TECHNICAL BULLETIN
JTB00496NAS1
03 JUN 2016

SECTION: 415-01

InControl® Touch Pro™ Features Not Operating As Expected

AFFECTED VEHICLE RANGE:

XJ Range (X351)

Model Year:	2016 Onwards
VIN:	V90866 Onwards
Assembly Plant:	Castle Bromwich

MARKETS:

NAS

CONDITION SUMMARY:

⚠️ **NOTE: Other issues not listed below may also be evident.**

Situation: One or more of the following InControl® Touch Pro™ features may not operate as expected:

- Delayed InControl® Touch Pro™ system start-up

- 'Blank' Touch Screen and/or Rear Seat Entertainment (RSE) screens (if fitted)

- 'Live' applications not operating

- All clocks display one hour ahead of the correct time

- Navigation route is lost when the vehicle is shutdown

- A 'License expired' message displayed (vehicles not equipped with Connected Services only)

- Parking Aid system volume cannot be adjusted

- Satellite Digital Audio Radio Service (SDARS) may have no audio on start-up

Cause: These may be caused by an Infotainment Master Controller (IMC) software issue.

Action: Should a customer express any of these concerns, follow the Service Instruction below.

PARTS:

No Parts Required

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 DVD and Calibration File

Jaguar Land Rover-approved Midtronics battery power supply

FAT32-formatted flash drive (6GB minimum / 32GB maximum capacity)

WARRANTY:

⚠️**NOTE: The 'Infotainment Master Controller' (IMC) may also be referred to as 'InControl Touch Pro module'.**

⚠️**NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.**

⚠️**NOTE: DDW 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
InControl Touch Pro -				

| Configure module - | **86.98.27.99** | 1.0 | 42 | C2D38046 |

⚠️ **NOTE: Normal Warranty procedures apply.**

SERVICE INSTRUCTION:

⚠️**CAUTION: Before commencing, make sure that the Touch Screen and Rear Seat Entertainment (RSE) screens (if fitted) display 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: 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 DVD145.08 v.240 or later.**

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

vehicle battery.

⚠️**CAUTION: The USB flash drive must not have any data stored on it before starting this software update and must be formatted as FAT32. At the start of this process, the diagnostic tool will transfer a large number of files to the USB flash drive (6GB minimum / 32GB free space required). These will then be transferred to the vehicle.**

△**NOTE: The diagnostic tool may prompt 'No Update Required' in the software resolution screen. Should this occur, select the green tick (√) to continue the download.**

△**NOTE: The 'Infotainment Master Controller' (IMC) may also be referred to as 'InControl Touch Pro module'.**

2. Switch the 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, 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:

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

7. Select 'continue'

7. Select 'continue'.

8. Select the '**Recommendations**' tab and then select '**Run**' to perform the '**Configure existing module – InControl Touch Pro module**' option.

9. ⚠ **NOTE: After inserting the flash drive into the diagnostic tool, wait a minimum of 40 seconds before proceeding.**

   Follow all on-screen instructions until prompted to insert the USB flash drive into the diagnostic tool. Do as instructed and wait for 40 seconds before proceeding.

   • Wait a minimum of 40 seconds before proceeding.

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

   Follow all on-screen instructions until prompted to transfer the USB flash drive from the diagnostic tool to the vehicle. Make sure the vehicle ignition is 'ON'; if not press, the engine START/STOP button to turn it 'ON'.

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

   Transfer the USB flash drive 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.

12. Remove the USB flash drive from the vehicle.

13. Select '**Service functions**' session type.

14. Run the '**Special applications - InControl Touch Pro – Vehicle shared secret**' option.

- Follow all on-screen instructions to complete this task.

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

16. Switch the engine 'ON' (start the engine) and let run for 15 seconds.

17. Switch the engine 'OFF'.

18. Lock the vehicle.

19. After five minutes, unlock the vehicle, open and close the driver's door, and switch the engine 'ON' (start the engine). Wait for the InControl® Touch Pro™ system to start and wait a further three minutes before continuing to the next step.

20. From the Touch Screen 'Home' screen:

1. Select '**Settings**'.

2. Select '**All settings**'.

3. Select '**Features**'.

4. Scroll down and select '**Live**'.

5. Select '**Delete Live**'.

6. Select '**Yes**'.

   • Once complete, select the '**Home**' hard button.

21. Switch the engine 'OFF'.

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