

TECHNICAL BULLETIN
K438NAS1
20 OCT 2016



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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.

SECTION: 100-00

Service Action: InControl Touch - Improved Customer Experience

AFFECTED VEHICLE RANGE:

XF (X260)	
Model Year:	2016
VIN:	Y00001-Y23442
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 where InControl® Touch phase 3 software is to be introduced to correct a number of issues, including:

- SD card corruption;
- Software update to the Audio Head Unit (AHU) to rectify system re-boot concerns;
- Phone and Bluetooth® connectivity issues;
- Loss of Sirius radio;
- Auto Frequency function has been removed; and
- A change to the way recent destinations are accessed while using navigation.

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:



E192494

Jaguar Land Rover-approved Midtronics Battery Power Supply



E179225

Jaguar Land Rover-approved diagnostic tool with latest SDD software and Calibration File

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 **K438** 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 October 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
K438	B	Configure the Audio head unit - Low line	86.98.39	0.80	-	-
K438	C	Configure the Audio head unit - Low line Drive in/drive out	86.98.39 10.10.10	0.80 0.20	- -	- -

Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:



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



CAUTION: 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 SDD147.01 v.250 (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.
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 'Datalogger' to expose the **Extras** tab.
8. Select the **Extras** tab.
9. From the Recommendations tab, select **Run** to perform the '**Configure existing module - Audio head unit - Low line**' option.
10. Follow all on-screen instructions to complete this task, ensuring all Diagnostic Trouble Codes (DTC) are cleared.

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

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