LTB01108NAS3



TECHNICAL BULLETIN

16 MAR 2018

© Jaguar Land Rover North America, LLC

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

This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in blue

SECTION:

415-01: Information and Entertainment Systems

SUBJECT/CONCERN:

InControl® Touch Pro™ Features May Not Function As Expected; Phase 3.0 Additional Updates

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:	
Discovery Sport (LC)	2018 Onwards	721748 Onwards	Halewood	Vehicles With: InControl Touch Pro	
Discovery (LR)	2017 Onwards	000523 Onwards	Solihull	Vehicles With: InControl Touch Pro	
Range Rover Evoque (LV)	2018 Onwards	267153 Onwards	Halewood	Vehicles With: InControl Touch Pro	
Range Rover Velar (LY)	2018 Onwards	700000 Onwards	Solihull	Vehicles With: InControl Touch Pro	
Range Rover Sport (LW)	2017 Onwards	124031 Onwards	Solihull	Vehicles With: InControl Touch Pro	
Range Rover Sport (LW)	2017-2018	666892-699998	Solihull	Vehicles With: InControl Touch Pro	
Range Rover Sport (LW)	2018 Onwards	400000 Onwards	Solihull	Vehicles With: InControl Touch Pro	
Range Rover (LG)	2017 Onwards	320324 Onwards	Solihull	Vehicles With: InControl Touch Pro	

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

In response to customer feedback on the performance of the InControl® Touch Pro™ system, Jaguar Land Rover has developed a software upgrade designed to enhance/introduce the following features and functions:

- Introduction of text message capability to the InControl® Touch Pro™ system.
- Navigation screen supports switching between 'Night' and 'Day' mode.

- User able to synchronize the locations between the InControl Application (ICA) and the vehicle navigation system.
- Improved Bluetooth® connectivity.
- 'Camera System Not Available, Consult Your Dealer' pop-up message displayed when selecting reverse (R).
- Screen blank when restarting the vehicle after an immediate shut-down.
- 'DVD Disc Error' is displayed on the Touchscreen (TS) after a Digital Versatile Disc (DVD) is inserted.

List of issues addressed with this software release:

- 'SVR' logo missing in the Touchscreen after updating the Infotainment Master Controller (IMC) to earlier Phase 3.0 software.
- Poor AM/FM radio reception
- Interference/distortion noise through speakers when listening to FM
- SDARS 'Tune by genre' feature goes to the FM page and not the SDARS page on the Touchscreen
- No audio/lock up after ending a phone call.
- Distorted sound through all audio speakers in surround mode
- Incorrect radio station displayed on the Instrument Cluster
- Touchscreen flicker issue (single front Touchscreen)
- Touchscreen image shifting
- 'LIVE' does not launch when speech command is given
- Global Navigation Satellite System (GNSS) Touchscreen does not return to the navigation home page after requesting the new destination is set to the previous destination using voice commands

- GNSS Slow Touchscreen transitions in 'Navi setup'
- Phone Spaces not recognized by phone book
- Phone call ended status not sent to the Instrument Cluster
- Bluetooth® pairing issue Vehicle not discoverable on the phone
- Contacts not downloaded with iPhone® 5

CAUSE:

These may be caused by a software issue.



∧ NOTE:

This software update enables a new InControl® Touch Pro™ feature - Voice control of the navigation system. In order to utilize this feature, the vehicle owner will need to update their navigation maps to the latest version. Specific information on how to do this can be found in the Owner's Handbook.

ACTION:

Should a Customer express concern, follow the Diagnostic Procedure below.

PARTS:

No Parts Required

TOOLS:



Jaguar Land Rover-approved Midtronics battery power supply



Jaguar Land Rover-approved diagnostic tool with latest PATHFINDER software



DTSE9G2/32GB

Jaguar Land Rover-approved USB memory device

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
InControl Touch Pro - Software Update - Phase 2.5 To Phase 3.0 - Without Rear Seat Entertainment (RSE)		2.0	42	LR091126
InControl Touch Pro - Software Update - Phase 2.5 To Phase 3.0 - With Rear Seat Entertainment (RSE)	87.01.51	3.3	42	LR091126



∧ NOTE:

Normal Warranty procedures apply.

DIAGNOSTIC PROCEDURE: PATHFINDER

This Diagnostic Procedure is only for vehicles requiring the Jaguar Land Rover-approved diagnostic tool with PATHFINDER.



∧ NOTES:

- This action will result in the navigation journey ETA share contacts being deleted from the system. Inform customers that any contacts previously stored in the navigation system (not phone contacts) will need to be entered again upon completion.
- This procedure requires the Jaguar Land Rover-approved USB memory device DTSE9G2/32GB.

CAUTIONS:

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

This procedure requires Pathfinder version 146 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 startup battery.

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 146 (or later).

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

∧ 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.

CAUTION:

At the start of this process, the diagnostic tool will transfer a large number of files to the USB memory device. These will then be transferred to the vehicle.

∧ 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.

Select ECU Diagnostics.

- 5 Select Infotainment Master Controller [IMC].
- Select ECU Functions.
- 7 Select **Update to Phase 3.0 InControl Touch Pro**.

8

∧ 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 USB 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 tool.

- **1** When all tasks are complete, go to the next Step.
- Follow all on-screen instructions until prompted to transfer the USB memory device from the diagnostic tool to the vehicle.
 - 1 When all tasks are complete, go to the next Step.
- Follow all on-screen instructions until the application prompts 'Remove the Jaguar Land Rover approved USB memory device from the vehicle'.
 - 1 When all tasks are complete, go to the next Step.

e.

① CAUTION:

At the start of this process, the diagnostic tool will transfer a large number of files to the USB memory device. These will then be transferred to the vehicle.



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.

Select ECU Diagnostics.

- Select Infotainment Slave Controller [ISC].
- Select **ECU Functions**.
- Select **Update to Phase 3.0 InControl Touch Pro.**

15

△ NOTE:

When the 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 USB 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 tool.

- 1 When all tasks are complete, go to the next Step.
- Follow all on-screen instructions until prompted to transfer the USB memory device from the diagnostic tool to the vehicle.
 - 1 When all tasks are complete, go to the next Step.
- Follow all on-screen instructions until the application prompts 'Remove the Jaguar Land Rover approved USB memory device from the vehicle'.
 - 1 When all tasks are complete, go to the next Step.
- Delete paired Bluetooth® devices:

- 1 Select the **phone** on the vehicle touchscreen.
- 2 Select Settings.
- 3 Select Bluetooth® Settings.
- 4 Select Forget all devices.
 - Once completed, 'All Devices Forgotten' will be displayed.
- **5** When all tasks are complete, go to the next Step.
- Delete Customizable Home Page (CHP):
 - 1 Swipe across to the first CHP on the vehicle Touchscreen.
 - 2 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.
 - 3 Select the 'Bin' to delete that page.
 - **4** The first Home Page created will not have this 'Bin' option; it requires the user to delete everything one by one.
 - **5** When all tasks are complete, go to the next Step.
- Select the **Settings** icon on the vehicle Touchscreen.
 - 1 Select All settings
 - 2 Select Features.
 - 3 Scroll down and select Live.
 - 4 Select Delete Live.
 - **5** Select **Yes** to continue.
 - **6** 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.
 - 1 Select Navigation function.
 - 2 Select Settings.
 - 3 Select Navigation Settings.
 - 4 Select Edit profile.

- 5 Scroll down and select Contacts.
- 6 Select the Edit button displayed in line with the contact screen title.
- 7 Select Check all.
- 8 Select Delete,
- 9 Confirm 'delete action'.
- **10** When all tasks are complete, go to the next Step.
- Exit the current session.
 - 1 Select the **Session** tab.
 - 2 Select the Close session option.
 - 3 If necessary, set the vehicle to 'Transit mode'.
 - 4 When all tasks are complete, go to the next Step.
- Disconnect the diagnostic tool and battery support unit from the vehicle.
- Switch the ignition OFF for a minimum of 10 minutes to allow the vehicle modules to shut down.