

TECHNICAL BULLETIN
 LTB00811NAS1
 27 JUL 2015



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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 Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

SECTION: 415-00

Touch Screen Intermittently Displays a Blank Screen

AFFECTED VEHICLE RANGE:

Range Rover Sport (LW)

Model Year: 2015
VIN: 504511 Onwards
Manufacturing Plant: Solihull

Range Rover Sport (LW)

Model Year: 2015
VIN: 601763 Onwards
Manufacturing Plant: Solihull

Range Rover (LG)

Model Year: 2015
VIN: 197042 Onwards
Manufacturing Plant: Solihull

MARKETS:

NAS

CONDITION SUMMARY:

Situation: The Touch Screen may intermittently display a blank screen, followed by a return to normal display within the ignition cycle.


Cause: This may be caused by a software error and/or Central Processing Unit (CPU) data overload.

Action: Should a customer express this concern, follow the Service Instruction below.

PARTS:

No Parts Required

TOOLS:

 **NOTE: this is an 'Active Bulletin' that will display a functional programming shortcut if accessed within a diagnostic session using SDD.**

SDD with latest DVD and Calibration File

Jaguar Land Rover-approved Midtronics battery power supply

USB Storage device with a minimum size of 256MB

WARRANTY:

 **NOTE: the Touch Screen may also be referred to as Front Control/Display Interface Module (FCDIM) or High Level Display Front (HLDF).**

 **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
Update Touch Screen software	86.90.91	0.6	JR1	LR045483

 **NOTE: Normal Warranty procedures apply.**

SERVICE INSTRUCTION:

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

 **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.**

 **NOTE: SDD must be loaded with DVD142.03 v.212 or later.**

 **NOTE: a USB Storage device with a minimum size of 256MB is required.**

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

 **NOTE: the Touch Screen may also be referred to as Front Control/Display Interface Module (FCDIM) or High Level Display Front (HLDF).**

2. Turn ignition 'ON' (engine not running).
3. Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
4. Follow the on-screen prompts, allowing SDD 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:
 - Electrical > Information and entertainment system > Touch screen display > Display inoperative
7. Select 'continue'.
8. Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Configure existing module - Front control/display interface' option.

9. Follow all on-screen instructions to complete this task, ensuring all DTCs are cleared.

10. Exit the current session.

11. Disconnect the SDD and the battery power supply from the vehicle.