LTB01009NAS3

TECHNICAL BULLETIN

01 MAY 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

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

Changes are highlighted in blue

SECTION:

415-00: Information and Entertainment Systems

SUBJECT/CONCERN:

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

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
Discovery Sport (LC)	2017	634012-670688	Halewood	Vehicles With: InControl Touch Pro
Range Rover Evoque (LV)	2016-2017	166843-208616	Halewood	Vehicles With: InControl Touch Pro

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

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 stability issues when reverse (R) is selected;

- 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:

E192494

Jaguar Land Rover-approved Midtronics battery power supply

E179225

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

DTSE9G2/32GB

Jaguar Land Rover-
approved USB
memory device

W A R R A N T Y :

NOTES:

- **Use DDW to check for Service Action or Update Prior to Sale notice eligibility requiring a Powertrain Control Module (PCM) software update. If eligible, perform and claim the update as per that program.**

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

NOTES:

- 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.

- 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	86.90.89.78	2.0	42	LR091126
InControl Touch Pro - With RSE - Configure IMC and ISC	86.90.89.79	2.5	42	LR091126

NOTE:

Normal Warranty procedures apply.

SERVICE INSTRUCTION:

NOTE:

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

1

CAUTIONS:

- Make sure that the Jaguar Land Rover-approved diagnostic tool is connected to the internet at least once every 24 hours.

- This procedure requires DVD148.07 and Calibration File 263, InControl Touch Pro Software 004.01 loaded or later and the Vehicle Communication Interface (VCI) on the latest level as per VCI Update Instructions available on TOPIx.

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

- 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.

- 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.

- 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.

- 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.

- 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.

NOTES:

- 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. Each time the Technician is instructed to turn the ignition ON they should follow the diagnostic system prompts. 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.

- The Infotainment Master Controller (IMC) may also be referred to as InControl Touch Pro module.

- 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 all 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 tool and commencing with the software update. After successfully completing the update and after disconnecting the Jaguar Land Rover-approved diagnostic tool, 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.

4

CAUTIONS:

> - **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 memory device. These will then be transferred to the vehicle.**
>
> - **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 color during this update, this is normal behavior 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 the following symptom:
  - **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 the '**Configure existing module - InControl Touch Pro** application.

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7 **NOTE:**

> At the point of which the Jaguar Land Rover-approved diagnostic tool is formatting the USB memory device and copying over the Phase 2.5 package to the USB memory device, the tool will finish and advise the technician to install the USB memory device 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 memory device into the Jaguar Land Rover-approved diagnostic tool. Do as instructed before proceeding.

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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 memory device from the Jaguar Land Rover-approved diagnostic tool to the vehicle as instructed.

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9   Transfer the Jaguar Land Rover USB memory device into the vehicle before proceeding on the Jaguar Land Rover-approved diagnostic tool.

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

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

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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.

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

- Select the **Service functions** tab.

- Run the **Entertainment system - InControl Touch Pro** application.

  - Select the green 'tick' (✔).

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13   Select infotainment master controller - Erase and learn variant configuration

- Select the green 'tick' (✔).

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

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

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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.

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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'.

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

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18   Disconnect the Jaguar Land Rover-approved diagnostic tool, the Jaguar Land Rover battery support unit and the Jaguar Land Rover-approved USB memory device 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 tool 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 CODECONCERNACTION REQUIRED21 - Communication errorBusy or no response from the module.21 - Communication errorFollow all on-screen instructions to exit the application.Perform a battery hard reset.Complete the 'Configure existing module - InControl Touch Pro' application again.06 - Media not foundUSB memory device not found in the vehicle.

NOTE:

The Jaguar Land Rover-approved diagnostic tool will prompt the user to swap the USB memory device to the adjacent USB port in the event that the module is unable to read the USB memory device. When this action is completed and the green 'tick' (✓) selected, the module will attempt to continue the application using the adjacent USB port.

06 - Media not foundFollow all on-screen instructions to exit the application.Perform a battery hard reset.Complete the 'Configure existing module - InControl Touch Pro' application again using the Jaguar Land Rover USB memory device.If the error code 06 - Media not found is displayed again, further checks will be required to determine if it is a USB memory device concern or a vehicle concern.Potential concerns:Non-JLR-approved USB memory deviceFaulty USB memory deviceVehicle concern between module and USB port (USB hub, connector, or cable issue)02 - File not foundFile required by the module has not been found on the USB memory device due to file transfer issue.

NOTE:

The Jaguar Land Rover-approved diagnostic tool will prompt the user to swap the USB memory device to the adjacent USB port in the event that the module is unable to read the USB memory device. When this action is completed and the green 'tick' (✓) selected, the module will attempt to continue the application using the adjacent USB port.

02 - File not foundFollow all on-screen instructions to exit the application.Perform a battery hard reset.Complete the 'Configure existing module - InControl Touch Pro' application again using the Jaguar Land Rover USB memory device. If the error code 02 - File not found is displayed again, further checks will be required to determine if it is a USB memory device concern or a vehicle concern.Potential concerns:Non-JLR-approved USB memory deviceFaulty USB memory deviceVehicle concern between module and USB port (USB hub, connector or cable issue)01 - General FailureModule concern.01 - General failureFollow all on-screen instructions to exit the application.Complete the 'Configure existing module - InControl Touch Pro' application again.If error code 01 - General failure is displayed again, follow all on-screen instructions to exit the application.Complete

the 'Configure existing module - InControl Touch Pro' application again and capture Jaguar Land Rover-approved diagnostic tool monitoring.If error code 01 - General failure is displayed a third time, follow all on-screen instructions to exit the application.Submit a Technical Assistance (TA) request and include in the heading the relevant Technical Bulletin / Service Action number related to the software update. All session files which contain this error must be attached and the Jaguar Land Rover-approved diagnostic tool monitoring.0A - Invalid signatureCorrupted NGI software files on the Jaguar Land Rover-approved diagnostic tool or USB memory device. 0A - Invalid signatureSelect the red 'cross' (✗) when the Jaguar Land Rover-approved diagnostic tool prompts 'Would you like to retry?' and follow all on-screen instructions to exit the application.Use another USB memory device and complete the 'Configure existing module - InControl Touch Pro' application again on the same Jaguar Land Rover-approved diagnostic tool machine.If error code 0A - Invalid signature is displayed again, the relevant Jaguar Land Rover-approved diagnostic tool machine has a corrupt file installed and the Jaguar Land Rover-approved diagnostic tool machine would require F2 recovery procedure and another Jaguar Land Rover-approved diagnostic tool machine should be used to complete the update.Module recovery in progress (30 minute process)The software download has failed and the module is recovering to a previous level. Module recovery in progressDo not touch the vehicle.Allow the recovery process to complete fully. Follow all on-screen instructions to exit the application.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.

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 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 tool.

ERROR CODE	CONCERN	ACTION REQUIRED
21 - Communication error	Busy or no response from the module.	21 - Communication error 1. Follow all on-screen instructions to exit the application. 2. Perform a battery hard reset. 3. Complete the 'Configure existing module - InControl Touch Pro' application again.
06 - Media not found	USB memory device not found in the vehicle.	**NOTE:**

ERROR CODE	CONCERN	ACTION REQUIRED

		The Jaguar Land Rover-approved diagnostic tool will prompt the user to swap the USB memory device to the adjacent USB port in the event that the module is unable to read the USB memory device. When this action is completed and the green 'tick' (✓) selected, the module will attempt to continue the application using the adjacent USB port.
		
		06 - Media not found
		
		    1. Follow all on-screen instructions to exit the application.
		
		    2. Perform a battery hard reset.
		
		    3. Complete the 'Configure existing module - InControl Touch Pro' application again using the Jaguar Land Rover USB memory device.
		
		    4. If the error code **06 - Media not found** is displayed again, further checks will be required to determine if it is a USB memory device concern or a vehicle concern.
		
		    5. Potential concerns:
		
		        - Non-JLR-approved USB memory device
		        - Faulty USB memory device
		        - Vehicle concern between module and USB port (USB hub, connector, or cable issue)

02 - File not found	File required by the module has not been found on the USB memory device	**NOTE:** **The Jaguar Land Rover-approved diagnostic tool will prompt the user to swap the USB memory device to the adjacent USB port**

ERROR CODE	CONCERN	ACTION REQUIRED

	due to file transfer issue.	**in the event that the module is unable to read the USB memory device. When this action is completed and the green 'tick' (✓) selected, the module will attempt to continue the application using the adjacent USB port.**
		
		02 - File not found
		   1. Follow all on-screen instructions to exit the application.
		
		   2. Perform a battery hard reset.
		
		   3. Complete the 'Configure existing module - InControl Touch Pro' application again using the Jaguar Land Rover USB memory device.
		
		   4. If the error code **02 - File not found** is displayed again, further checks will be required to determine if it is a USB memory device concern or a vehicle concern.
		
		   5. Potential concerns:
		
		     - Non-JLR-approved USB memory device
		     - Faulty USB memory device
		     - Vehicle concern between module and USB port (USB hub, connector or cable issue)

01 - General Failure	Module concern.	01 - General failure
		   1. Follow all on-screen instructions to exit the application.
		
		   2. Complete the 'Configure existing module - InControl Touch Pro' application again.

ERROR CODE	CONCERN	ACTION REQUIRED

		3. If error code **01 - General failure** is displayed again, follow all on-screen instructions to exit the application.
		
		4. Complete the 'Configure existing module - InControl Touch Pro' application again and capture Jaguar Land Rover-approved diagnostic tool monitoring.
		
		5. If error code **01 - General failure** is displayed a third time, follow all on-screen instructions to exit the application.
		
		   - Submit a Technical Assistance (TA) request and include in the heading the relevant Technical Bulletin / Service Action number related to the software update.
		   - All session files which contain this error must be attached and the Jaguar Land Rover-approved diagnostic tool monitoring.

0A - Invalid signature	Corrupted NGI software files on the Jaguar Land Rover-approved diagnostic tool or USB memory device.	0A - Invalid signature 1. Select the red 'cross' (✖) when the Jaguar Land Rover-approved diagnostic tool prompts 'Would you like to retry?' and follow all on-screen instructions to exit the application. 2. Use another USB memory device and complete the 'Configure existing module - InControl Touch Pro' application again on the same Jaguar Land Rover-approved diagnostic tool machine. 3. If error code **0A - Invalid signature** is displayed again, the relevant Jaguar Land Rover-approved diagnostic tool machine has a corrupt file installed and the Jaguar Land Rover-approved diagnostic tool machine would require

ERROR CODE	CONCERN	ACTION REQUIRED
		F2 recovery procedure and another Jaguar Land Rover-approved diagnostic tool machine should be used to complete the update.
Module recovery in progress (30 minute process)	The software download has failed and the module is recovering to a previous level.	Module recovery in progress 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.