

Q642NAS1

TECHNICAL BULLETIN

09 JAN 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: Telematics Control Module

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
Discovery Sport (LC)	2016-2017	632540-641822	Halewood	
Range Rover Evoque (LV)	2016-2017	102994-174251	Halewood	
Range Rover Evoque (LV)	2017	169419-175753	Halewood	Folding Top
Range Rover Sport (LW)	2016	597239	Solihull	
Range Rover Sport (LW)	2016	101232-108665	Solihull	
Range Rover Sport (LW)	2016	659255-662259	Solihull	
Range Rover (LG)	2016	300274-308454	Solihull	

MARKETS:

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CONDITION SUMMARY:**SITUATION:**

An issue has been identified on certain vehicles within the listed Affected Vehicle Range have been manufactured away from process and the Telematics Control Module (TCU) security key was not subject to an end of line test and verification. The Wi-Fi may drop out after 10 minutes and then reconnect after 3 minutes, with this cycle repeating.

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**NOTE:**

Order only the expected percentage demand of parts identified.

DESCRIPTION	PART NO./SUNDRY CODE	QTY./VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Telematics control module (TCU)	LR084927	1	100

SPECIAL TOOLS:

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

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 TOPlx 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 December 2018** closure date must be submitted or payment within 30 calendar days of completion of the repair.

MODEL	DESCRIPTION	TIME (HOURS)	TIME
Discovery Sport (L550)	Replace the telematics control module	86.53.69	0.5
Range Rover Evoque (L538)	Replace the telematics control module	86.53.69	0.6
Range Rover Evoque w/Folding top (L538c)	Replace the telematics control module	86.53.69	0.4
Range Rover Sport (L494)	Replace the telematics control module	86.53.69	1.0
Range Rover (L405)	Replace the telematics control module	86.53.69	0.8

Normal Warranty policies and procedures apply.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
Q642	A	Replace the telematics control module Configure the	86.53.69 86.91.24	See table above 1.1	LR084927 -	1 -

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
		new telematics control module				
Q642	B	Replace the telematics control module Configure the new telematics control module Drive in/drive out	86.53.69 86.91.24 02.02.02	See table above 1.1 0.2	LR084927 - -	1 - -

NOTE: The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current Jaguar Land Rover Warranty Policy and Procedures Manual and its amendments unless stated otherwise in this Service Action.

SERVICE INSTRUCTION:

- 1 Install a replacement Telematics Control Module (TCU) (see TOPIx Workshop Manual section 415-01: Information and Entertainment System - Telematics Control Module).

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 SDD147.05 v.253 (or later).

- 2 If required, remove the transit relay.
- 3 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.
- 4 Turn ignition ON (engine not running).
- 5 Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.
- 6 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**'.
- 7 Select **Service Functions** from the Session Type screen.
- 8 From the Recommendations tab, select **Run** to perform the '**Configure new module - Telematic control module**' option.
- 9 Follow all on-screen instructions to complete this task, ensuring all Diagnostic Trouble Codes (DTC) are cleared.
- 10 If required, set the vehicle to **Transportation Mode**.
- 11 When all tasks are complete, select the **Session** tab and then select the **Close Session** option.

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

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- 13** If required, install the transit relay.