

Q659NAS1

TECHNICAL BULLETIN

03 FEB 2017



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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.

INFORMATION

SECTION:

415-01

SUBJECT/CONCERN:

Service Action: Audio Control Module Software Incorrect

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover Sport (LW)	2016	118416-119071	Solihull
Range Rover (LG)	2016	315970-316773	Solihull

MARKETS:

NAS

CONDITION SUMMARY:

SITUATION:

An issue has been identified on certain vehicles within the listed Affected Vehicle Range which may have been manufactured away from process and, in some cases, the audio system does not perform to its design intent. Investigations have identified that the radio will be unable to tune to certain AM/FM stations and the third-party caller on the hands-free system will not be able to hear the driver/passenger clearly. In addition, the Satellite Navigation road colors and favorites will not be displayed correctly, with Volvo retailers appearing instead of Land Rover retailers.

ACTION:

Retailers are required to **HOLD** affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the Service Instruction detailed in this Technical Bulletin. Unsold vehicles should have this

performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

PARTS:

No parts required.

SPECIAL TOOLS:



Jaguar Land Rover-approved Midtronics Battery Power Supply



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

WARRANTY:

⚠ NOTE:

Check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that **all** outstanding Recalls and 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 the Program Code together with the relevant Option Code. SRO and parts information is 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.

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 TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 January 2019** closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS /SUNDRY CODE	QTY. /VALU
Q659	B	Configure Audio Control Module	86.90.37	0.7	-	-
Q659	C	Configure Audio Control Module Drive in/drive out	86.90.37 02.02.02	0.7 0.2	- -	- -
Q659	D	Configure Audio Control Module Disengage /Engage Transit	86.90.37 86.90.89.47	0.7 0.2	- -	- -
Q659	E	Configure Audio Control Module Disengage /Engage Transit Drive in/drive out	86.90.37 86.90.89.47 02.02.02	0.7 0.2 0.2	- - -	- - -

Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:

ⓘ CAUTIONS:

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during diagnosis / module programming.
- Make sure 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 SDD148.00 v.256 (or later).

- 1 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.
 - 1 If required, remove the transit relay.
- 2 Turn 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 and identify the vehicle and initiating the data collect sequence.
 - 2 If the vehicle is not in **Transportation Mode** , go to the next Step.
 - 4 If the vehicle is in **Transportation Mode** , set the vehicle to ' **Normal operation mode** '.
- 5 Select **Service Functions** from the Session Type screen.
- 6 From the Recommendations tab, select **Run** to perform the ' **Configure new module - Audio front control module** ' option.
- 7 Follow all on-screen instructions to complete this task, ensuring all Diagnostic Trouble Codes (DTC) are cleared.
 - 1 If necessary, set the vehicle to ' **Transportation Mode** '.
- 8 When all tasks are complete, select the **Session** tab and then select the **Close Session** option.

9 Disconnect the diagnostic tool and battery power supply from the vehicle.

1 If required, install the transit relay.