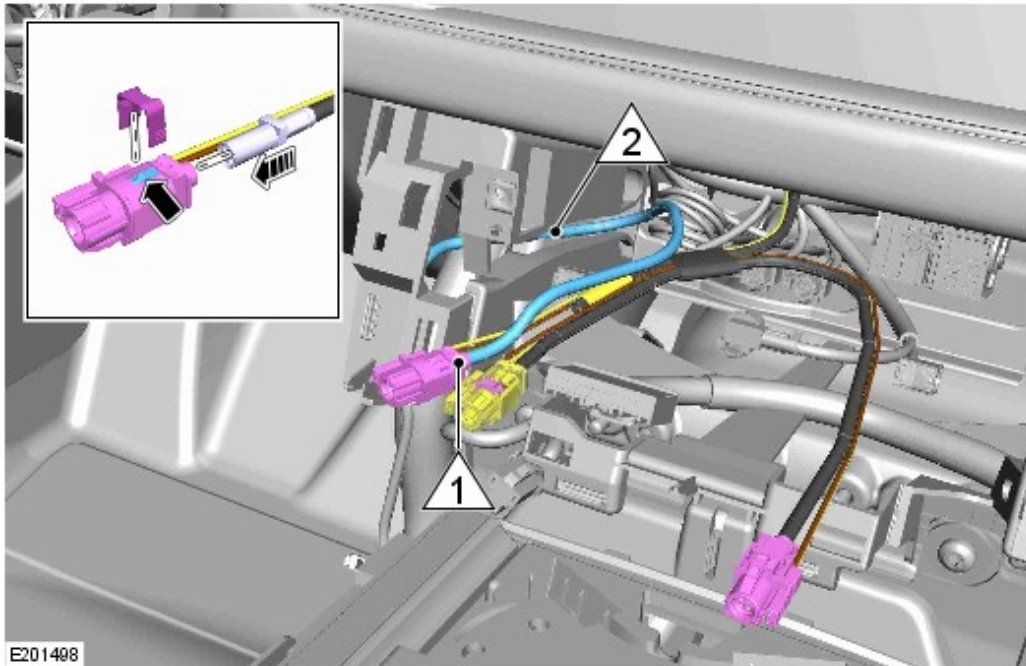
35.



Using the sequence in the illustration, remove the new rear IMC link lead cable from the new electrical connector.

- ■ Discard the new electrical connector.

36.



Install the new IMC rear link lead cable into the original electrical connector (1) and route the new cable with the main instrument panel harness (2).

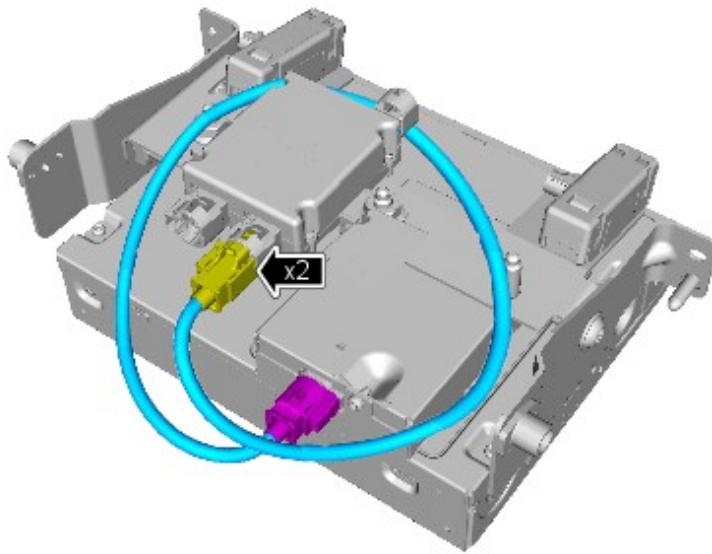
37.

CAUTION:

Make sure the electrical connectors are installed as shown. Failure to do so may damage the component.

NOTE:

The electrical connectors in this illustration are shown in the original colors to provide clarity.



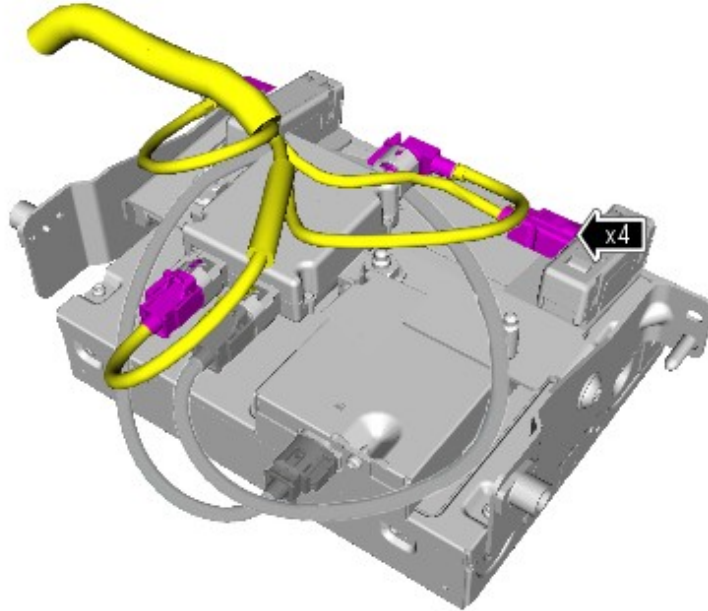
E224624

Install the electrical connectors to the digital disc player and USB 2.0 hub as shown.

38.

CAUTION:

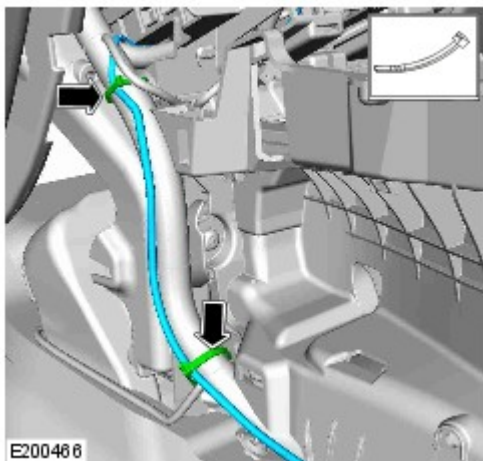
Make sure the electrical connectors are installed as shown. Failure to do so may damage the component.



E224625

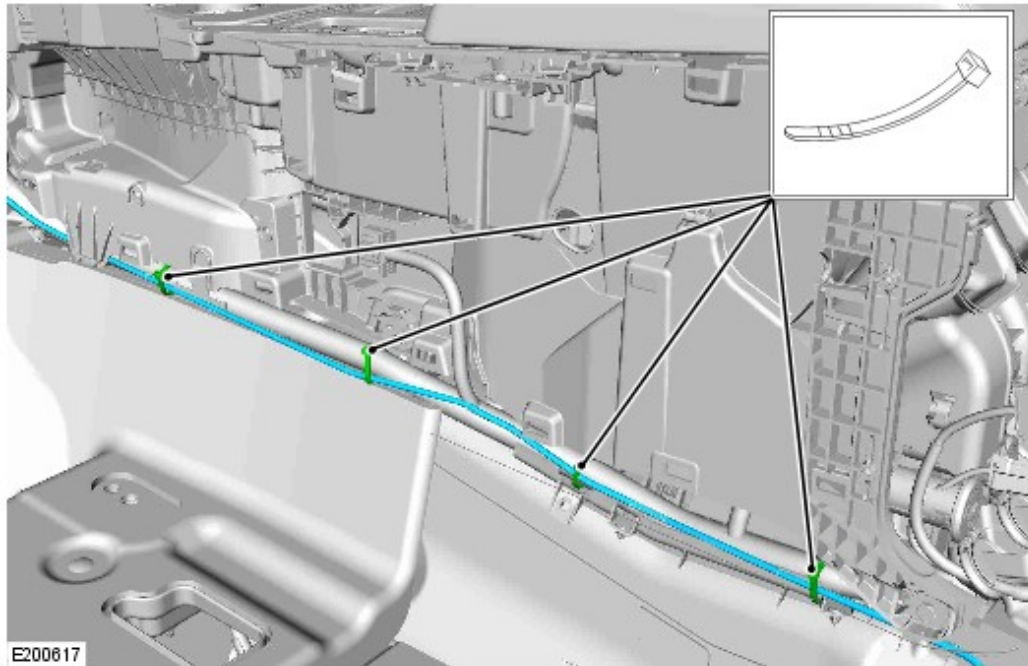
Install the electrical connectors to the USB 2.0 hub and WiFi/Bluetooth™ antennas as shown.

39.



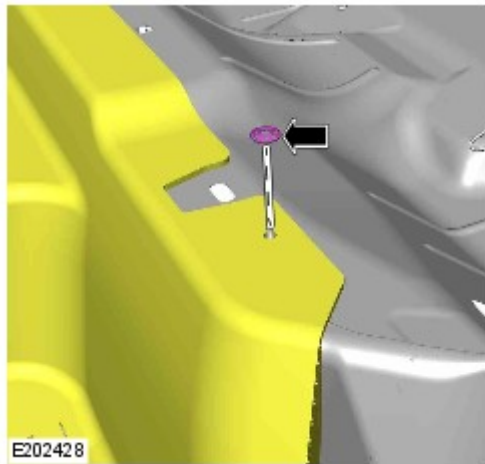
Route the new IMC rear link lead cable along the main harness to the floor console, secure the cable to the main harness using suitable cable ties.

40.



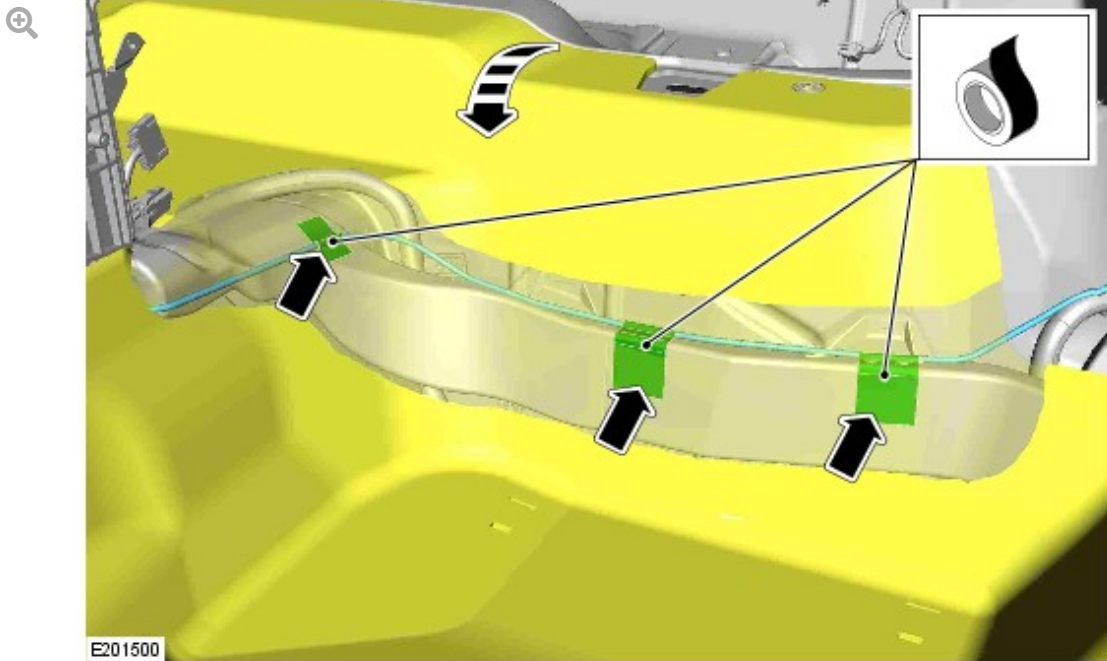
Route the new IMC rear link lead cable along the main harness below the floor console, secure the cable to the main wiring harness using suitable cable ties.

41.



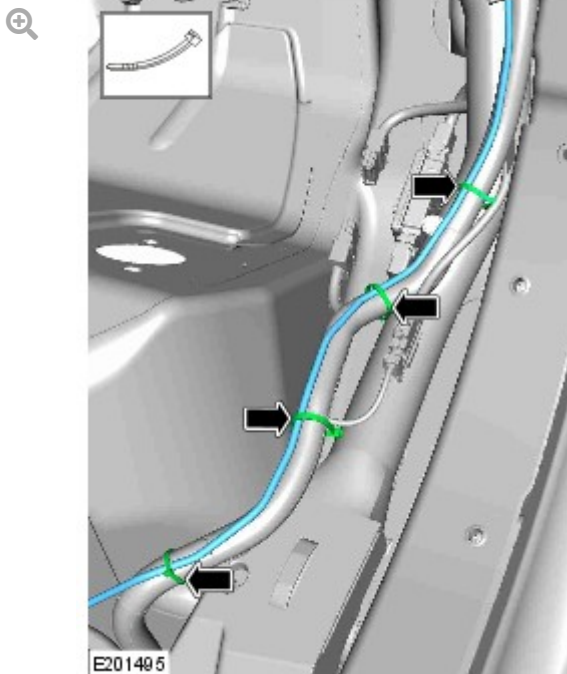
Remove the passenger side carpet retaining washer.

42.



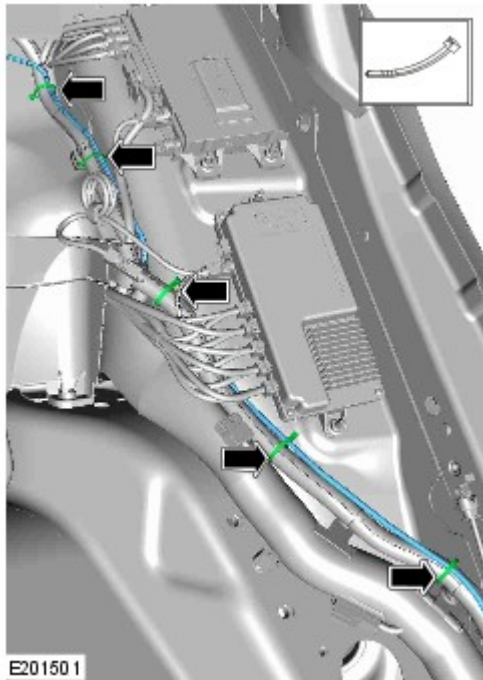
Carefully move the passenger floor carpet to one side for access. Route the new IMC rear link lead cable behind the carpet and secure to the floor vent tubing using suitable tape, as shown in the illustration.

43.



Route the new IMC rear link lead cable along the main wiring harness below the passenger door treadplate. Secure the cable to the main wiring harness using suitable cable ties.

44.

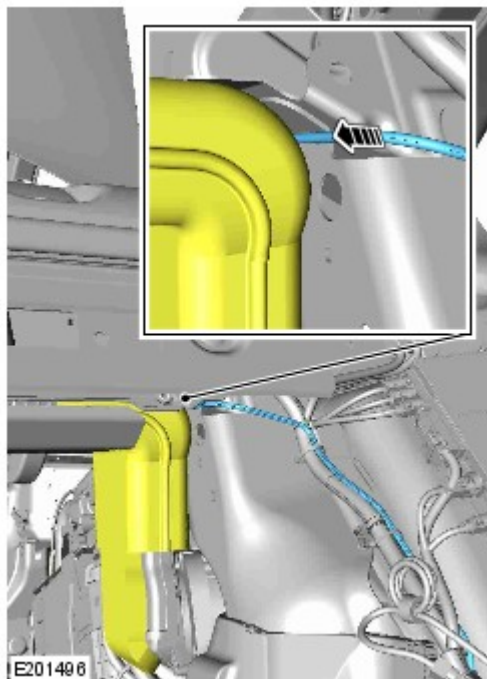


Route the new IMC rear link lead cable along the main wiring harness behind the rear seat bolster, secure the lead to the main harness using suitable cable ties.

45.

CAUTION:

Make sure the new IMC rear link lead cable cannot rub on any sharp edges.



Route the new IMC rear link lead cable through the opening between the rear air vent tubing and body panel as shown in the illustration.

46.

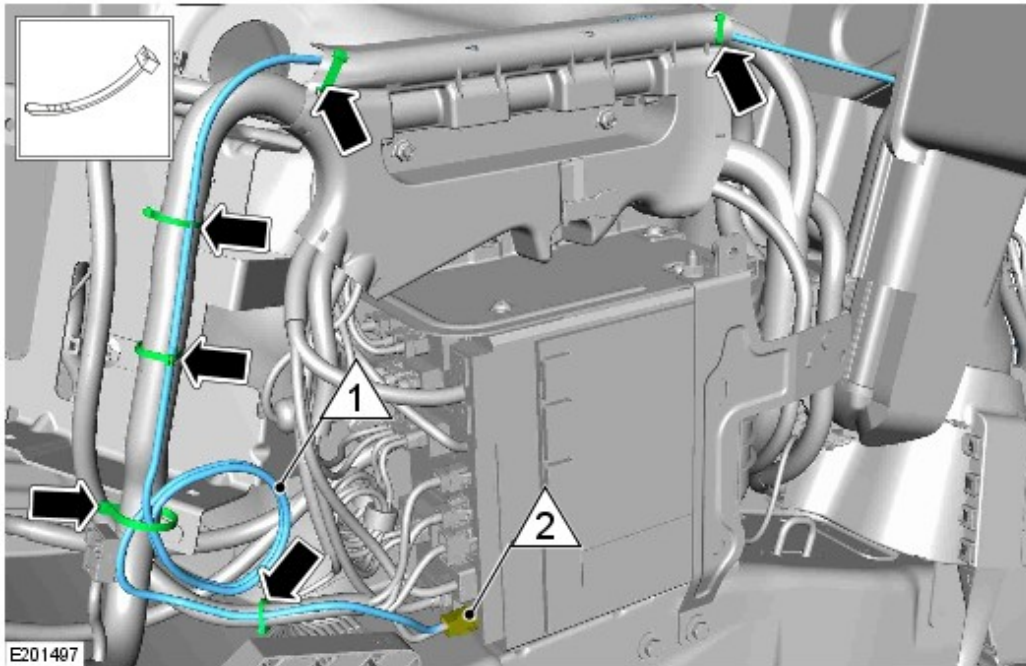
CAUTION:

Make sure to only cut the original IMC rear link lead.



Cut the original IMC rear link lead cable in a suitable position 'A'. Unplug the cable connector and remaining cable 'B' from the IMC and discard.

47.

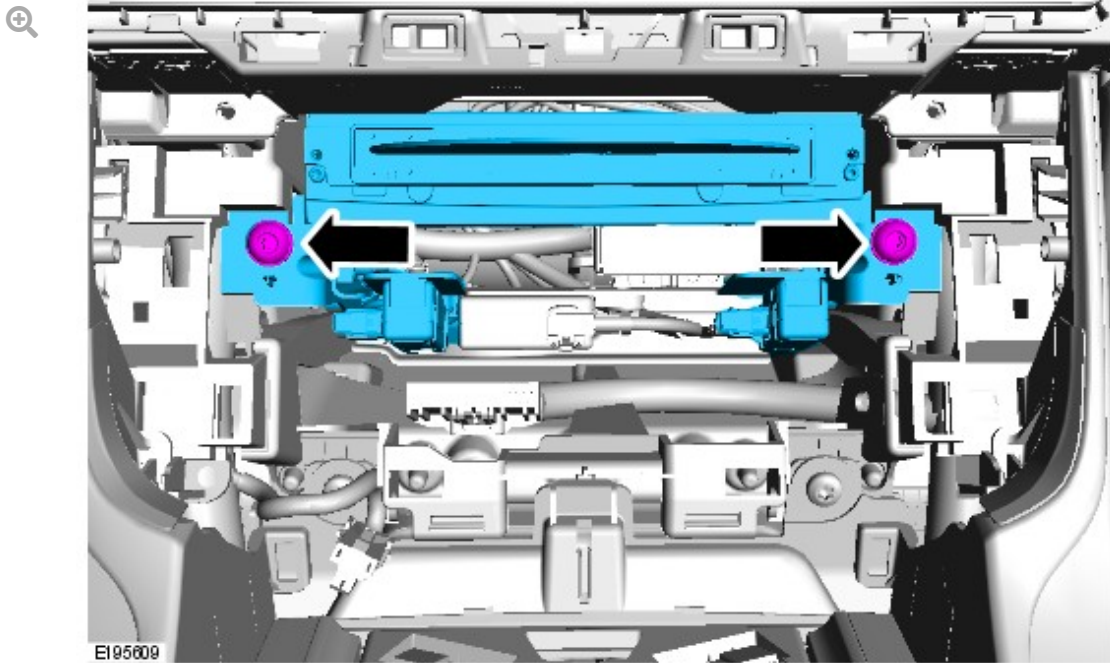


Route the new IMC rear link lead cable through the harness bracket and using suitable cable ties, secure it to the main wiring harness. Any excess cable must be looped '1' and secured to the main wiring harness. Connect the new IMC rear link lead cable to the IMC '2'.

48.

CAUTION:

Make sure the wires are routed correctly when installing the digital disc player.



Install the digital disc player.

49. Install the ICP (see TOPIx Workshop Manual section: 415-01 Information and Entertainment System - Removal and Installation - Audio and Climate Control Assembly).

50. Connect the battery ground cable (see TOPIx Workshop Manual section: 414-01 Battery, Mounting and Cables, General Procedures).

51. Install the tool kit.

52.

WARNING:

The components may be heavy. Take extra care when handling.

Install the spare wheel.

53. Install the loadspace compartment left side trim panel.

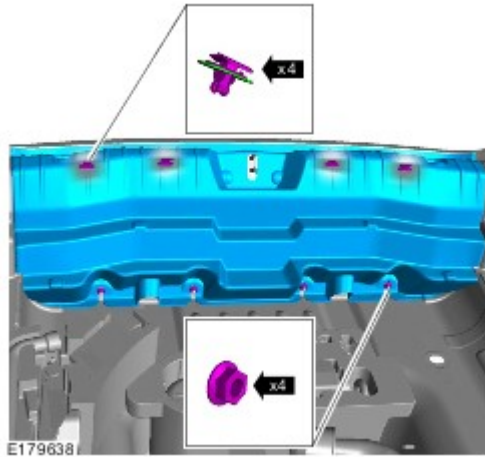
54.

NOTE:

If equipped.

Install the DEF filler surround.

55.



Install the lower scuff plate.

- Torque: **2.5 Nm**

56. Install the luggage compartment lid aperture seal.

57. Install the loadspace floor.

58. Return the rear seat backrest to the upright position.

59. Install the rear left side rear seat bolster.

60. Install the rear left side rear door aperture seal.

61. Install the rear left side rear door treadplate.

62. Connect the electrical connectors and install the rear seat cushion.

63. Install the rear seat cushion.

64. Install the left side floor console side trim.

65. Install the rear heater control panel.

66. Install the rear heater control panel surround trim.

67. Install the front left seat (see TOPlx Workshop Manual section: 501-10 - Seating - Removal and Installation - Front Seat).

68. Close the doors and luggage compartment lid.