TECHNICAL BULLETIN

Q228NAS1

12-APR-13

SECTION: 415-00

Service Action: Touch-Screen Bluetooth® Pop-up Message Software Update

AFFECTED VEHICLE RANGE:

LR2 (L359)	**VIN:**	**DH311358 – DH334096**
	Model Year:	**2013**
LR4 (L319)	**VIN:**	**DA652215 – DA658861**
	Model Year:	**2013**
Range Rover Evoque (L538)	**VIN:**	**DH699915 – DH741840**
	Model Year:	**2013**
Range Rover Sport (L320)	**VIN:**	**DA747669 – DA794632**
	Model Year:	**2013**
Range Rover (L405)	**VIN:**	**DA000001 – DA104800**
	Model Year:	**2013**

CONDITION SUMMARY:

Situation: Portable media devices cannot be used for audio system playback via Bluetooth® when an Apple® portable media device (iPod®, iPhone®, etc.) is connected to the vehicle via the Media Hub USB cable. In an effort to clarify this Gen 2.1 Infotainment system functionality, the Touch-Screen pop-up message 'No connection to Bluetooth Audio device. Please reconnect.' will be changed to 'Bluetooth Audio device is disconnected. Connection of an Apple device via USB will disable Bluetooth Audio'.

Action: Retailers are required to **HOLD** all affected vehicles in the above VIN range that are in their control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

PARTS:

No parts required

TOOLS:

IDS with latest IDS-DVD <u>and</u> Calibration File; first available on IDS-DVD132.02 v.122
Jaguar Land Rover-approved Midtronics Vehicle Power Supply
Refer to Workshop Manual / Repair Procedure for any required special tools

WARRANTY:

△ **NOTE:** Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. 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 the Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time. At the time of confirming a booking for vehicle repair, ensure that all outstanding 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 '**Q228**' together with the relevant Option Code from the table. The SRO and part information listed have been 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 **30 April 2015** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO.	QTY.
Q228	**B**	HLDF – configure – LR2, Range Rover Evoque	86.90.91	0.40	-	-
Q228	**C**	HLDF – configure – Range Rover Evoque Drive in / drive out	86.90.91 02.02.02	0.40 0.20	- -	- -
Q228	**D**	HLDF – configure – LR4, Range Rover Sport, Range Rover	86.90.91	0.60	-	-
Q228	**E**	HLDF – configure – LR4, Range Rover Sport, Range Rover Drive in / drive out	86.90.91 02.02.02	0.60 0.20	- -	- -

Normal Warranty policies and procedures apply

REPAIR PROCEDURE

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

   ⚠ **CAUTION: A Jaguar Land Rover-approved Midtronics Vehicle Power Supply must be connected to the vehicle battery during IDS / SDD diagnosis / module programming.**

   △ **NOTE: IDS must be loaded with DVD132.02 v.122 or later.**

   △ **NOTE: A USB memory stick with at least 256Mb capacity is required to carry out this procedure; make sure the memory stick is clear of any files and formatted before use.**

   △ **NOTE: Before starting the download procedure, note the customer AM / FM / SDARS presets.**

   Turn ignition 'ON' (engine not running).

2. Connect the Jaguar Land Rover-approved Midtronics Vehicle Power Supply to the vehicle battery.

3. Connect the Integrated Diagnostic System (IDS) to the vehicle and begin a new Symptom Driven Diagnostics (SDD) session.

4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle.

5. △ **NOTE: If SDD states 'One or more software parts are available to be downloaded', proceed with the software download.**

   △ **NOTE: If SDD states 'The overall download status of this module cannot be determined' or 'All software parts are at the latest release level', close the application and move on to the next step.**

   Select the 'Campaigns' session type.

6. From the Recommendations tab, select '**Run**' to perform the 'Configure existing module –Front control/display interface module (high level display front)' option.

7. △ **NOTE: When all tasks are complete, make sure the USB memory stick is removed from the vehicle.**

   Follow all on-screen instructions to complete this task.

8. Exit the current session.

9. Disconnect the IDS and the vehicle power supply from the vehicle.

10. △ **NOTE: On completion of the download, it may be necessary to reset the state within the navigation menu.**

    Start the engine; check the audio and navigation systems for correct operation.

    - If the state requires resetting, select from the Navigation menu:
      Destination entry > Search country > Select required state

11. Reset the AM / FM / SDARS presets/date/time and other customer configurable options.

12. △ **NOTE: During the software download process, all previously paired Bluetooth® devices will be erased.**

    Advise the customer that any previously paired Bluetooth® devices will need to be paired again.