



LTB01135NAS1

# TECHNICAL BULLETIN

19 MAR 2018

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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:

415-00: Information and Entertainment System

## SUBJECT/CONCERN:

False Theft Alerts From The InControl® Secure System Upon Crossing International Borders

## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
Discovery Sport (LC)	2015-2017	501001-633943	Halewood	

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
Discovery (LR)	2017	000532-047447	Solihull	
Range Rover Evoque (LV)	2014-2015	856580-999999	Halewood	
Range Rover Evoque (LV)	2015-2017	100000-168185	Halewood	
Range Rover Evoque (LV)	2016-2017	142316-168185	Halewood	Vehicles With: Convertible Top
Range Rover Sport (LW)	2015-2016	504511-599999	Solihull	
Range Rover Sport (LW)	2015-2017	601763-690429	Solihull	
Range Rover Sport (LW)	2016-2017	100000-181319	Solihull	
Range Rover (LG)	2015-2017	197042-380216	Solihull	

## MARKETS:

### NORTH AMERICA

## CONDITION SUMMARY:

### SITUATION:

The InControl® secure system may incorrectly identify the vehicle as stolen after crossing an international border. This will result in the Telematics Service Provider contacting the customer to confirm if theft has occurred. Until the customer confirms that no theft has occurred, they will be blocked from using various InControl features.


### CAUSE:

This may be caused by a Telematics Control Module (TCU) software error.

### ACTION:


Should a customer express a concern, follow the appropriate Diagnostic Procedure below.

**TOOLS:**




Jaguar Land Rover-approved Midtronics battery power supply

E192494



Jaguar Land Rover-approved diagnostic tool with latest SDD Software Management Pack

E179225



Jaguar Land Rover-approved diagnostic tool with latest PATHFINDER software

E208514

**WARRANTY:**

**NOTES:**

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to JLR claims submission system to obtain the latest repair time.
- The JLR Claims Submission System requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
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DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Configure existing module - Telematics Control Unit (TCU) - Up to the end of 16 Model Year (MY)	86.91.11	0.5	42	LR084930
Configure existing module - Telematics Control Unit (TCU) - 17 MY onwards	86.91.11	1.0	42	LR084930

 **NOTE:**

Normal Warranty procedures apply.

DIAGNOSTIC PROCEDURE: SDD

**This Diagnostic Procedure is for the following vehicles ONLY: Discovery Sport (L550), Range Rover Evoque (L538).**

 **CAUTIONS:**

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

 **NOTE:**

Use DDW to check for Field Service Action program eligibility requiring a Telematics Control Module (TCU) software update. If eligible, perform and claim the update as per that program.

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

 **NOTE:**

The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD152.05 Software Management Pack v290 (or later).

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

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3 Follow all on-screen instructions, allowing the diagnostic tool to read the VIN, identify the vehicle, and initiating the data collect sequence.

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4 If the hyperlink is not available:

- 1 Select **Diagnosis** from the Session Type screen.
- 2 Select the **Selected Symptoms** tab.
- 3 Select **Electrical - Information and entertainment system - Telematics system**
- 4 Run and close the 'Datalogger' tool to reveal the 'Extras' tab.
- 5 Select the **Extras** tab.
- 6 Select **Run** to perform the 'Configure existing module - Telematics control unit module' option.

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

- 1 When prompted, select the **Clear DTCs** option following completion of the software download.
- 2 When all tasks are complete, go to the next Step.

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6 Exit the current session.

- 1 Select the **Session** tab.
- 2 Select the **Close Session** option.

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

DIAGNOSTIC PROCEDURE: PATHFINDER

**This Diagnostic Procedure is for the following vehicles ONLY: Discovery (L462), Range Rover Sport (L494), Range Rover (L405).**

 **CAUTIONS:**

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

 **NOTE:**

Use DDW to check for Field Service Action program eligibility requiring a Telematics Control Module (TCU) software update. If eligible, perform and claim the update as per that program.

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

2

 **NOTE:**

The Jaguar Land Rover-approved diagnostic tool must be loaded with PATHFINDER version 146 (or later).

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

3

 **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 all on-screen instructions.

- 4 Select **ECU Diagnostics**.

- 5 Select **Telematics control unit module [TCU]**.

- 6 Select **Update ECU**.

- 1 Follow all on-screen instructions until the application completes successfully.
- 2 When all tasks are complete, go to the next Step.

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7 Exit the current session.

- 1 If required, reset the vehicle to **Transit mode**.
- 2 Select the **Exit** icon.

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