



UPDATE PRIOR TO SALE H046: INCONTROL[®] TOUCH PRO[™] UPDATE

SERVICE BULLETIN

25-OCT-17

NO.: 6-368USA
(ISSUE 2)

SEC.: GENERAL
INFORMATION

MKT.: USA

CHANGES ARE HIGHLIGHTED IN BLUE

DESCRIPTION OF ISSUE

In response to customer feedback on the performance of the InControl[®] Touch Pro[™] system, Jaguar Land Rover has developed a software update designed to enhance the robustness of the following features and functions on a limited number of vehicles within the listed Affected Vehicle Range:

- System unable to read Compact Discs (CD) and/or Digital Versatile Discs (DVD), with an error message may be displayed on the Touchscreen.
- Touchscreen does not refresh.
- Touchscreen fails to reboot after recently being turned OFF.
- CD folder names are titled incorrectly as random numbers and the audio track identification numbers are displayed in the incorrect order.
- Media Player - when ripping CDs to the Solid State Drive (SSD), the files are stored and playback is in the order that they are ripped in and not sequential by track ID.
- No sound while operating the Global Navigation Satellite System (GNSS) with the Touchscreen.
- Voice - poor performance.
- Internet - no response.

This program does not apply to any vehicle already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate Field Action or Technical Bulletin.

AFFECTED VEHICLE RANGE

NOTE: Changes are limited to the removal of F-TYPE (X152) vehicles from the Affected Vehicle Range. F-TYPE is being temporarily suspended from this program until further notice.

NOTE: not applicable to vehicles with Rear Seat Entertainment (RSE).

F-PACE (X761; with InControl[®] Touch Pro[™])

Model Year: 2018

VIN: 099558-099607; 899128-899997; 240011-onwards

XE (X760; with InControl[®] Touch Pro[™])

Model Year: 2018

VIN: P16870-onwards

XF (X260; with InControl[®] Touch Pro[™])

Model Year: 2018

VIN: Y53235-onwards

Visit the Jaguar Business Network (JBN) website for a list of affected unsold vehicles (as of 24 October 2017).

SERVICE PROGRAM / REWORK ACTION

Retailers will update the InControl® Touch Pro™ software to the latest level (phase 3.0). There will be no charge to owners for this action under this program.

ACTION TO BE TAKEN

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

Refer to Technical Bulletin UPS7917-1bNAS, *Update Prior to Sale: InControl Touch Pro Update*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to Technical Bulletin noted above for any required 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 Recall 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. The 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 **22 September 2018** closure date must be submitted for payment within 30 calendar days of completion of the repair.

| PROGRAM CODE | OPTION CODE | DESCRIPTION | SRO | TIME (HOURS) | PARTS / SUNDRY CODE* | QTY. / VALUE* |
|--------------|-------------|--|----------|--------------|----------------------|---------------|
| H046 | B | InControl Touch Pro - Software Update - Phase 2.5 To Phase 3.0 | 87.01.50 | 2.50 | - | - |
| H046 | C | InControl Touch Pro - Software Update - Phase 2.5 To Phase 3.0 | 87.01.50 | 2.50 | - | - |
| | | Drive in/drive out | 10.10.10 | 0.20 | - | - |

Normal Warranty policies and procedures apply.

CUSTOMER COMMUNICATION

Should this Program mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.'

Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any Update Prior to Sale program.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to this specific activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.