TECHNICAL BULLETIN
K392NAS3
18 AUG 2016

> Changes are highlighted in gray

SECTION: 415-01
Service Action: InControl© Touch Pro™ System Resetting

AFFECTED VEHICLE RANGE:

XE (X760)
Model Year:	2017
VIN:	944160-948425
Assembly Plant:	Solihull

XF (X260)
Model Year:	2016-2017
VIN:	Y21803-Y34376
Assembly Plant:	Castle Bromwich

MARKETS:
NAS

CONDITION SUMMARY:

Situation: An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range which may require an update to the InControl© Touch Pro™ System to address the following intermittent issues:

- system 'freezes' and restarts;

- loss of favorites;

- navigation destination must be entered more than once; and/or

- mobile phone must be paired more than once.

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 Service Instruction 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:

⚠️**NOTE: This Active Bulletin will display a functional programming shortcut if accessed within a diagnostic session.**

Jaguar Land Rover-approved diagnostic tool with latest SDD software, Calibration File, and InControl© Touch Pro™ Software

Jaguar Land Rover-approved Midtronics Battery Power Supply

FAT32-formatted memory stick (32GB maximum capacity; 6GB minimum free space)

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 Recalls 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 Program Code **K392** together with the relevant Option Code from the table. 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.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 May 2018** closure date must be submitted or payment within 30 calendar days of completion of the repair.

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 TOPIx to obtain the latest repair time.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
K392	B	Configure InControl Touch Pro	86.98.27	0.50	-	-
K392	C	Configure InControl Touch Pro Drive in/drive out	86.98.27 10.10.10	0.50 0.20	- -	- -

Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:

⚠️**CAUTION: Before commencing, make sure that the Touch Screen displays the 'Home' screen with the ignition ON. If not (leaper displayed or Touch Screen is blank), the vehicle must be: locked; left for five minutes; unlocked; ignition switched ON; and Touch Screen / RSE screens checked for 'Home' screen display.**

⚠️**CAUTION: A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during diagnosis / module programming.**

⚠️**CAUTION: Ensure all ignition ON/OFF requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.**

⚠️**CAUTION: This software update is split into two separate procedures and may require an update to the GateWay Module (GWM) depending on its software level.**

⚠ **CAUTION: The software transfer process can take some time. The vehicle ignition will turn OFF during this software transfer (normal expected operation); do not touch the engine START/STOP button unless instructed to do so.**

◁ **NOTE: The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD146.05 v.246 NGI_Phase1.5_001.00.001 (or later).**

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

⚠ **CAUTION: The USB memory stick must not have any data stored on it before starting this software update and must be formatted as 'FAT32'. The diagnostic tool will transfer a large number of files to the USB memory stick (32GB maximum capacity; 6GB minimum free space). These will then be transferred to the vehicle.**

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.

5. Select **Diagnosis** from the Session Type screen.

6. Select the **Selected Symptoms** tab, and then select the following:

- **Electrical - Information and entertainment system - Entertainment system**

7. Run and close the **Datalogger** tool to expose the Extras tab.

8. Select the **Extras** tab.

9. From the Recommendations tab, select **Run** to perform the '**Configure existing module - InControl Touch Pro**' option.

10. Follow all on-screen instructions.

- If the GateWay Module software parts status displays 'Software update available', select the green tick (✔) to continue.

11. Follow all on-screen instructions until prompted to insert the USB memory stick into the diagnostic tool.

- Do as instructed and wait for 40 seconds before proceeding.

12. ◁ **NOTE: Make sure the vehicle ignition is ON; if not press, the engine START/STOP button to turn it ON.**

Transfer the USB memory stick into the vehicle and wait a minimum of 40 seconds before proceeding on the diagnostic tool.

- If the diagnostic tool exits (indicating the operation has completed successfully), continue to the next Step.
- If the diagnostic tool indicates an error, select Retry until the operation completes successfully.

> • Once the diagnostic tool exits (indicating the operation has completed successfully), continue to the next Step.

13. Scroll to the bottom of the Recommendation tab and run the '**Complete vehicle - Clear all stored diagnostic trouble codes**' option.

14. When all tasks are complete, select the **Session** tab and then select the **Close Session** option.

15. Disconnect the diagnostic tool and battery power supply from the vehicle and remove the USB memory stick from the vehicle.