

JTB00575NAS2

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 Jaguar 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 System

SUBJECT/CONCERN:

InControl® Touch™ System Resets

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
F-PACE (X761)	2017	097892-099996	Solihull	Vehicles With: InControl Touch

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
F-PACE (X761)	2017	488002-499998	Solihull	Vehicles With: InControl Touch
F-PACE (X761)	2017	880002-899997	Solihull	Vehicles With: InControl Touch
XE (X760)	2017	972151-979442	Solihull	Vehicles With: InControl Touch
XE (X760)	2017	P09601-P22493	Castle Bromwich	Vehicles With: InControl Touch
XF (X260)	2017	Y48706-Y56661	Castle Bromwich	Vehicles With: InControl Touch

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

On vehicles fitted with the InControl® Touch™ Information and Entertainment System, the system may intermittently, and without user input, 'reset' -- the touchscreen will become blank and then display the Jaguar logo.

CAUSE:

This may be caused by an Audio Front Control Module software issue.



ACTION:

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

PARTS:

No Parts Required

TOOLS:

 <p>E192494</p>	<p>Jaguar Land Rover-approved Midtronics battery power supply</p>	 <p>E179225</p>	<p>Jaguar Land Rover-approved diagnostic tool with latest SDD Software Management Pack</p>
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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 - Audio Front Control Module - Configure	86.98.39	0.8	42	T4A5853

NOTE:

Normal Warranty procedures apply.

DIAGNOSTIC PROCEDURE: SDD

This Diagnostic Procedure is only for vehicles requiring the Jaguar Land Rover-approved diagnostic tool with Symptom Driven Diagnostics (SDD).

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 control modules in the vehicle.

 **NOTE:**

Use DDW to check for Service Action or Update Prior to Sale notice program eligibility requiring an Audio Front Control Module 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 battery.

2 Switch the ignition ON (engine not running).

3  **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.

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

 **NOTE:**

The Audio Front Control Module may also be referred to as Audio head unit.

5 If the hyperlink is not available:

1 Select **Diagnosis** from the Session Type screen.

2 Select the **Selected Symptoms** tab.

- Select **Electrical - Information and entertainment system - Touch screen display**

3 Select **continue**.

4 Select the **Recommendations** tab.

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

6 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.

7 Exit the current session.

1 Select the **Session** tab.

2 Select the **Close Session** option.

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