

N037NAS2

# TECHNICAL BULLETIN

06 JUL 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

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Changes are highlighted in blue

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SECTION:

415-01B: Information and Entertainment System

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## SUBJECT/CONCERN:

Service Action: InControl Touch Phase 3.2 - Satellite Digital Audio Radio Service (SDARS) Update

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## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
Discovery Sport (LC)	2016	544655-598289	Halewood	Vehicles With: InControl Touch
Discovery Sport (LC)	2017	651777-705483	Halewood	Vehicles With: InControl Touch
Range Rover Evoque (LV)	2017	186810-247527	Halewood	Vehicles With: InControl Touch

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## MARKETS:

NORTH AMERICA

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## CONDITION SUMMARY:

### SITUATION:

An issue has been identified on certain vehicles within the listed Affected Vehicle Range may experience the Satellite Digital Audio Radio Service (SDARS) system 'freeze' on the current channel and not allowing users to select another channel. This issue is a result of having InControl® Touch™ Phase 3.0 software previously installed on the vehicle.

### 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 Workshop Procedure 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.

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#### PARTS:

No parts required.

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#### SPECIAL TOOLS:

Jaguar Land Rover-approved Midtronics Battery Power Supply

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

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#### 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 **31 May 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./VALUE
N037	A	Front audio control module - Reconfigure	86.90.37	0.70	-	-
N037	B	Front audio control module - Reconfigure Drive in/drive out	86.90.37 02.02.02	0.70 0.20	- -	- -
N037	C	Front audio control module - Reconfigure Disengage and Reengage Transit Mode	86.90.37 86.90.89.30	0.70 0.20	- -	- -
N037	D	Front audio control module - Reconfigure Disengage and Reengage Transit Mode Drive in/drive out	86.90.37 86.90.89.30 02.02.02	0.70 0.20 0.20	- - -	- - -

Normal Warranty policies and procedures apply.

DIAGNOSTIC PROCEDURE:

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**CAUTIONS:**

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during diagnosis / module programming.
- All ignition ON/OFF requests **MUST** be carried out; failure to perform these steps may cause damage to vehicle control modules.

**NOTE:**

The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD149.05 v.269 (or later).

- 1 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.
- 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.
  - 1 If the vehicle is not in **Transit Mode**, go to the next Step.
  - 2 If the vehicle is in **Transit Mode**, set the vehicle to '**Normal operation mode**'.
- 5 If the hyperlink is not available:
  - 2 Select **Diagnosis** from the Session Type screen.
  - 4 Select the **Selected Symptoms** tab.
  - 6 Select the following:
    - **Electrical Information and entertainment system - Entertainment system**
  - 9 Run and close the **Datalogger** tool to reveal the **Extras** tab.
  - 11 Select the **Extras** tab.

**13** Select **Run** to perform the '**Configure existing module - Audio head unit - Low line**' option.

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

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⊞ When all tasks are complete, exit the current session.

- 1 If necessary, set the vehicle to '**Transit mode**'.
- 2 Select the **Session** tab.
- 3 Select the **Close session** option.

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➤ Disconnect the diagnostic tool and battery support unit from the vehicle.

- 1 If required, install the transit relay.