Q633NAS3

TECHNICAL BULLETIN

03 FEB 2017

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

Changes are highlighted in blue

SECTION:

415-00

SUBJECT/CONCERN:

Service Action: InControl Touch Pro Phase 2.5 Software Update

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
Range Rover Evoque (LV)	2016-2017	166843-208616	Halewood	Folding Top, Vehicles With: InControl Touch Pro
Discovery Sport (LC)	2017	634012-670688	Halewood	Vehicles With: InControl Touch Pro
Range Rover Evoque (LV)	2017	168200-208616	Halewood	Vehicles With: InControl Touch Pro

MARKETS:

NAS

CONDITION SUMMARY:

SITUATION:

Jaguar Land Rover have developed the latest software upgrade in response to customer feedback on the performance of the InControl® Touch Pro™ system. Some customers may have experienced infotainment issues 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 selected

- Media Player crash, library track select fails, USB Source reliability

- Phone and Bluetooth™ - connection and contacts download issues

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.

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

E194922

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

⚠ **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 from the table. 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 **30 November 2018** 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
Q633	B	InControl Touch Pro - Without RSE - Configure IMC	86.90.89.78	2.0	-	-
Q633	C	InControl	86.90.89.78	2.0	-	-

		Touch Pro - Without RSE - Configure IMC Drive in/drive out	02.02.02	0.20	-	-
Q633	D	InControl Touch Pro - Without RSE - Configure IMC Disengage/re-engage transit mode	86.90.89.78 86.90.89.30	2.0 0.10	- -	- -
Q633	E	InControl Touch Pro - Without RSE - Configure IMC Disengage/re-engage transit mode Drive in/drive out	86.90.89.78 86.90.89.30 02.02.02	2.0 0.10 0.20	- - -	- - -

Normal Warranty policies and procedures apply.

△ **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

⊙ **CAUTIONS:**

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

- This procedure requires DVD148.02 and Calibration File 258, InControl Touch Pro Software 004.02 (or later) loaded, 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 (reference Step 4).

- 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; be patient. The vehicle ignition will turn 'OFF' during this transfer which is normal – do not touch the engine 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 logo 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 to NOT 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. 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.

- 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.

1 If required, remove the transit relay.

2

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.

1 If the vehicle is not in **Transportation Mode** , go to the next Step.

2 If the vehicle is in **Transportation Mode** , set the vehicle to **Normal operation mode** .

4

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:

2 Select the 'Diagnosis' Session Type.

4 Select the following symptom:

> **Electrical - Information and entertainment system - Entertainment system**

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

9 Select the 'Extras' tab.

11 From 'Recommendations', run the 'Configure existing module - InControl Touch Pro' option.

> ⚠ **NOTE:**
>
> At the point of which the Jaguar Land Rover-approved diagnostic equipment 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 USB port. 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 engine START/STOP button to switch 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 equipment 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 engine START/STOP button to switch 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:

2 Select the 'Service Functions' tab.

4 Run 'Entertainment system - InControl Touch Pro variant configuration'.

Select the green 'tick' ( ).

13 Select 'Infotainment master controller - Erase and learn variant configuration'.

1 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', and 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', and 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.

1 If necessary, set the vehicle to ' **Transportation Mode** '.

18 Disconnect the Jaguar Land Rover-approved diagnostic equipment, the Jaguar Land Rover battery support unit, and the Jaguar Land Rover-approved USB memory device from the vehicle.

1 If required, install the transit relay.

19 The process is complete.

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 CodeConcernAction Required21 - Communication errorBusy or no response from the module.21 - Communication errorSelect the green 'tick' () when the Jaguar Land Rover-approved diagnostic equipment prompts 'Would you like to retry?'06 - Media not foundUSB memory device not found in the vehicle.06 - Media not foundRemove the USB memory device from the vehicle, reconnect again, and select the green 'tick' () when the Jaguar Land Rover-approved diagnostic equipment prompts 'Would you like to retry?'If error code 06 - Media not found is displayed again, remove the USB memory device and connect to the second USB port available in the vehicle. If error code 06 - Media not found is still displayed, follow all on-screen instructions to exit the application, complete a battery hard reset, and complete the

'Configure existing module - InControl Touch Pro' application again.

02 - File not foundFile required by the module has not been found on the USB memory device due to file transfer issue.02 - File not found Select the red 'cross' () when the Jaguar Land Rover-approved diagnostic equipment prompts 'Would you like to retry?' and exit application.Complete the 'Configure existing module - InControl Touch Pro' application again.01 - General failureModule concern.01 - General failureSelect 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.If error code 01 - General failure is displayed again, select the 'Retry' option.If the software update is unsuccessful due to repeated 01 - General failure error codes, 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 signatureCorrupted NGI software files on the Jaguar Land Rover-approved diagnostic equipment or USB memory device. 0A - Invalid signatureSelect the 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.Use another USB memory device and complete the 'Configure existing module - InControl Touch Pro' application again on the same Jaguar Land Rover-approved diagnostic equipment machine.If error code 0A - Invalid signature is displayed again, 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.Module recovery in progress (30-minute process)The software download has failed and the module is recovering to a previous level. Do 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.

<table>
<tr><td>20</td><td>⚠ **NOTE:**</td></tr>
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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) request 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.

21 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.

ERROR CODE	CONCERN	ACTION REQUIRED
21 - Communication error	Busy or no response from the module.	21 - Communication error • Select the green 'tick' ( ) when the Jaguar Land Rover-approved diagnostic equipment prompts 'Would you like to retry?'
06 - Media not found	USB memory	06 - Media not found

	device not found in the vehicle.	1. Remove the USB memory device from the vehicle, reconnect again, and select the green 'tick' ( ) when the Jaguar Land Rover-approved diagnostic equipment prompts 'Would you like to retry?' 2. If error code **06 - Media not found** is displayed again, remove the USB memory device and connect to the second USB port available in the vehicle. 3. If error code **06 - Media not found** is still displayed, follow all on-screen instructions to exit the application, 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 memory device due to file transfer issue.	02 - File not found 1. Select the 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.	01 - General failure 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 error code **01 - General failure** is displayed again, select the 'Retry' option. 3. If the software update is unsuccessful due to repeated **01 - General failure** error codes, 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	0A - Invalid signature

| | software files on the Jaguar Land Rover-approved diagnostic equipment or USB memory device. | 1. Select the 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. Use another USB memory device and complete the 'Configure existing module - InControl Touch Pro' application again on the same Jaguar Land Rover-approved diagnostic equipment machine.

3. If error code **0A - Invalid signature** is displayed again, 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. |
| 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. |