

TECHNICAL BULLETIN
JTB00510NAS1
14 JUL 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: 415-00

InControl® Touch Pro™ Features May Not Function As Expected (Additional Updates)

AFFECTED VEHICLE RANGE:

F-PACE (X761)

Model Year: 2017 Onwards
VIN: 046166 Onwards
Assembly Plant: Solihull

XE (X760)

Model Year: 2017 Onwards
VIN: 942528 Onwards
Assembly Plant: Solihull

XF (X260)

Model Year: 2016 Onwards
VIN: Y19206 Onwards
Assembly Plant: Castle Bromwich

MARKETS:

NAS

CONDITION SUMMARY:



NOTE: Main issues listed; there may be others that are not listed.

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

- CD player performance;
- Unable to use the hard key to go to previous track; must use the soft key or steering wheel button to complete the action;
- Voice command repeated twice;
- Missing audio for FM after startup; recovered after source change;
- Phone issues; and/or
- Screen Reset issues.

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

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

PARTS:

No Parts Required

TOOLS:



E179225

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



E192494

Jaguar Land Rover-approved Midtronics battery power supply

Jaguar Land Rover-approved 3.0 USB memory device (32GB maximum; 6GB free space required)

WARRANTY:

 **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 - Update	86.98.27	0.5	42	T2H22097

 **NOTE: Normal Warranty 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 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 DVD146.03 v.244 and NGI 001.00 or later.

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

 **CAUTION:** The Jaguar Land Rover-approved 3.0 USB memory device (32GB maximum; 6GB free space required) 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. 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**'.
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.** When all tasks are complete, select the '**Session**' tab and then select the '**Close Session**' option.
- 14.** Disconnect the diagnostic tool and battery power supply from the vehicle.