TECHNICAL BULLETIN
JTB00510NAS2
26 OCT 2016

This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in gray

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	Vehicles With: InControl Touch Pro
Assembly Plant:	Solihull	

XE (X760)
Model Year:	2017 Onwards	
VIN:	942528 Onwards	Vehicles With: InControl Touch Pro
Assembly Plant:	Solihull	

XF (X260)
Model Year:	2016 Onwards	
VIN:	Y19206 Onwards	Vehicles With: InControl Touch Pro
Assembly Plant:	Castle Bromwich	

MARKETS:

NAS

CONDITION SUMMARY:

Changes are extensive and therefore not all are highlighted.

Situation: In response to customer feedback on the performance of the InControl® Touch Pro™ system, Jaguar Land Rover has developed a software upgrade.

Some customers may have experienced infotainment poor performance/reliability and this software upgrade is designed to enhance the robustness of the following features and functions:

- Satellite Digital Audio Radio Service (SDARS) lock up, audio loss;

- Infotainment Master Controller (IMC) resets, blank Screens, and poor system performance;

- CD ripping/playback issues;

- Camera: frozen camera image on screen when reverse selected and camera stability issues;

- Media player crash, library track select fails, USB source reliability; and/or

- Phone and Bluetooth - connection and contacts download issues.

Cause: These may be caused by a software issue.

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

PARTS:

No Parts Required

TOOLS:

Jaguar Land Rover-approved Midtronics battery power supply

E192494

Jaguar Land Rover-approved diagnostic tool with latest SDD software, Calibration File, and InControl© Touch Pro™ Software

E179225

Jaguar Land Rover-approved USB memory device
DTSE9G2/32GB

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 - Without RSE - Configure IMC	**86.98.44.01**	2.0	42	T2H22097

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

SERVICE INSTRUCTION:

⚠**NOTE: This action will result in the navigation journey ETA share contacts being deleted from the system. Please inform customers that any contacts previously stored in the navigation system (not phone contacts) will need to be re-entered upon completion.**

1. ⚠**CAUTION: Make sure that the Jaguar Land Rover approved diagnostic equipment is connected to the internet at least once every 24 hours.**

⚠**CAUTION: This procedure requires DVD147.03 and Calibration File 252, InControl Touch Pro Software 004.00 loaded or later and the Vehicle Communication Interface (VCI) on the latest level as per VCI Update Instructions available on TOPIx.**

⚠**CAUTION: If a DA VCI device is used for the update, it MUST be on a firmware level of 63 or later.**

⚠**CAUTION: This software update is split into two separate procedures and it may require an update to the Gateway Control Module (GWM) first, depending on the software level (reference Step 6).**

⚠**CAUTION: Battery support unit - It is extremely critical to use a battery support unit and have a vehicle with a battery that has a good state of health to start. The battery support unit must also be in proper working condition to be able to supply 13v consistently. If the voltage is compromised during the installation of software, the IMC may switch off.**

⚠**CAUTION: The software transfer process can take some time, please be patient. The vehicle ignition will turn 'OFF' during this transfer which is normal – do not touch the Start/Stop button unless instructed to do so.**

⚠**CAUTION: Before commencing, make sure that the Infotainment screens display the "Home" screen with the ignition 'ON'. If not (i.e the display screens show the leaper or the front screen is blank), lock the vehicle and leave for 5 minutes, then unlock the vehicle. Switch the ignition 'ON' and check the display screens again.**

⚠**CAUTION: Once downloading it is extremely critical NOT to disturb the Data Link Connector (DLC) connection. Any interruption in connection between VCI and the DLC connection will result in a failure and may not be recoverable.**

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

⚠**NOTE: After the GWM programming occurs, a functional CAN reset is sent to the vehicle. The very next step in the process then begins to run Variant Configuration to the IMC. If the Technician is too fast and is pressing "Green Tick" boxes to push the process along, the Variant Configuration process will fail as the IMC is not fully booted. Anytime the tool is advising to "turn the ignition ON" the technician must pay attention and switch the ignition ON AND wait for the IMC to fully boot up. The IMC in general takes 90 seconds for full operation. A good check point is pressing the 'Audio' button and then pressing the Source button. When the IMC is booted all available sources will be displayed on the Source Selection screen. At this time the continue button can now be pressed.**

⚠ **NOTE: If a failure occurs when the retry is attempted the technician must switch the ignition back ON and wait a minimum 90 seconds until the IMC is booted up.**

Connect the Jaguar Land Rover approved battery support unit.

2. ⚠ **CAUTION: Disconnect any customer USB devices that are connected in any of the vehicle front and rear USB ports (as applicable) before connecting the Jaguar Land Rover approved diagnostic equipment and commencing with the software update. After successfully completing the update and after disconnecting the Jaguar Land Rover approved diagnostic equipment, reconnect the customer USB devices back to their original location.**

Connect the Jaguar Land Rover approved diagnostic tool to the vehicle and begin a new diagnostic session, the Jaguar Land Rover approved diagnostic tool will read the correct Vehicle Identification Number (VIN) for the current vehicle.

3. Follow the Jaguar Land Rover approved diagnostic tool prompts.

X260 vehicles between Y24769 – Y42791 only

4. If the hyperlink is not available, the application can be found as follows:

- Select the 'Service Functions' session Type
- From 'Car configuration management - Session active car configuration selection'

5. Update the vehicle Car Configuration File (CCF) using ASBUILT data.

All vehicles

6. ⚠ **CAUTION: At the start of this process, the Jaguar Land Rover approved diagnostic tool will transfer a large number of files to the Jaguar Land Rover USB flash drive. These will then be transferred to the vehicle.**

⚠ **CAUTION: The Jaguar Land Rover approved diagnostic tool may prompt 'No Update Required' in the software resolution screen. This software does require updating; select the green tick to continue the download.**

⚠ **NOTE: The infotainment screen display will go blank or change colour during this update, this is normal behaviour and is to be expected when the software is being updated in the InControl Touch Pro control module.**

If the hyperlink is not available, the application can be found as follows:

- Select the 'Diagnosis' Session Type
- Select any of the following symptoms:

  • Electrical - Information and entertainment system - Entertainment system.

  • Run and close the 'Datalogger' tool to reveal the 'Extras' tab.

  • Select the 'Extras' tab.

- From 'Recommendations', run : Configure existing module - InControl Touch Pro

7. ⚠ **NOTE: At the point of which the Jaguar Land Rover approved diagnostic equipment is formatting the USB flash drive and copying over the Phase 2.5 package to the USB flash drive, the tool will finish and advise the technician to install the USB flash drive into the vehicle's socket. The vehicle's ignition must be ON, and the IMC must be ON and fully booted this process can take up to 90 seconds.**

Follow all on-screen instructions until prompted to insert the Jaguar Land Rover USB flash drive into the Jaguar Land Rover approved diagnostic tool. Do as instructed before proceeding.

8. ⚠ **NOTE: Make sure the vehicle ignition is 'ON', if it is not press the Start/Stop button to turn it 'ON'.**

Follow all on-screen instructions until prompted to transfer the Jaguar Land Rover USB flash drive from the Jaguar Land Rover approved diagnostic tool to the vehicle as instructed.

9. Transfer the Jaguar Land Rover USB flash drive into the vehicle before proceeding on the Jaguar Land Rover approved diagnostic tool.

10. Follow all on-screen instructions until the application prompts 'Remove the USB flash drive from the vehicle'.

   - If the Jaguar Land Rover approved diagnostic equipment displays an error, refer to the Troubleshooting section below and complete the relevant action to complete the update.

11. ⚠ **NOTE: Make sure the vehicle ignition is 'ON', if it is not press the Start/Stop button to turn it 'ON'.**

   Follow all on-screen instructions until the application completes successfully.

12. If the hyperlink is not available, the application can be found as follows:

   - Select the 'service functions' tab
   - Run Entertainment system - InControl Touch Pro

      - Select the green tick.

13. Select infotainment master controller - Erase and learn variant configuration

   - Select the green tick.
   - Follow all on-screen instructions until the application completes successfully.

14. From 'Recommendations', scroll to the bottom of the recommendation tab and run 'Complete vehicle - Clear all stored diagnostic trouble codes'

15. Select the Settings icon on the vehicle touch screen, then select 'all settings', select 'Features', scroll down and select 'Live', select 'Delete Live', select 'Yes' to continue.

16. If the vehicle has navigation journey ETA share contacts setup, the contacts will need to be deleted. Select 'Navigation' function, select 'Settings' button, select 'Navigation Settings', select 'Edit profile', scroll down and select 'Contacts', select the 'Edit' button displayed in line with the contact screen title, Select 'Check all', select 'Delete', confirm 'delete action'.

17. When all of the tasks are complete, exit the current session by selecting the 'Session' tab and then select the 'Close Session' option.

18. Disconnect the Jaguar Land Rover approved diagnostic equipment, the Jaguar Land Rover battery support unit and the Jaguar Land Rover approved USB flash drive from the vehicle.

Troubleshooting:

• In the event that an error is experienced during the software update process, the strategy implemented in the Jaguar Land Rover approved diagnostic equipment can identify an error if the InControl Touch Pro is unable to complete the required process.

• If an error is displayed, refer to the table below and complete the appropriate Action:

Error Code	Concern	Action Required
21 - Communication error.	Busy or no response from the module.	• Select the 'Green Tick' when the Jaguar Land Rover approved diagnostic equipment prompts 'Would you like to retry?'
06 - Media not found.	USB flash drive not found in the vehicle.	1. Remove the USB flash drive from the vehicle and reconnect again and select the 'Green Tick' when the Jaguar Land Rover approved diagnostic equipment prompts 'Would you like to retry?' 2. If another 06 is still displayed - remove the USB flash drive and connect to the second USB port available in the vehicle. 3. In the event that 06 is still displayed, follow all on-screen instructions to exit the application -

Error Code	Concern	Action Required
		complete a battery hard reset and complete the Configure existing module - InControl Touch Pro application again.
02 - File not found.	File required by the module has not been found on the USB flash drive due to file transfer issue.	1. Select 'Red Cross' when the Jaguar Land Rover approved diagnostic equipment prompts 'Would you like to retry?' and exit application. 2. Complete the Configure existing module - InControl Touch Pro application again.
01 - General Failure.	Module concern.	1. Select the 'Green Tick' when the Jaguar Land Rover approved diagnostic equipment prompts 'Would you like to retry?' and follow all on-screen instructions to exit the application. 2. If 01 - General Failure is displayed again, select the retry option. 3. If the software update is unsuccessful due to repeated 01 - General Failure - submit a Technical Assistance (TA) request and include in the heading the relevant Technical Bulletin/Service Action number related to the software update.
0A - Invalid signature.	Corrupted NGI software files on the Jaguar Land Rover approved diagnostic equipment or USB flash drive.	1. Select 'Red Cross' when the Jaguar Land Rover approved diagnostic equipment prompts 'Would you like to retry?' and follow all on-screen instructions to exit the application. 2. Configure existing module - InControl Touch Pro application again on the same Jaguar Land Rover approved diagnostic equipment machine and use another USB flash drive. 3. If 0A - Invalid signature error is displayed - the relevant Jaguar Land Rover approved diagnostic equipment machine has a corrupt file installed and the Jaguar Land Rover approved diagnostic equipment machine would require F2 recovery procedure and another Jaguar Land Rover approved diagnostic equipment machine should be used to complete the update to the InControl Touch Pro.
Module recovery in progress (30 minute process)	The software download has failed and the module is recovering to a previous level.	1. Do not touch the vehicle. 2. Allow the recovery process to complete fully. 3. Follow all on-screen instructions to exit the application. 4. Complete the Configure existing module - InControl touch Pro application again.

19. △**NOTE: In the event that an error is displayed which is not listed in the above table, then select 'Green Tick' when prompted 'Would you like to retry?', if the update fails to complete successfully.**

Please submit a Technical Assistance (TA) in the following instances:

- If the software update fails due to an above error and the actions do not resolve the concern.
- If the software update fails due to error which is not listed in the above table, and repeated retries have proved unsuccessful.

When submitting a TA request, include in the heading the relevant Technical Bulletin/Service Action number related to the software update. State the error and actions completed and attach the relevant session file to the TA.

20. Please submit a Diagnostic Product Quality Report in the following instances:

- If assistance is required to complete the F2 Recovery procedure to the Jaguar Land Rover Approved Diagnostic Equipment.