

TECHNICAL BULLETIN

JTB00514NAS1

18 AUG 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: 415-01

CD Will Not Eject

AFFECTED VEHICLE RANGE:

F-PACE (X761)

Model Year: 2017 Onwards
VIN: 045000 Onwards
Assembly Plant: Solihull

XE (X760)

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

XE (X760)

Model Year: 2017 Onwards
VIN: P00001 Onwards
Assembly Plant: Castle Bromwich

XF (X260)

Model Year: 2016 Onwards
VIN: Y11635 Onwards
Assembly Plant: Castle Bromwich

MARKETS:

NAS

CONDITION SUMMARY:

Situation: The Compact Disc (CD) player will not eject the CD or intermittently skips tracks, cycles quickly through tracks, and 'locks up.' On screen commands and eject CD may also fail to operate. An ignition cycle usually temporarily resolves the problem.

Cause: This may be caused by a software conflict error. Update of the Infotainment Master Controller (IMC) software to latest level and replacement of the digital disc player link lead required.

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

PARTS:

T2H26998	Digital disc player link lead - 505mm	1
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TOOLS:

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



E179225

Jaguar Land Rover-approved Midtronics battery power supply



E192494

Refer to the Service Instruction/Workshop Manual for any required special tools.

WARRANTY:

 **NOTE: InControl® Touch Pro™ may also be referred to as NGI.**

 **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
NGI Link Lead - Renew - F-PACE (X761)	86.51.38	0.3	42	C2D35999
Configure Module - InControl Touch Pro - Update - F-PACE (X761)	86.98.27.99	1.0	42	C2D35999
NGI Link Lead - Renew - XE (X760)	86.51.38	0.3	42	C2D35999
Configure Module - InControl Touch Pro - Update - XE (X760)	86.98.27.99	1.0	42	C2D35999
NGI Link Lead - Renew - XF (X260)	86.51.38	0.3	42	C2D35999
Configure Module - InControl Touch Pro - Update - XF (X260)	86.98.27.99	1.0	42	C2D35999

 **NOTE: Normal Warranty procedures apply.**

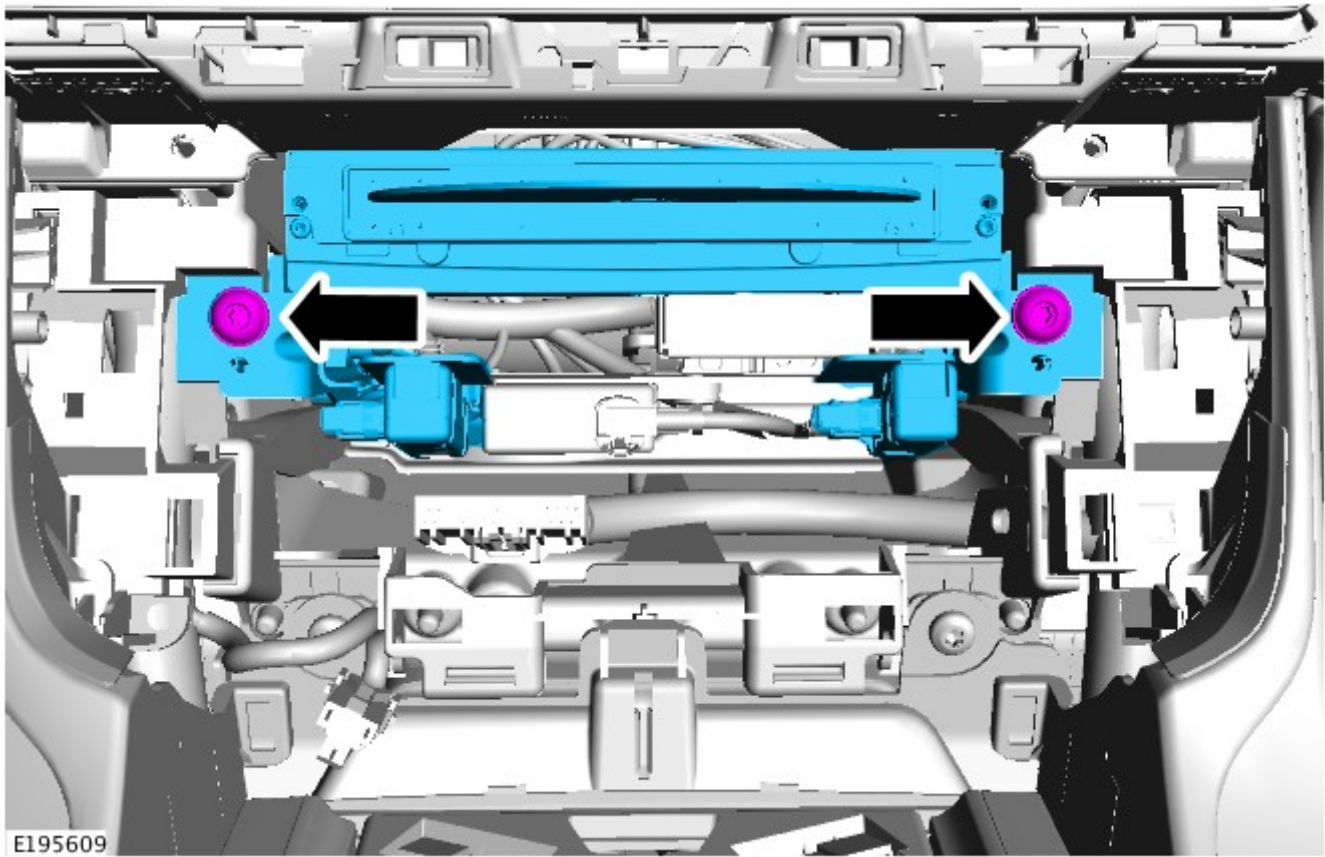
SERVICE INSTRUCTION:

1. Disconnect the battery (see TOPIx Workshop Manual section: 414-01: Battery, Mounting and Cables).

2.  **NOTE: The Integrated Control Panel (ICP) may also be referred to as Audio and Climate Control Assembly.**

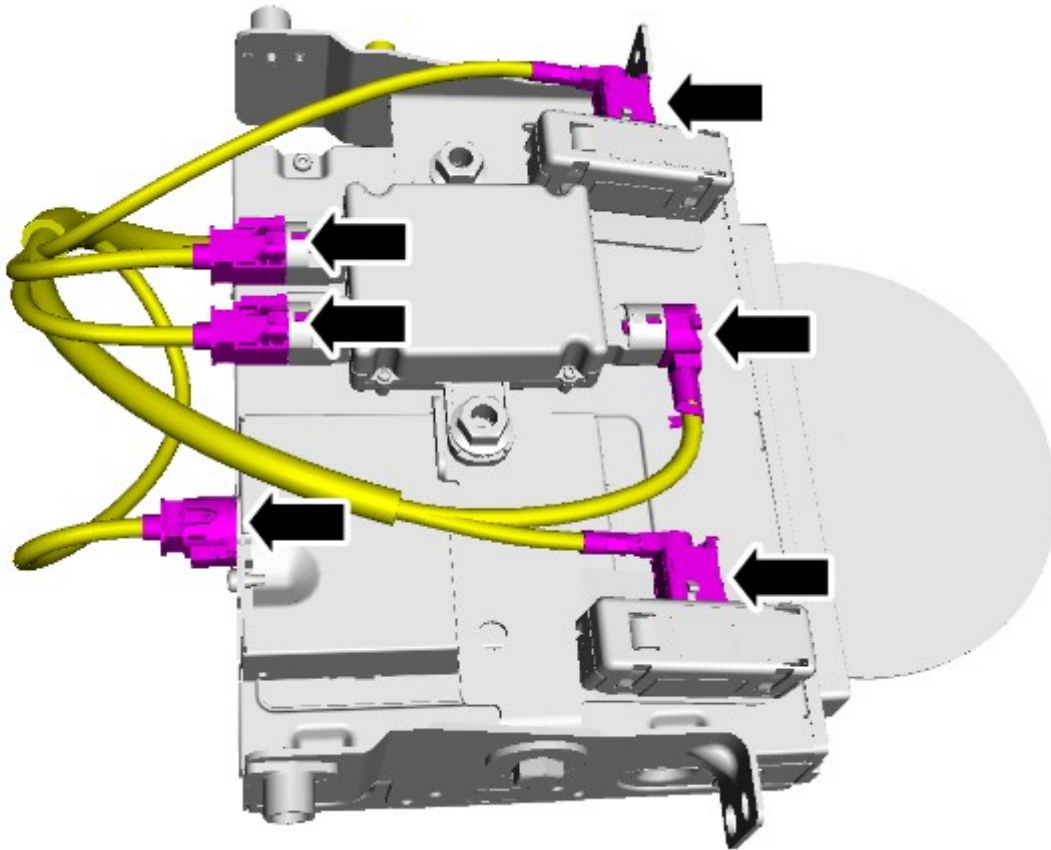
Remove the Integrated Control Panel (ICP [see TOPIx Workshop Manual section 415-01: Information and Entertainment System]).

3. Remove the digital disc player, withdrawing the unit to view the wiring harness connections.



4. **⚠ CAUTION: Note the relative positions of the connections before removal.**

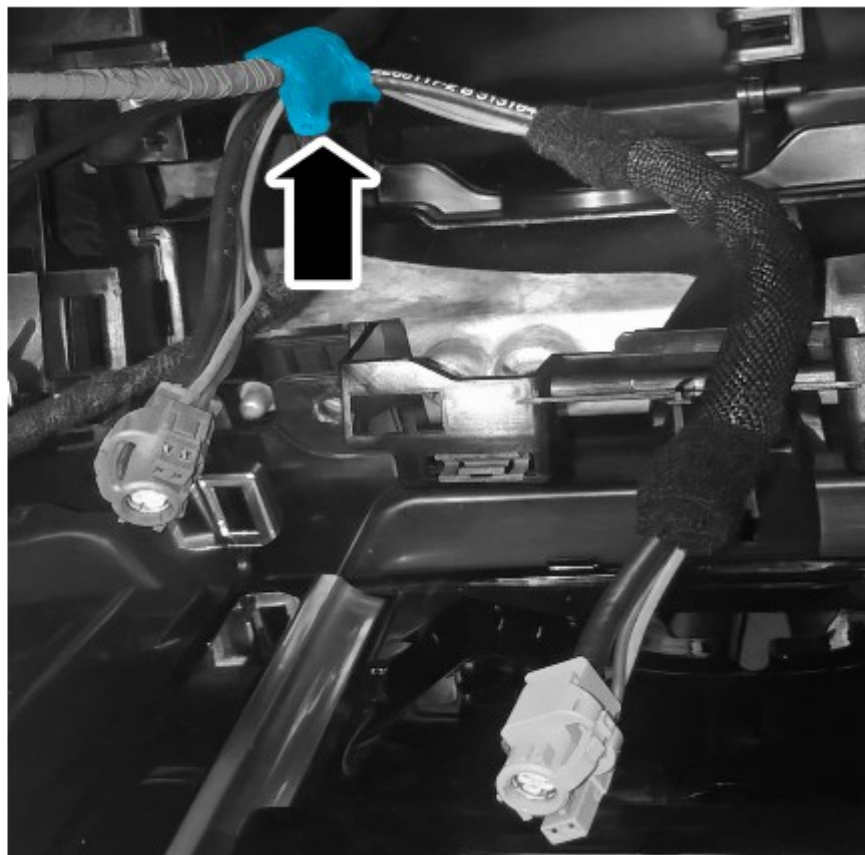
Remove the electrical connectors from the digital disc player, USB 2.0 hub, and Wi-Fi/Bluetooth™ antennas.



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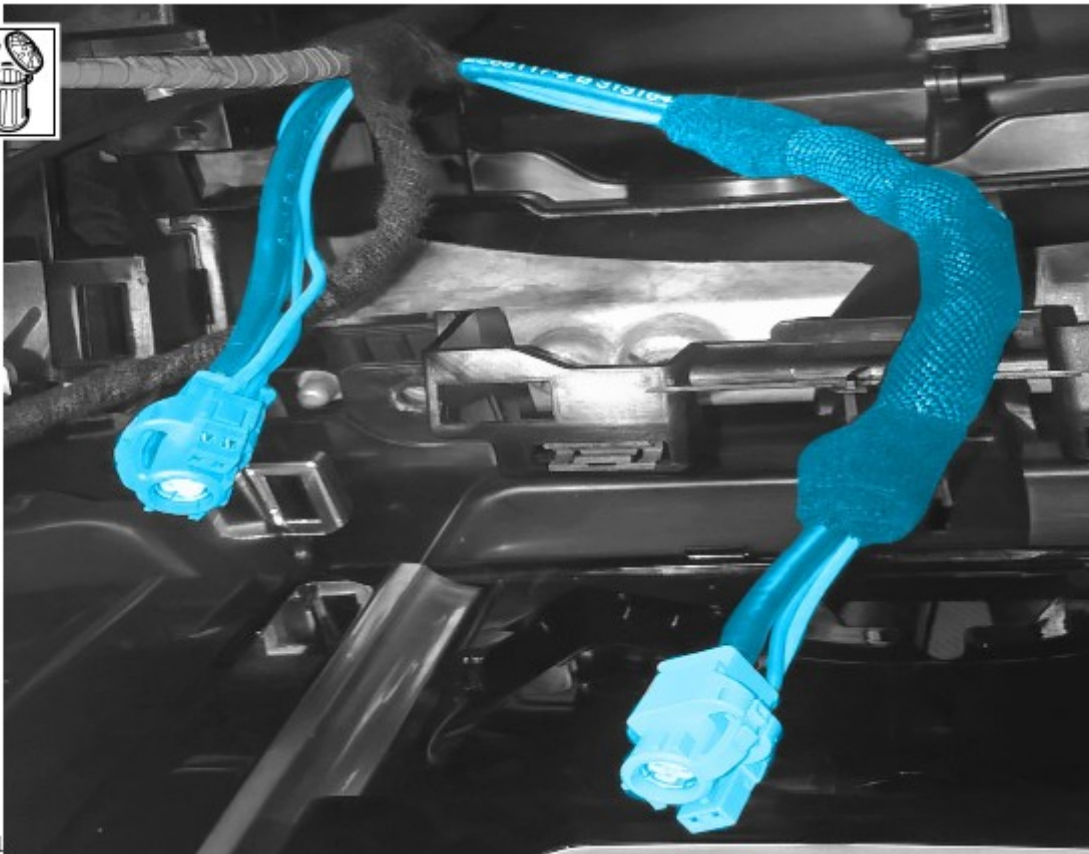
5.  **CAUTION: Make sure no damage is caused to the wiring harness when removing the spot tape.**

Remove the spot tape attaching the link lead to the Instrument Panel (IP) harness.



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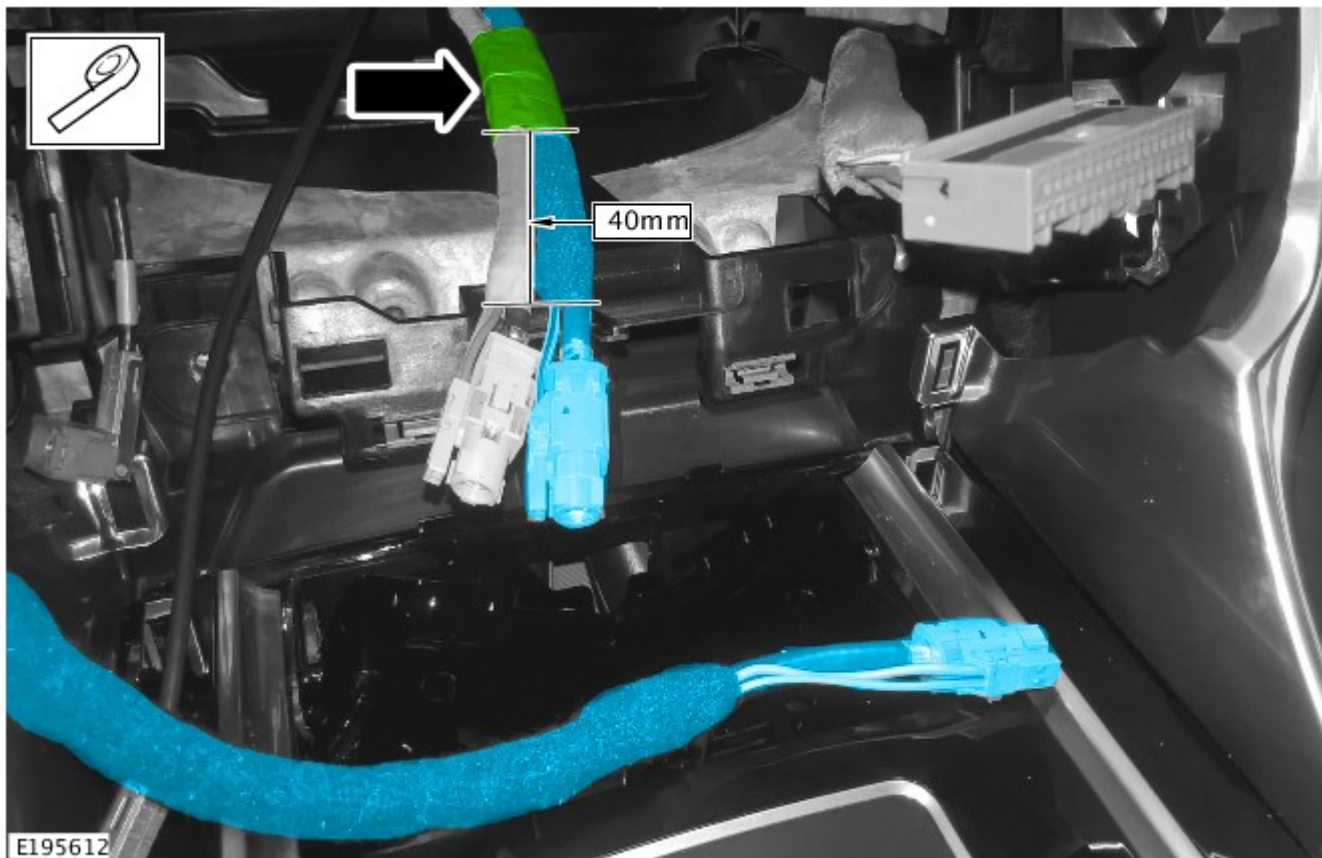
6. Remove and discard the old link lead.



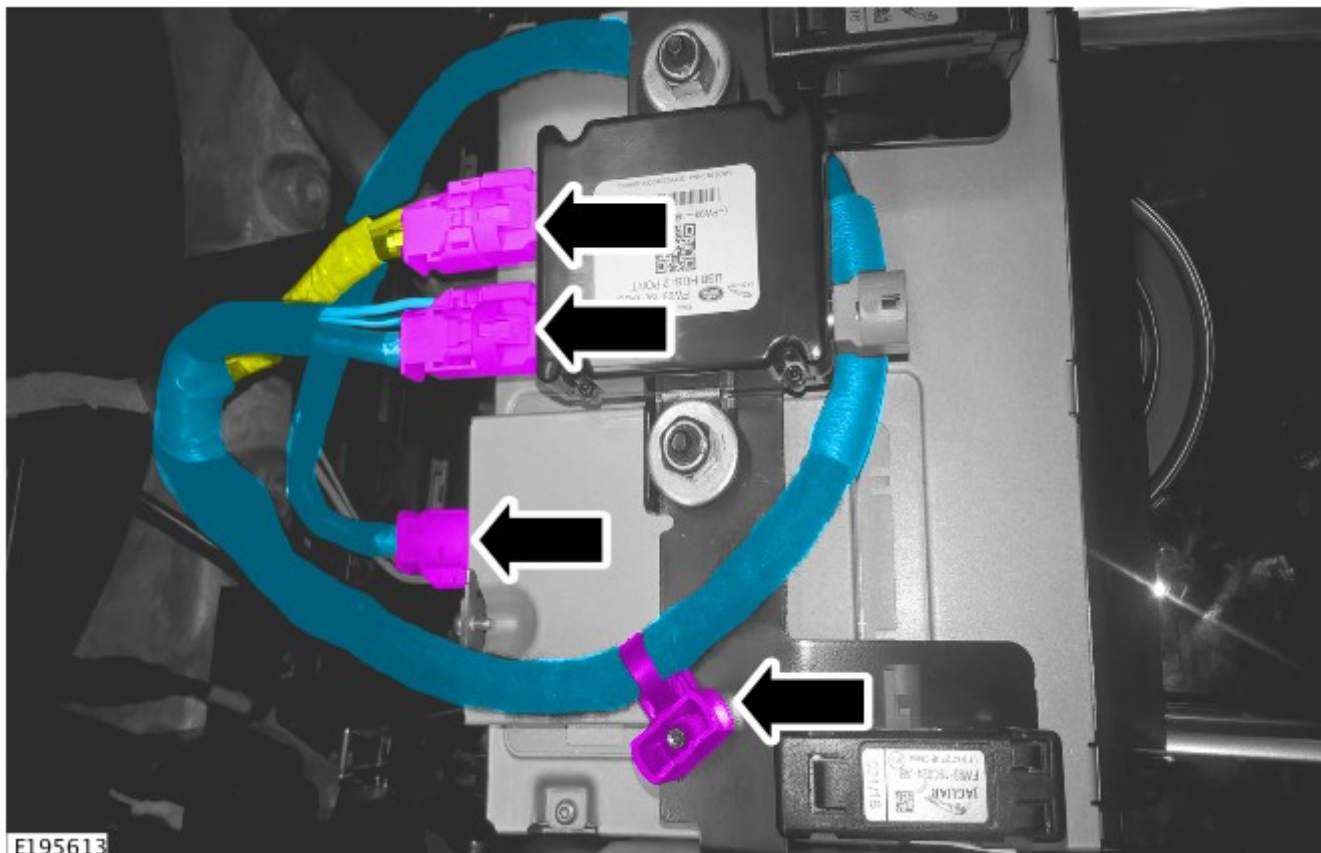
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7. Tape the new link lead yellow connector alongside the pink connector on the IP harness.

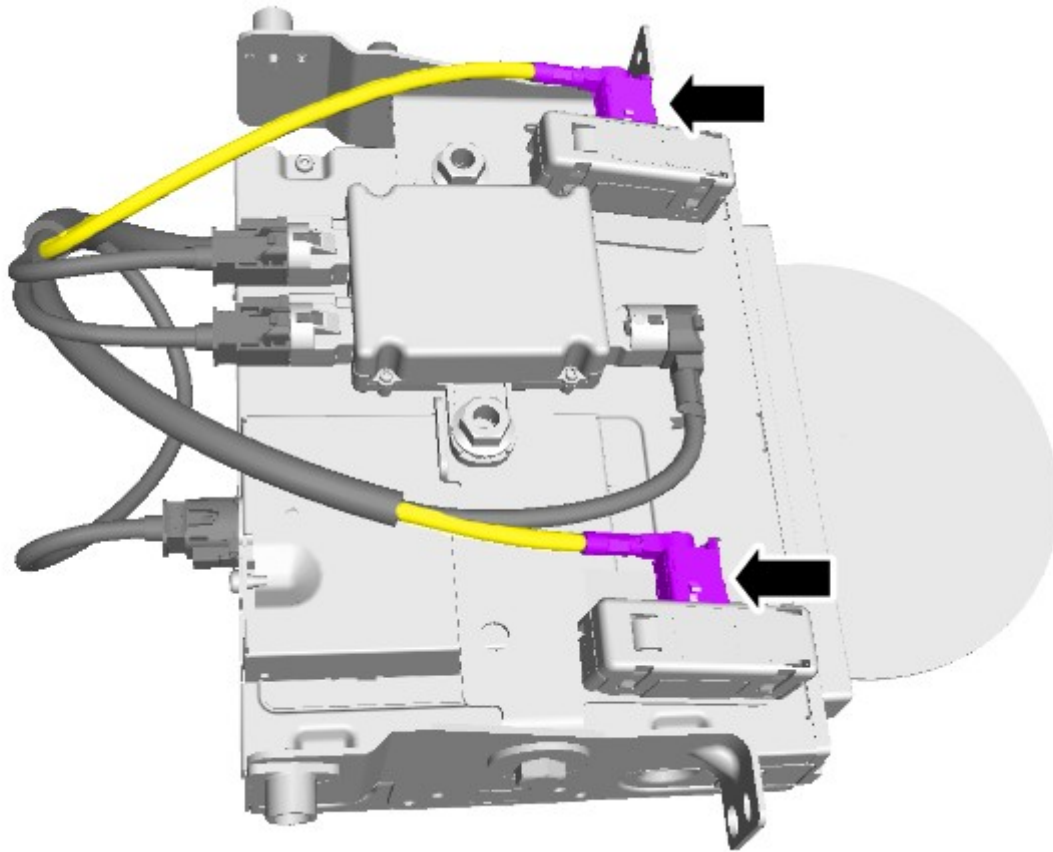
- Apply tape 40mm rearward of the back of the connector plug.
- Make sure that both connector plugs are taped in the correct orientation to allow connection to the USB 2.0 hub when installed.



8. Connect the pink and yellow link lead harness connectors (taped together in Step 7) into the USB 2.0 hub.
- Route the new link lead as shown and fit the stud clip to the stud on the bracket.
 - Loop the remaining pink connector between the USB 2.0 hub and the digital disc player and connect as shown.

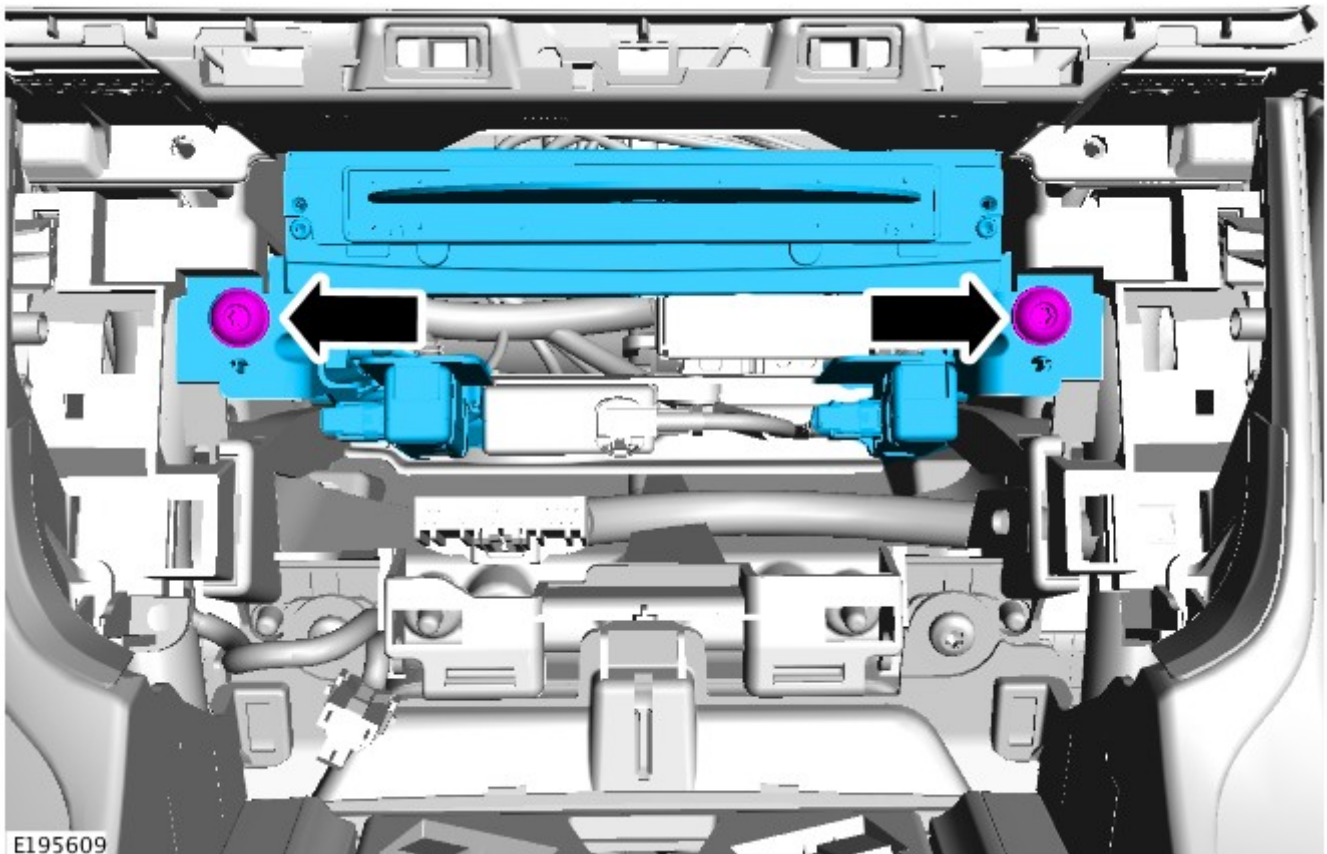


9. Connect the two remaining leads to the Wi-Fi/Bluetooth™ antennas as noted in Step 4.



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10. Install the digital disc player.



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11.  **NOTE: The Integrated Control Panel (ICP) may also be referred to as Audio and Climate Control Assembly.**

Install the ICP (see TOPIx Workshop Manual section 415-01: Information and Entertainment System).

12. Connect the battery (see TOPIx Workshop Manual section: 414-01: Battery, Mounting and Cables).

 **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.**

 **NOTE: The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD146.05 v.246 NGI_Phase1.5_001.00.001 (or later).**

13. Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.
14. Turn ignition ON (engine not running).
15. Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.
16. Follow the on-screen prompts, allowing the diagnostic tool to read the VIN, identify the vehicle, and initiating the data collect sequence.
17. Select **Diagnosis** from the Session Type screen.
18. Select the **Selected Symptoms** tab and then select:
- **Electrical - Information and entertainment system - Entertainment system - Audio - CD or DVD load or eject inoperative**
19. Select **continue**.
20. Select the **Recommendations** tab.
21. Select **Run** to perform the '**Configure existing module - Incontrol touch**' option.
22. Follow all on-screen instructions to complete this task, ensuring all Diagnostic Trouble Codes (DTC) are cleared.
23. When all tasks are complete, select the **Session** tab and then select the **Close Session** option.
24. Disconnect the diagnostic tool and battery power supply from the vehicle.