

N102 UPS8017-1BNAS1



# TECHNICAL BULLETIN

15 NOV 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.

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## INFORMATION

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### SECTION:

415-01: Information and Entertainment Systems

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### SUBJECT/CONCERN:

Update Prior to Sale: InControl Touch Pro Update

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### AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
Range Rover Evoque (LV)	2018	282676	Halewood	Vehicles With: InControl Touch Pro
Range Rover Evoque (LV)	2018	283059	Halewood	Vehicles With: InControl Touch Pro
Range Rover Evoque (LV)	2018	283114	Halewood	Vehicles With: InControl Touch Pro

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## MARKETS :

USA

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## CONDITION SUMMARY :

### SITUATION:

Jaguar Land Rover (JLR) has developed the latest software upgrade in response to customer feedback on the performance of the InControl© Touch Pro™ system. This software upgrade is designed to enhance the robustness of the following features and functions:

- 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 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 can be heard while operating the Global Navigation Satellite System (GNSS) with the Touchscreen.
- Voice - poor performance.
- Internet - no response.

#### 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 Diagnostic 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.

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.

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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 PATHFINDER software

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

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#### WARRANTY:

**NOTE:**

Check DDW to make sure 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 **25 September 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
N102	B	InControl Touch Pro - Software Update - Phase 2.5 To Phase 3.0	87.01.50	2.5	-	-
N102	C	InControl Touch Pro - Software Update - Phase 2.5 To Phase 3.0 Drive In/Drive Out	87.01.50 02.02.02	2.5 0.2	- -	- -

Normal Warranty policies and procedures apply.

## DIAGNOSTIC PROCEDURE:

**NOTES:**

- 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 entered again upon completion.
- This procedure will require the use of the Jaguar Land Rover-approved USB memory device DTSE9G2/32GB.

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**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 Pathfinder version 114 loaded or a later version.
- 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 Jaguar 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.
- When downloading, it is 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.

Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

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**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.

**NOTE:**

The Jaguar Land Rover-approved diagnostic tool must be loaded with PATHFINDER version 105 (or later).

Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.

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**NOTE:**

The Jaguar Land Rover-approved diagnostic tool will read the correct Vehicle Identification Number (VIN) for the current vehicle and automatically take the vehicle out of Transit mode if required.

Follow the on-screen prompts.

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**CAUTION:**

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-approved USB memory device. These will then be transferred to the vehicle.

**NOTE:**

The Touchscreen 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.

Select **ECU Diagnostics**.

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5 Select **Infotainment Master Controller [IMC]**.

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6 Select **ECU Functions**.

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7 Select **Update to Phase 3.0 - InControl Touch Pro**.

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**NOTE:**

When the Jaguar Land Rover-approved diagnostic tool is formatting the USB memory device and copying over the Phase 3.0 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 USB memory device into the diagnostic equipment.

1 When all tasks are complete, go to the next Step.

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9 Follow all on-screen instructions until prompted to transfer the USB memory device from the diagnostic equipment to the vehicle.

1 When all tasks are complete, go to the next Step.

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10 Follow all on-screen instructions until prompted to remove the USB memory device from the vehicle.

1 When all tasks are complete, go to the next Step.

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11 Delete paired Bluetooth® devices:

- Select the **phone** on the vehicle Touchscreen.
- Select **Settings**.
- Select **Bluetooth® Settings**.
- Select **Forget all devices**.
  - Once completed, 'All Devices Forgotten' will be displayed.
  - When all tasks are complete, go to the next Step.

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12 Delete Customizable Home Page (CHP):

- Swipe across to the first CHP on the vehicle Touchscreen.
- Press and hold until you are in 'edit' mode.
- If there is more than one CHP page, scroll to the last page.
- There will be a 'Bin' icon in the footer.
- Select the '**Bin**' icon to delete that page.
- The first Home Page created will not have this 'Bin' option; it requires the user to delete everything one by one.
  - When all tasks are complete, go to the next Step.

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13 Select the **Settings** icon on the vehicle Touchscreen:

- Select **All Settings**.
- Select **Features**.
- Scroll down and select **Live**.
- Select **Delete Live**.
- Select **Yes** to continue.
  - When all tasks are complete, go to the next Step.



If the vehicle has navigation journey ETA share contacts set up, the contacts must be deleted:

- Select the **Navigation** function.
- Select **Settings**.
- 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**.
  - When all tasks are complete, go to the next Step.

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**15** Exit the current session.

- 1 Select the **Session** tab.
- 2 Select the **Close session** option.
- 3 If necessary, set the vehicle to '**Transit mode**'.
  - When all tasks are complete, go to the next Step.

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**16** Disconnect the diagnostic tool, battery support unit, and USB memory device from the vehicle.

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**17** Turn off the vehicle for a minimum of 10 minutes to allow the vehicle modules to shut down.