

JTB00527NAS3

TECHNICAL BULLETIN

23 MAY 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 Systems

SUBJECT/CONCERN:

Disc Does Not Eject From The Digital Disc Player

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
F-PACE (X761)	2017	045000-099999	Solihull	Vehicles With: InControl Touch Pro

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
F-PACE (X761)	2017	488002-499998	Solihull	Vehicles With: InControl Touch Pro
F-PACE (X761)	2017	880002-887416	Solihull	Vehicles With: InControl Touch Pro

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

The digital disc may not eject from the digital disc player or intermittently skips tracks, cycles quickly through tracks, and/or 'locks up.' On-screen commands and eject CD may also fail to operate. An ignition cycle usually temporarily resolves the problem.

CAUSE:

This may be caused by a software conflict error. Update of the Infotainment Master Controller (IMC) software to latest level and replacement of the digital disc player link lead required.

NOTE:

Technical Bulletin JTB00552NAS must be completed before performing the Workshop Procedure outlined below.

ACTION:

Should a Customer express this concern, follow the Workshop Procedure below.

PARTS:

NOTES:

- * - an allowance an allowance (\$2.50 USD [or local equivalency]) has been provided to cover the cost of the cable ties. Claim using Sundry Code 'ZZZ001'.

- ** - an allowance (\$3.75 USD [or local equivalency]) has been provided to cover the cost of the felt anti-rattle wiring harness tape. Claim using Sundry Code 'ZZZ999'.

PART NUMBER	DESCRIPTION	QUANTITY
T4A16877	Front Link Lead - 505mm	1
T4A16370	Rear Link lead - IMC to Digital Disc Player - F-PACE (X761)	1
T2H15258	Rear Seat Cushion Retaining Clip	3
ZZZ001	*150mm Cable Ties	1
ZZZ999	**Felt anti-rattle tape	1

TOOLS:

Refer to Workshop Manual for any required special tools.

WARRANTY:

NOTES:

- InControl® Touch Pro™ may also be referred to as NGL.
- Use DDW to check for Service Action or Update Prior to Sale notice eligibility requiring an Infotainment Master Controller (IMC) software update. If eligible, perform and claim the update as per that program.

Technical Bulletin JTB00552NAS must be completed before performing the Workshop Procedure outlined below.

- * - an allowance an allowance (\$2.50 USD [or local equivalency]) has been provided to cover the cost of the cable ties. Claim using Sundry Code 'ZZZ001'.
- ** - an allowance (\$3.75 USD [or local equivalency]) has been provided to cover the cost of the felt anti-rattle wiring harness tape. Claim using Sundry Code 'ZZZ999'.

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
NGI - Link Lead - Renew (with disc drive already removed)	86.51.39	0.1	42	C2D35999
Infotainment Master Controller (IMC) - USB Cable - Renew	86.94.97	2.1	42	C2D35999

 **NOTE:**

Normal Warranty procedures apply.

SERVICE INSTRUCTION:

 **NOTE:**

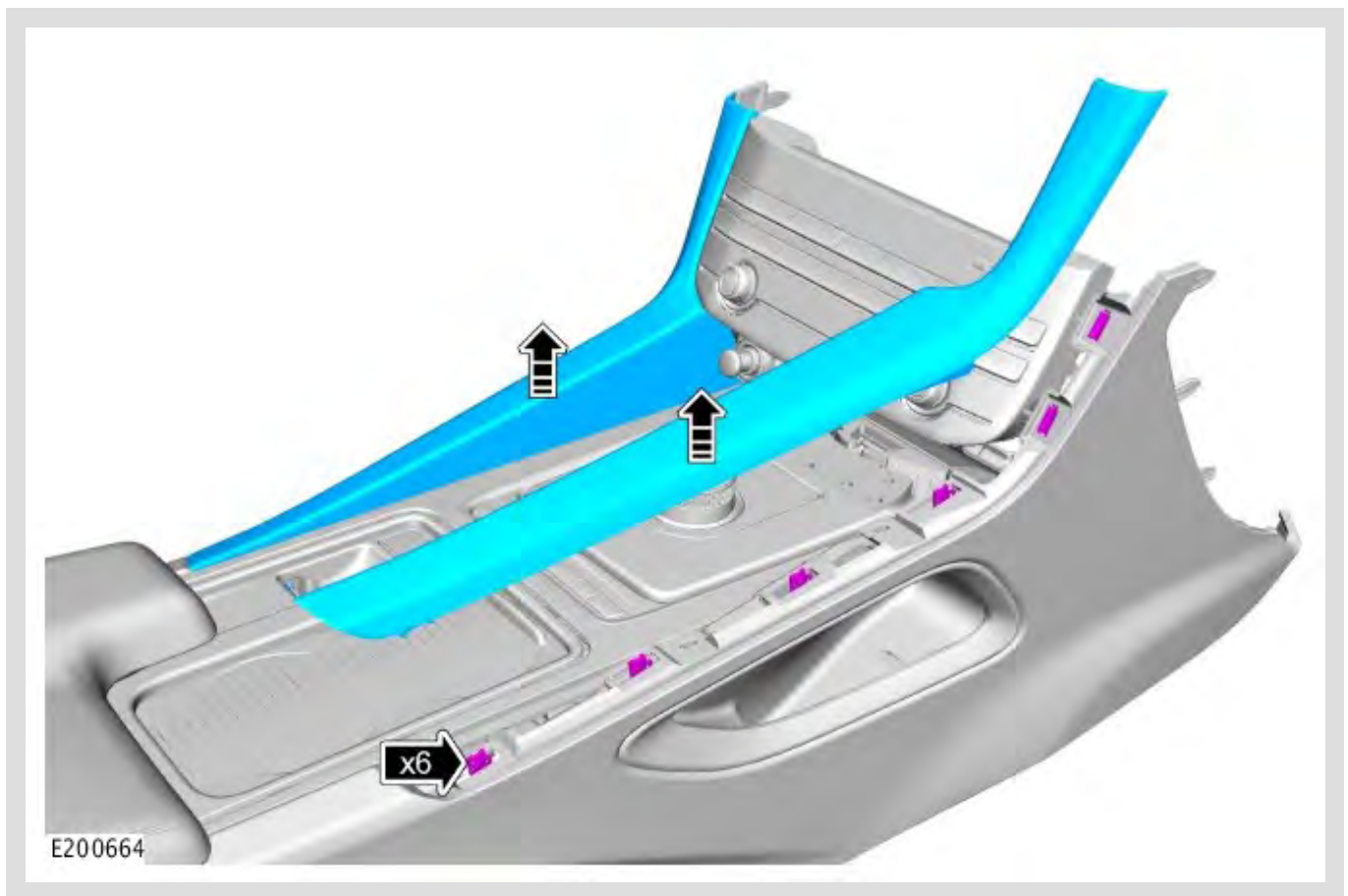
Technical Bulletin JTB00552NAS must be completed before performing the Workshop Procedure outlined below.

1 Remove the front left seat (see TOPIx Workshop Manual section 501-10: Seating - Front Seat).

2 Disconnect the battery ground cable (see TOPIx Workshop Manual section 414-01: Battery, Mounting and Cables - General Procedures).

3  **NOTE:**

Repeat this step for both sides.



Remove the floor console front left and right trim pieces.

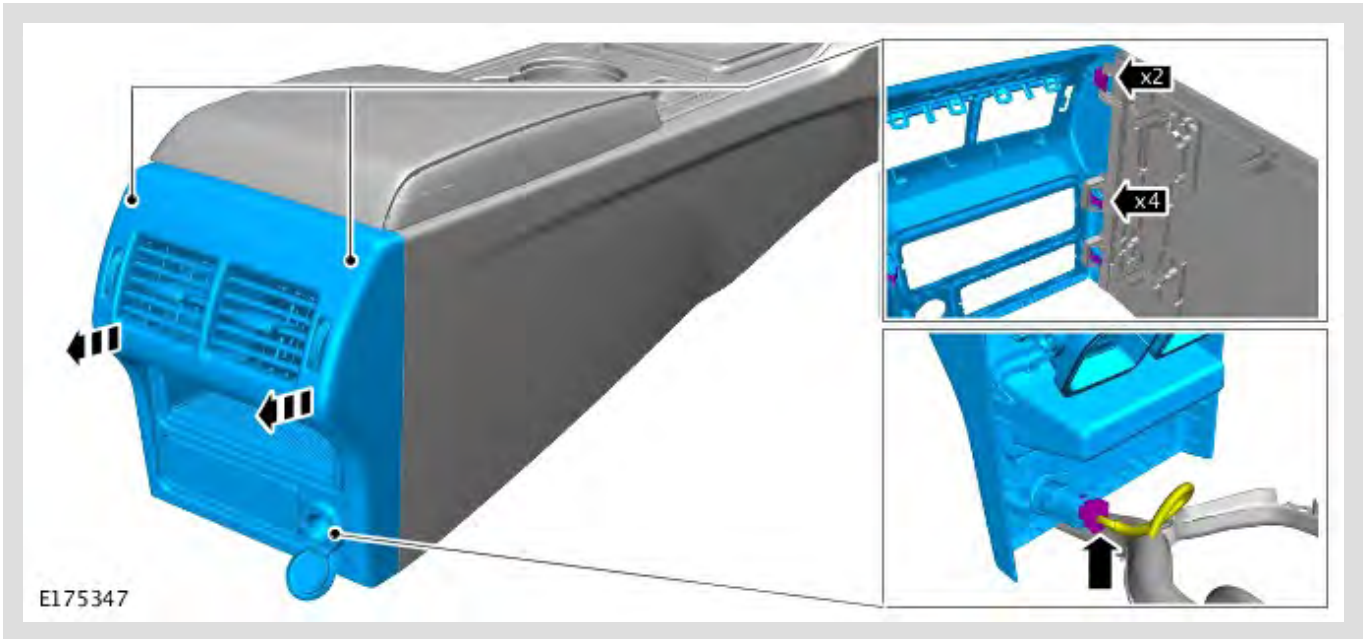
4

NOTE:

Integrated Control Panel (ICP) may also be referred to as Audio and Climate Control Assembly.

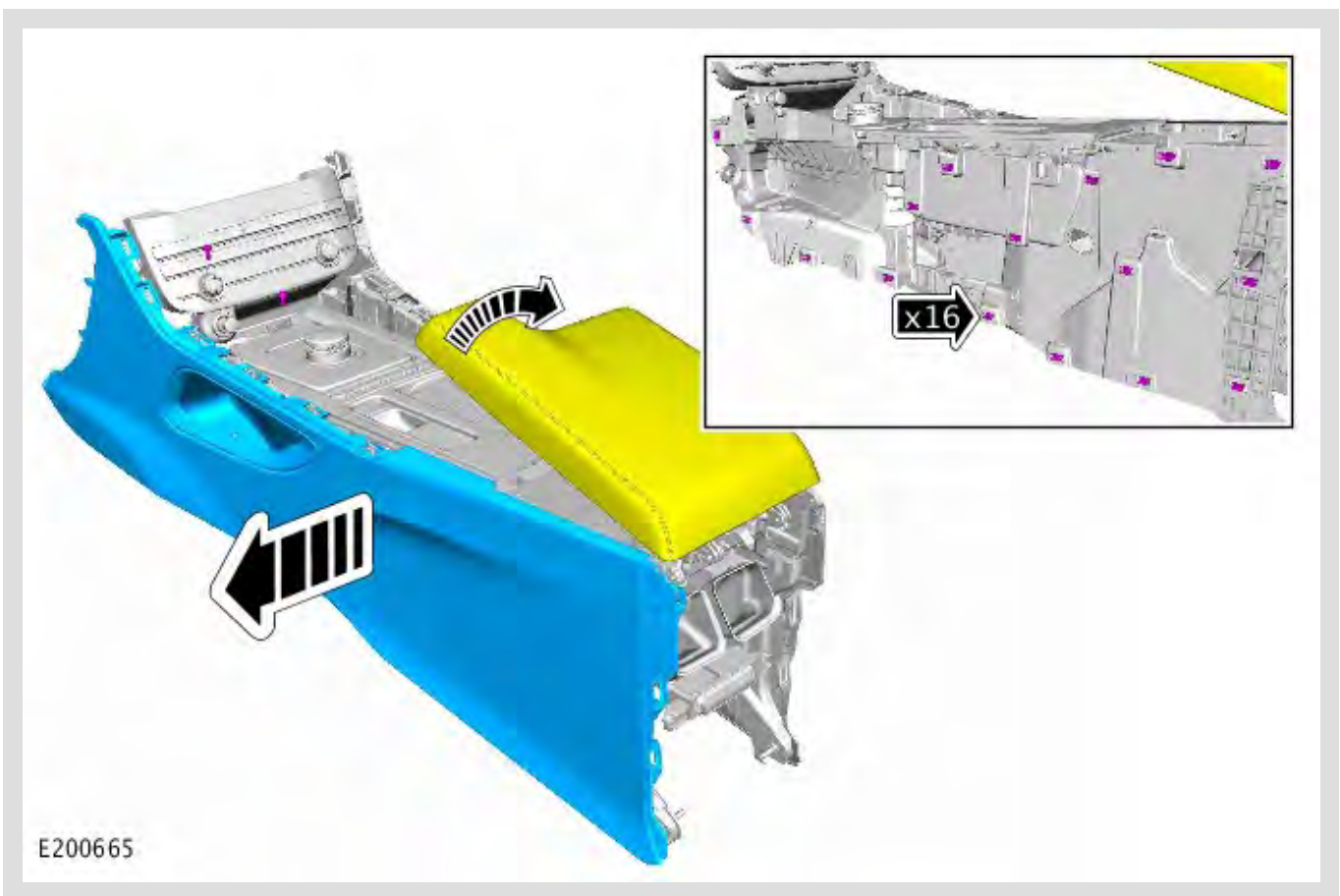
Remove the Integrated Control Panel (ICP) (see TOPIx Workshop Manual section 415-01: Information and Entertainment System - Audio and Climate Control Assembly).

5



Remove the rear heater control panel.

6



Remove the floor console left trim panel.

7



Move aside the front and rear left door seals.

8



Release the left upper B-pillar trim.



Remove the left upper B-pillar trim.

10

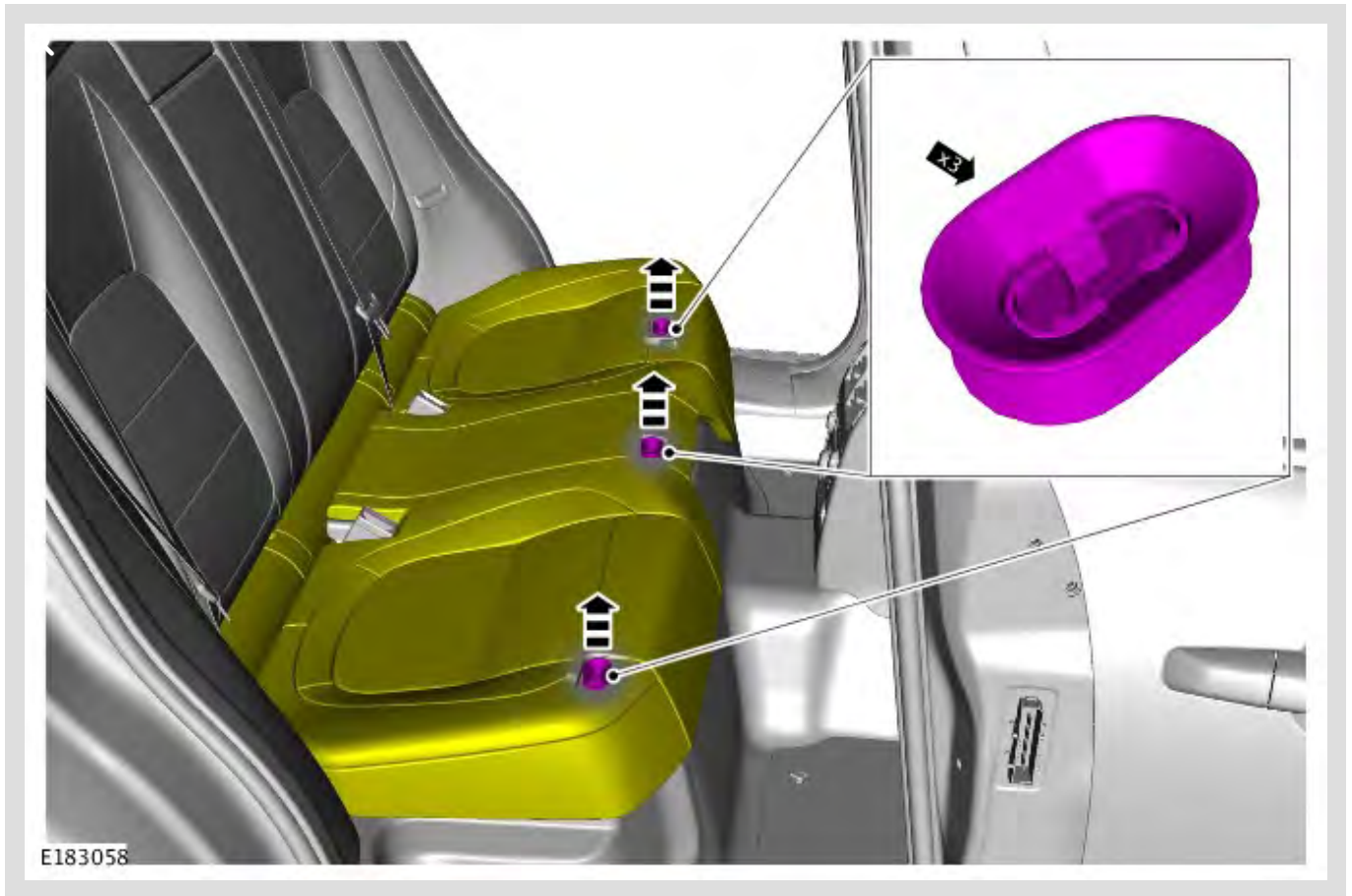


Remove the left lower B-pillar trim.

11

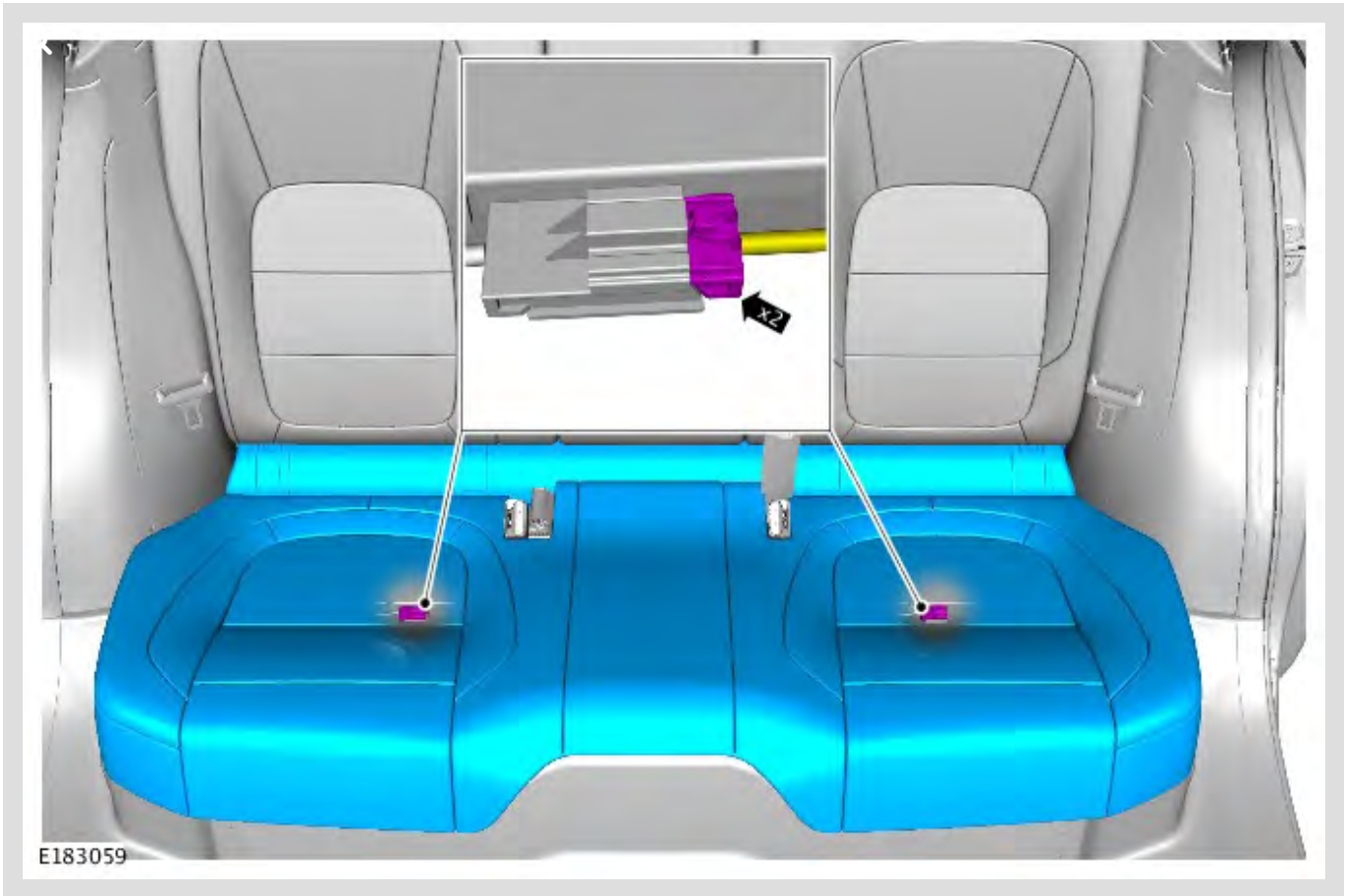
NOTES:

- Discard the retaining clips.
- Do not fully remove the rear seat cushion at this stage.



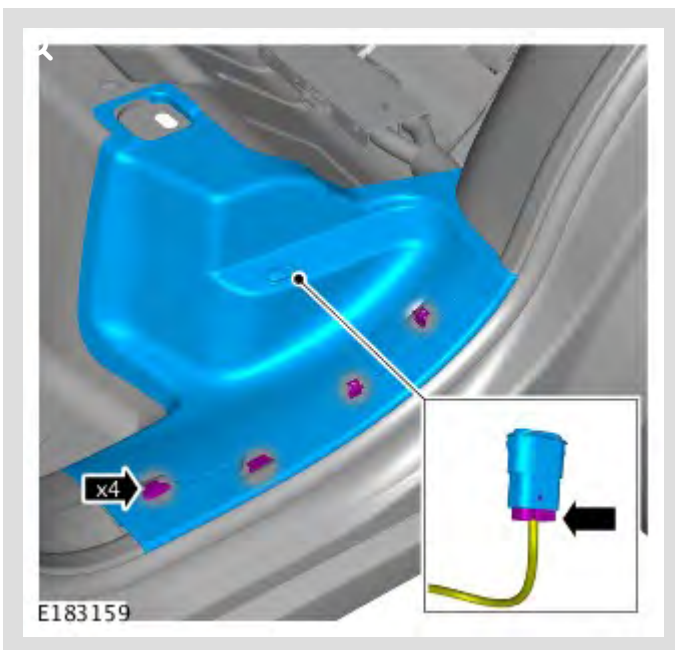
Release the rear seat cushion retaining clips.

12



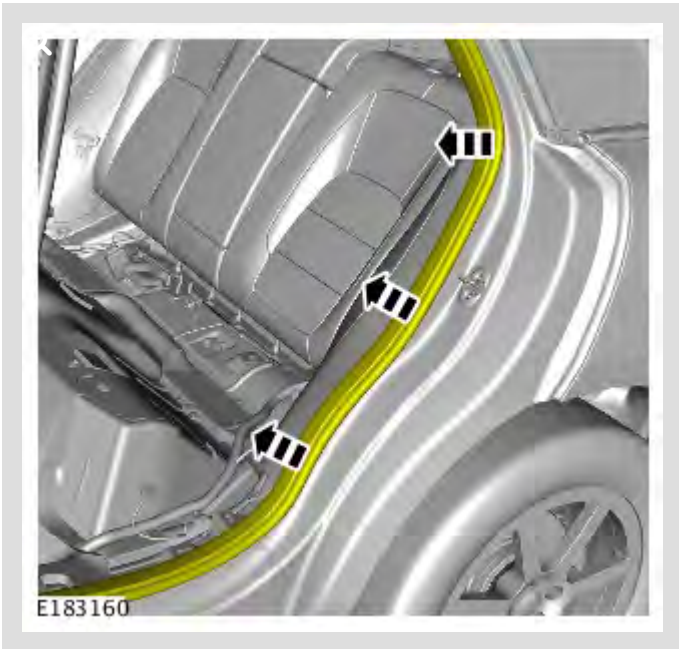
Disconnect the electrical connectors and remove the rear seat cushion.

13



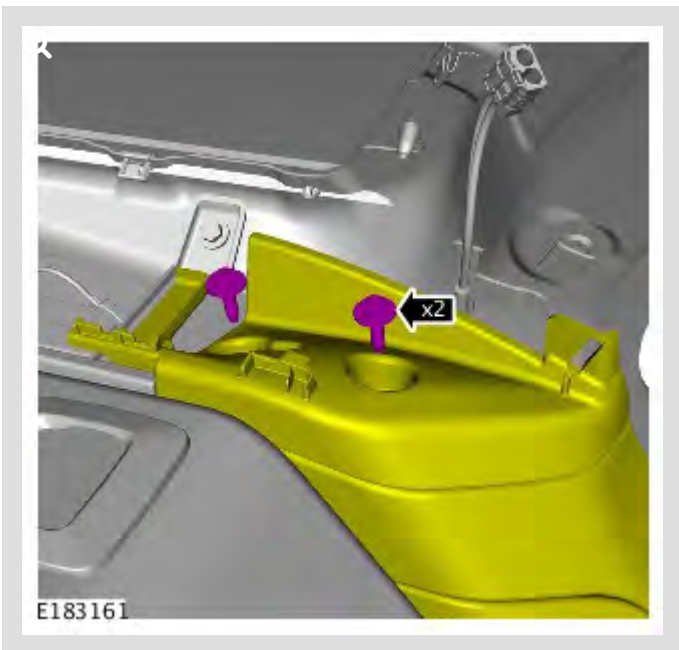
Remove the rear left door treadplate.

14



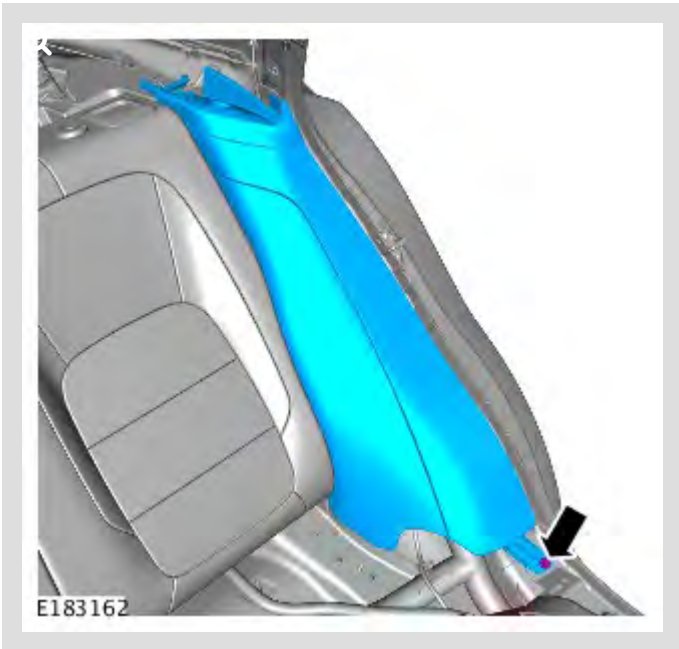
Reposition the rear left door aperture seal.

15



Release the rear seat left bolster.

16



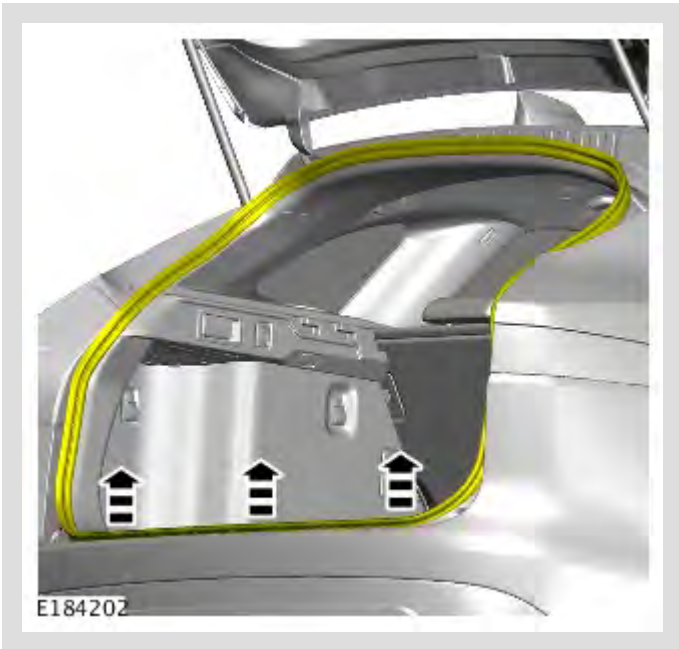
Remove the rear seat left bolster.

17



Loosen but do not remove the scuff plate lower nuts.

18



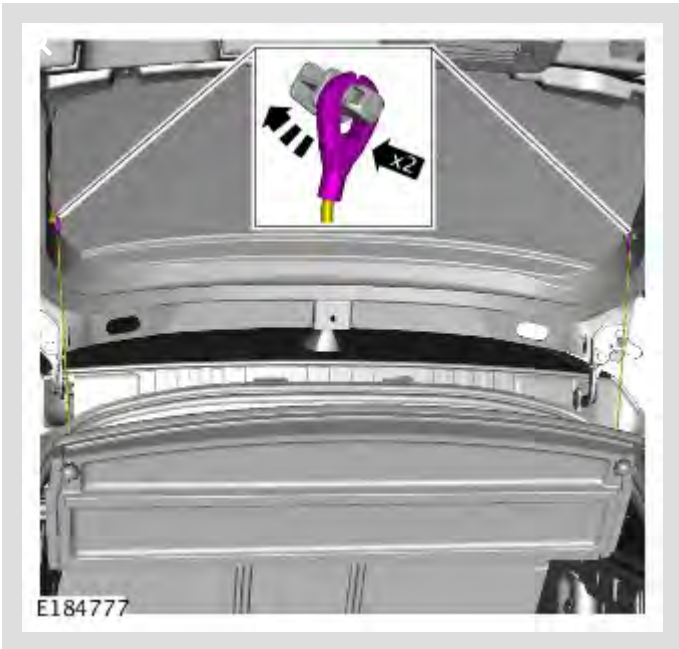
Release the lower part of the tailgate seal.

19



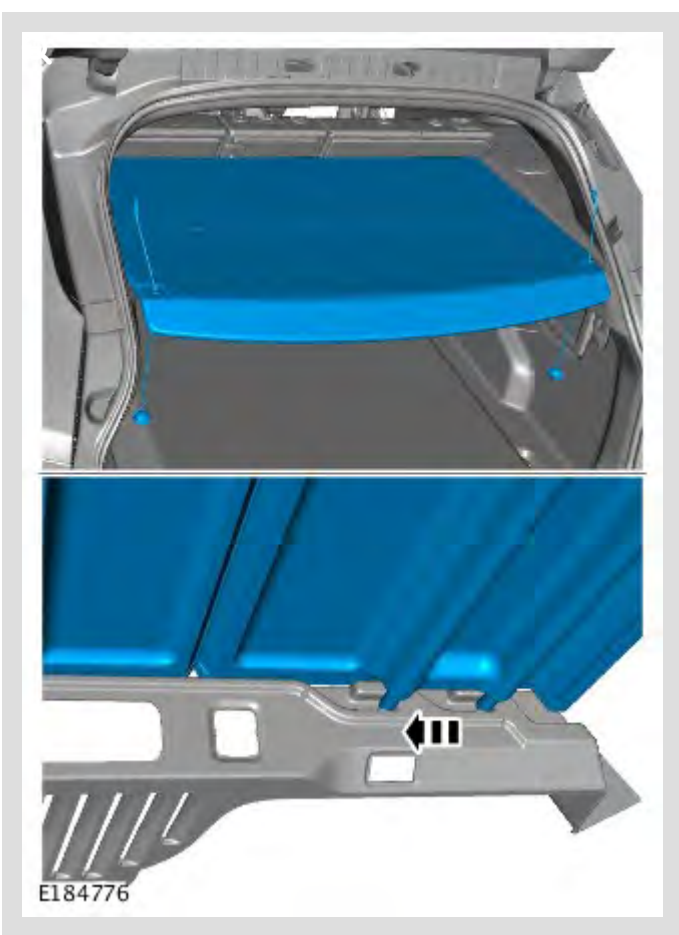
Remove the scuff plate trim panel.

20



Disconnect the parcel shelf support straps.

21

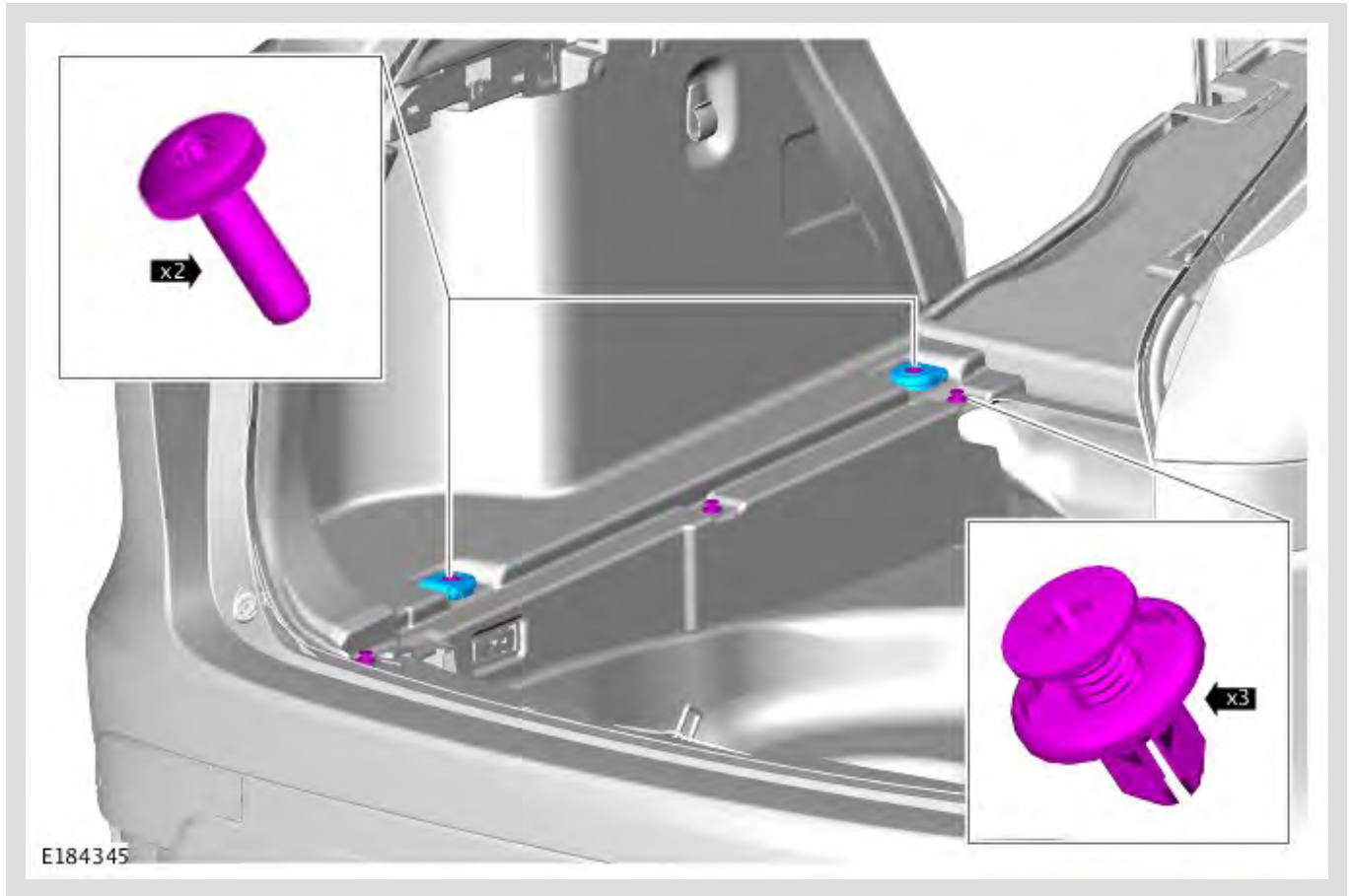


Remove the parcel shelf.

22

 **NOTE:**

If equipped.

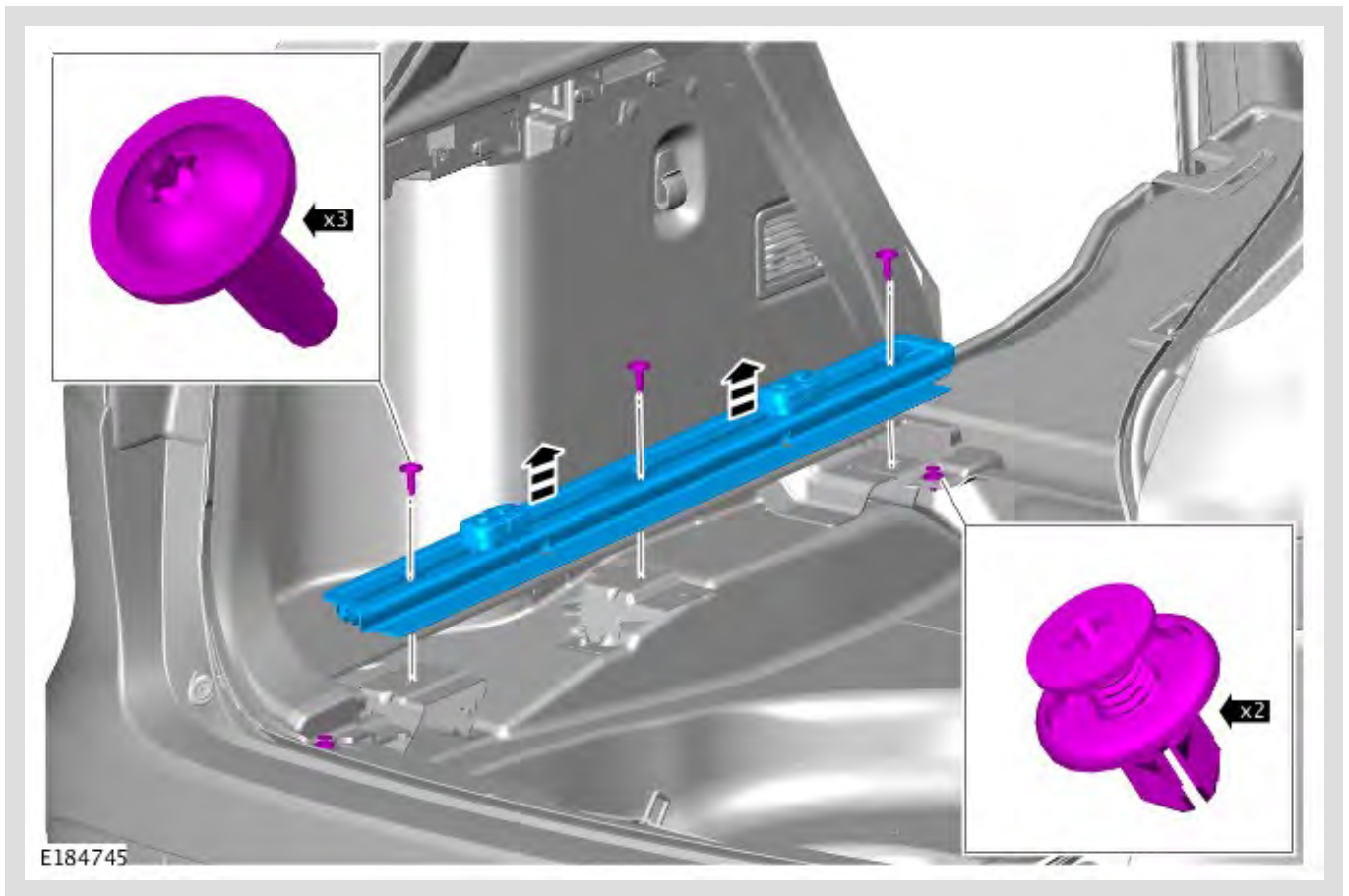


Remove the left luggage retainer hooks.

23

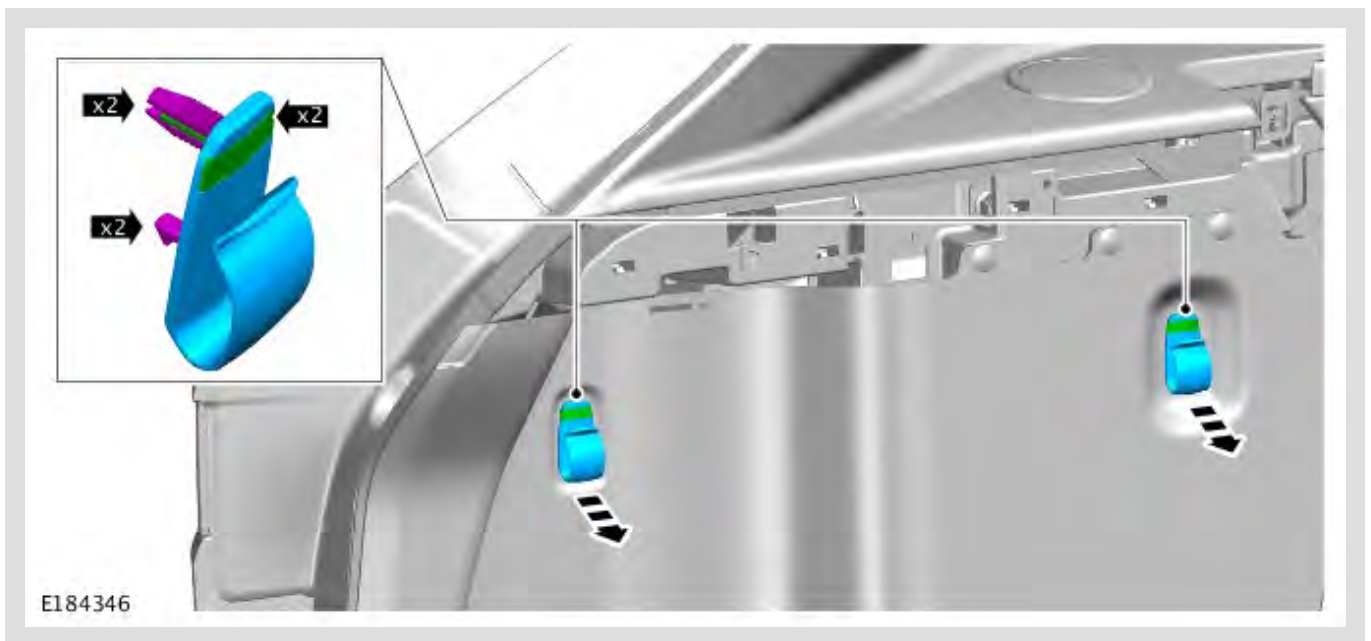
NOTE:

If equipped.



Remove the left luggage retainer rail.

24

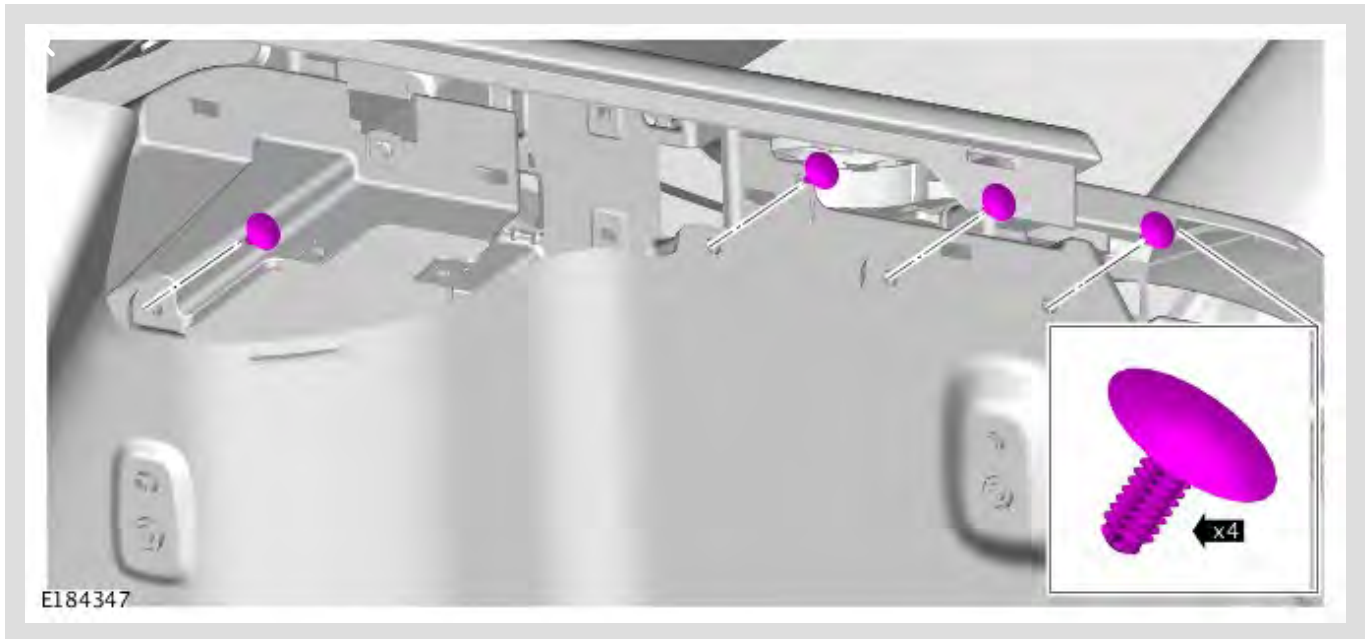


Remove the left luggage compartment side trim hooks.

25

 **NOTE:**

If equipped.

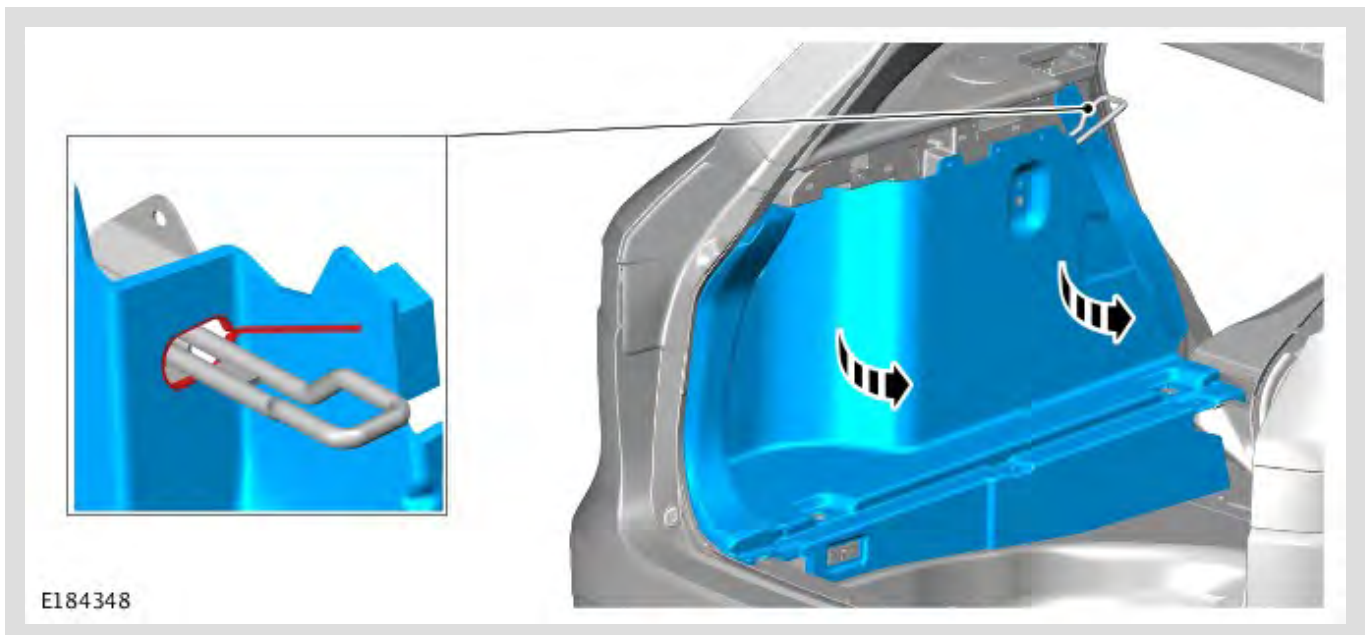


Remove the left luggage compartment side trim upper fasteners.

26

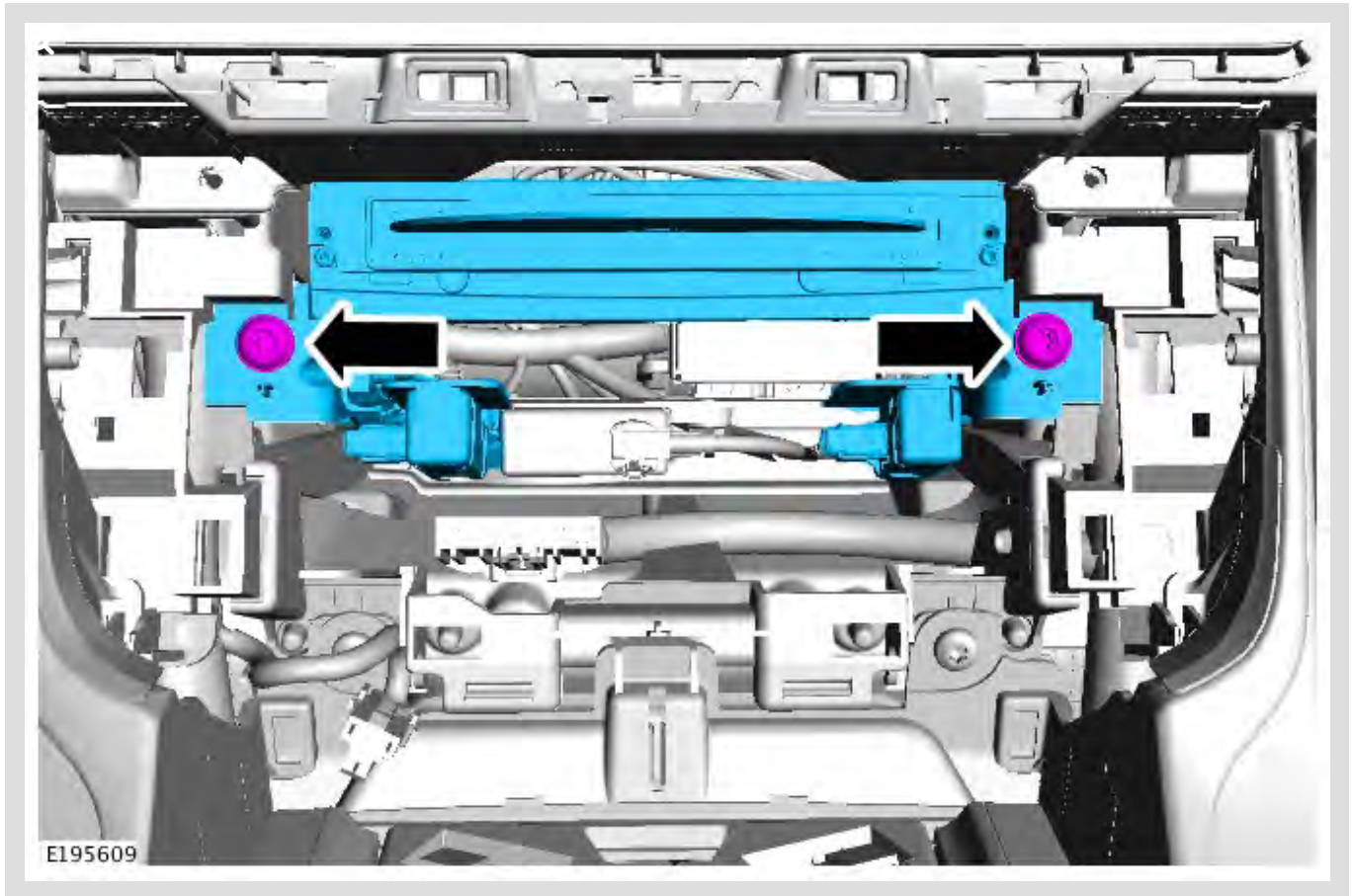
NOTE:

Extreme care must be taken when removing and installing the trim. Excessive force may result in damage to the component.



Remove the left luggage compartment side trim.

27

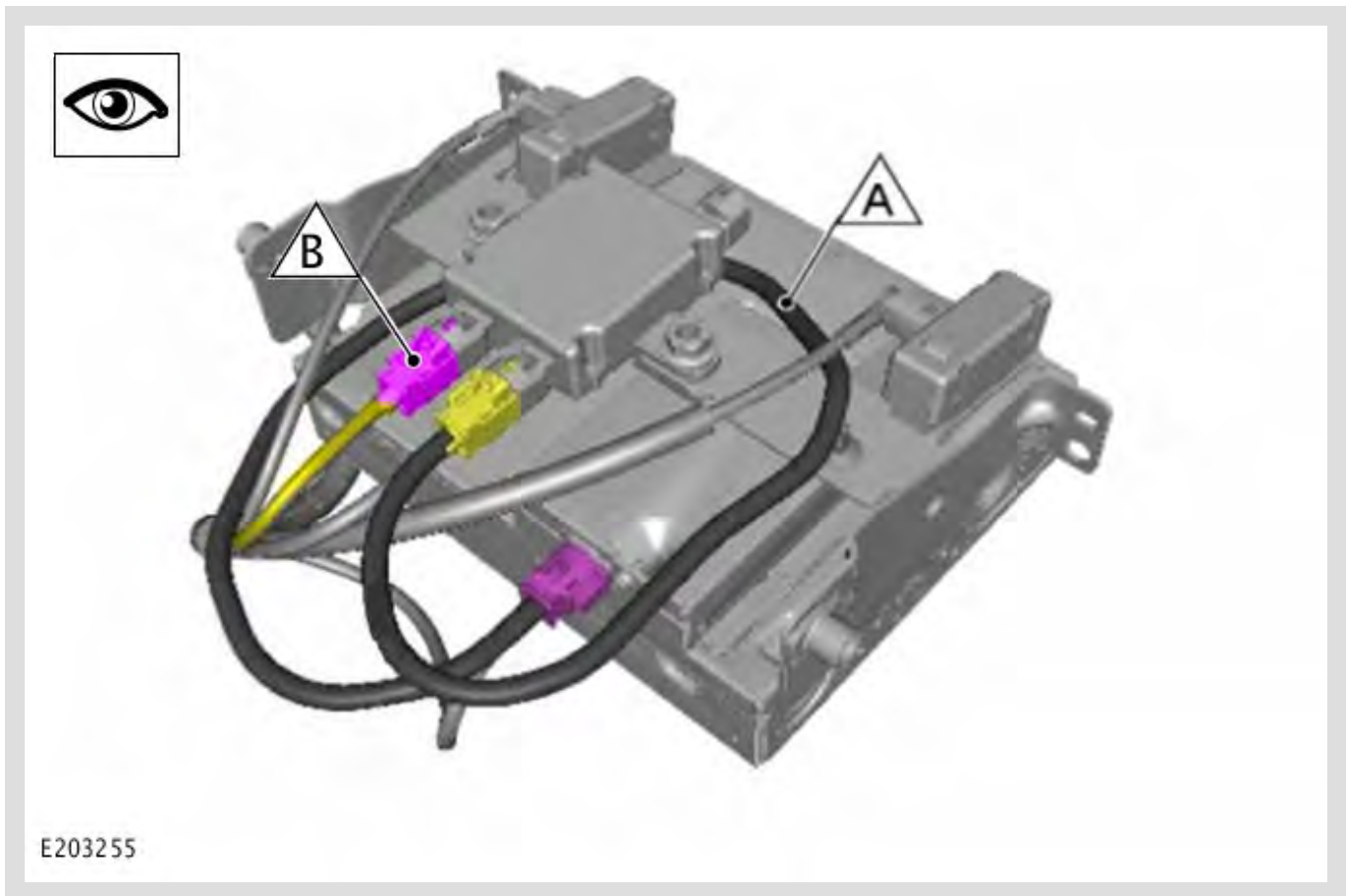


Remove the digital disc player, withdrawing the unit to view the wiring harness connections.

28

 **NOTE:**

The electrical connectors in this illustration are shown in the original colors to provide clarity.



Visually inspect the wiring harness **A**.

- If the wiring harness is routed as shown, do not replace the harness.
 - Unplug connector 'B' and go to Step 39.
- If the wiring harness is not routed as shown, go to Step 29.

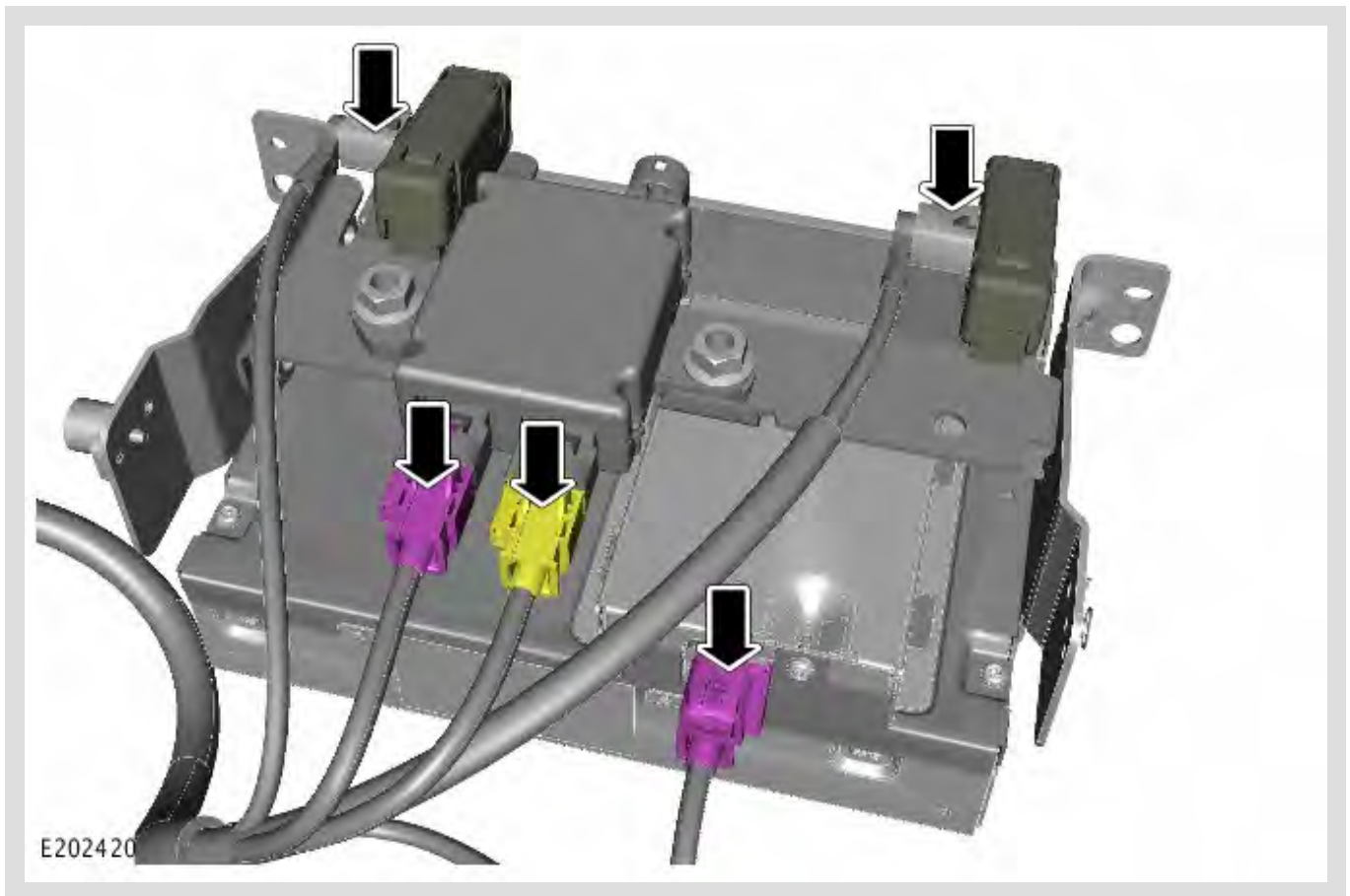
29

⚠ CAUTION:

Note the relative positions of the USB 2.0 hub connections before removal.

△ NOTE:

The electrical connectors in this illustration are shown in the original colors to provide clarity.

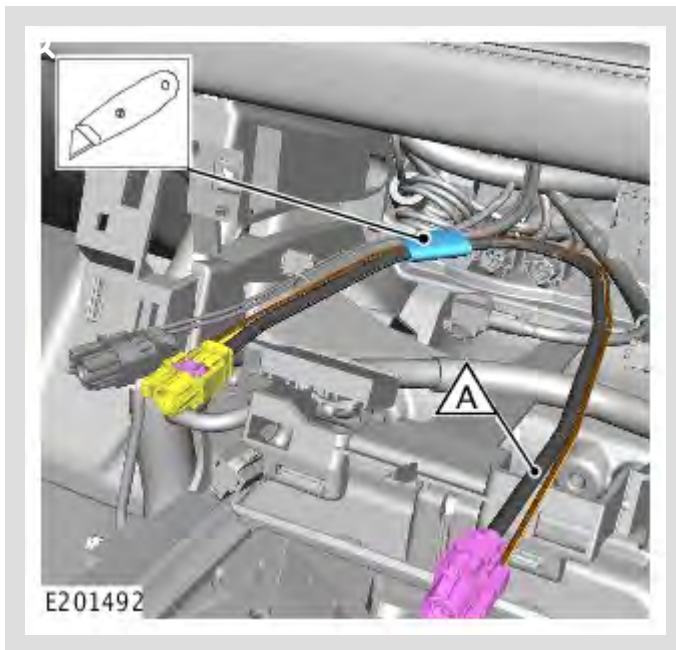


Remove the electrical connectors from the digital disc player, USB 2.0 hub, and Wi-Fi/Bluetooth™ antennas.

30

ⓘ CAUTION:

Make sure no damage is caused to the wiring harness when removing the spot tape.



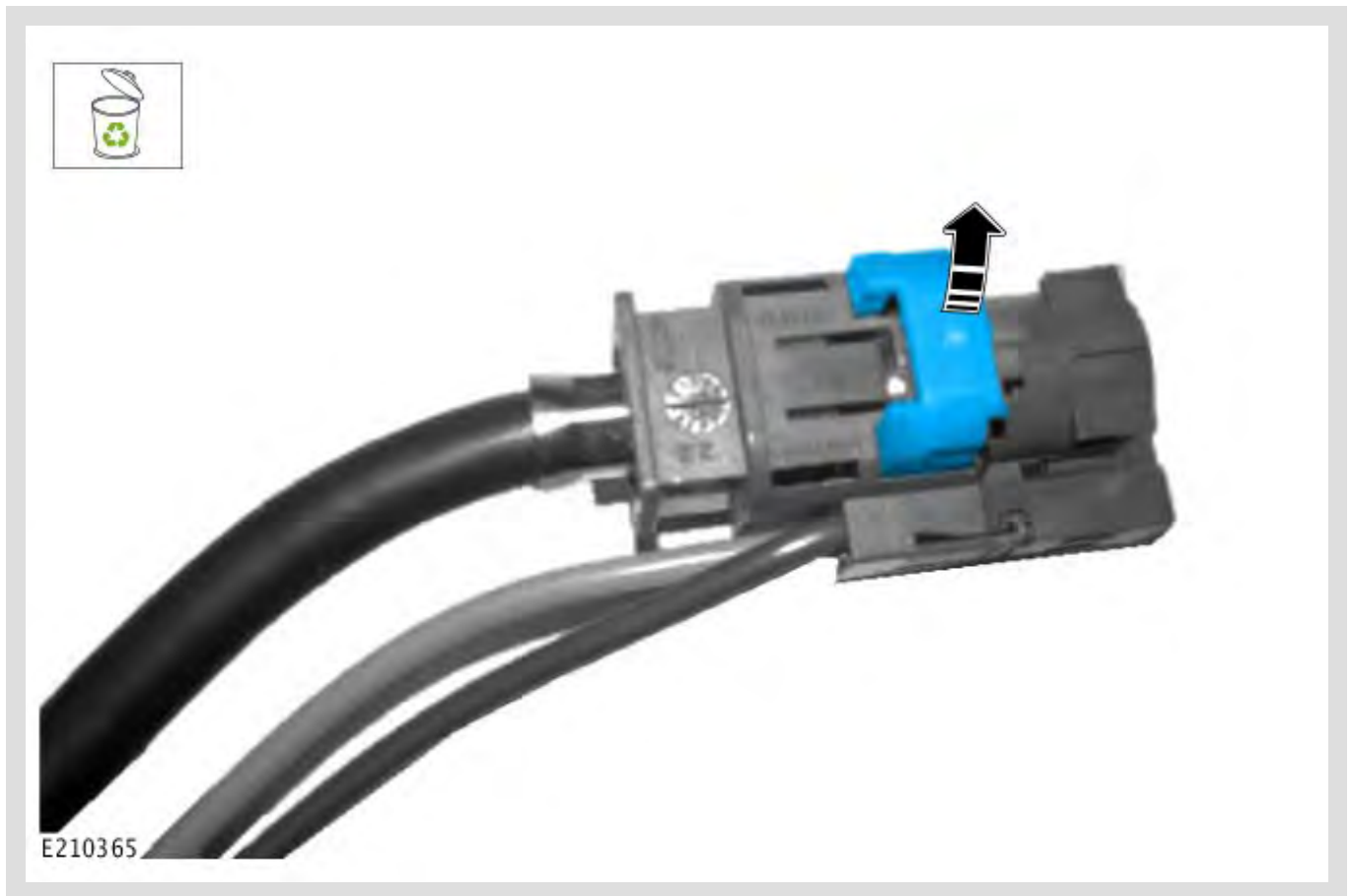
Cut the tape in the position shown.

- 1 Remove and discard the spot tape and original front link lead 'A'.

31

 **NOTE:**

Discard the 2 locking tabs.

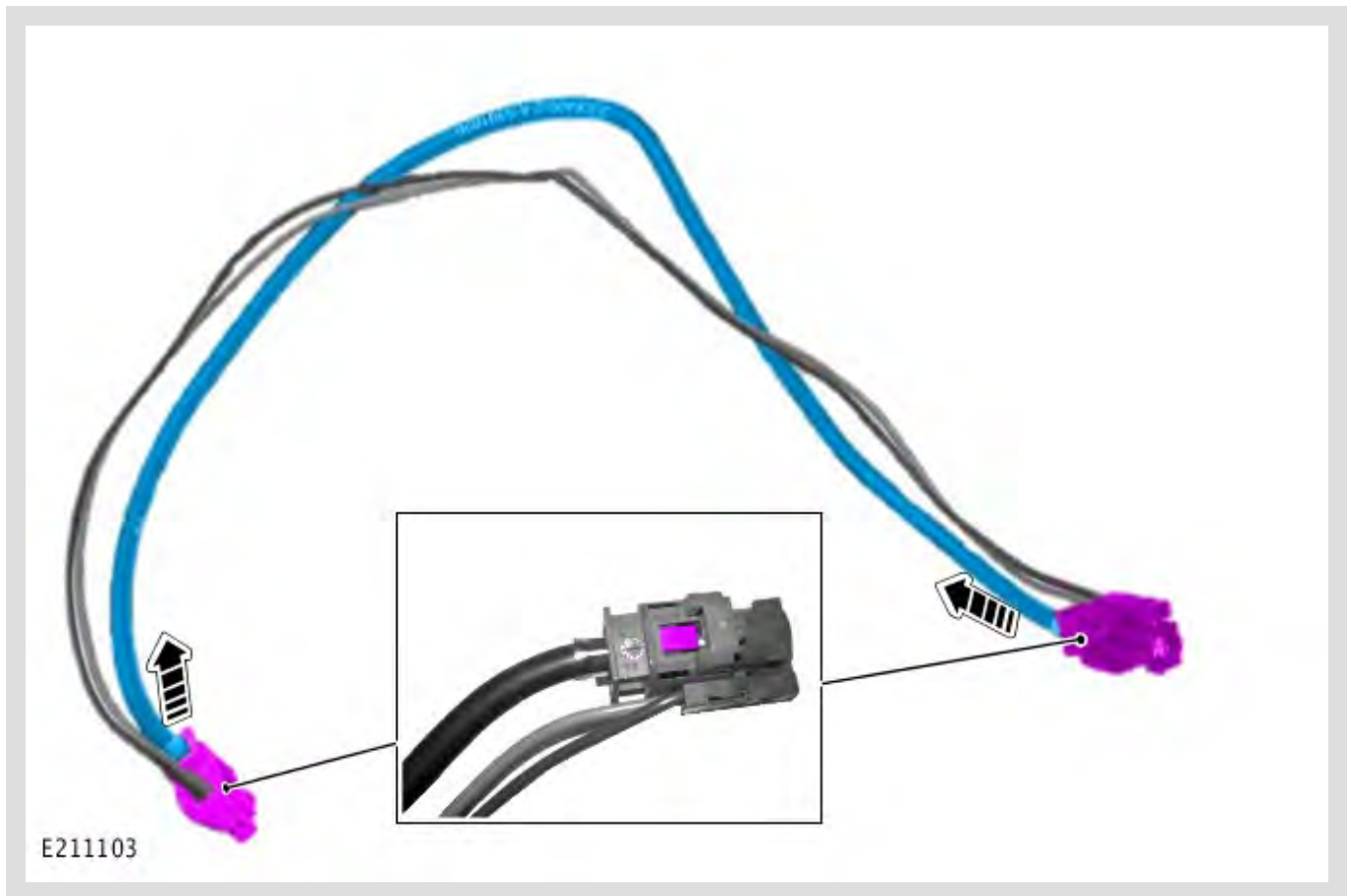


Using a suitable tool, remove and discard the locking tab from the electrical connector at each end of the original USB link lead.

32

 **NOTE:**

Only release the electrical connectors from the main black coaxial cable.



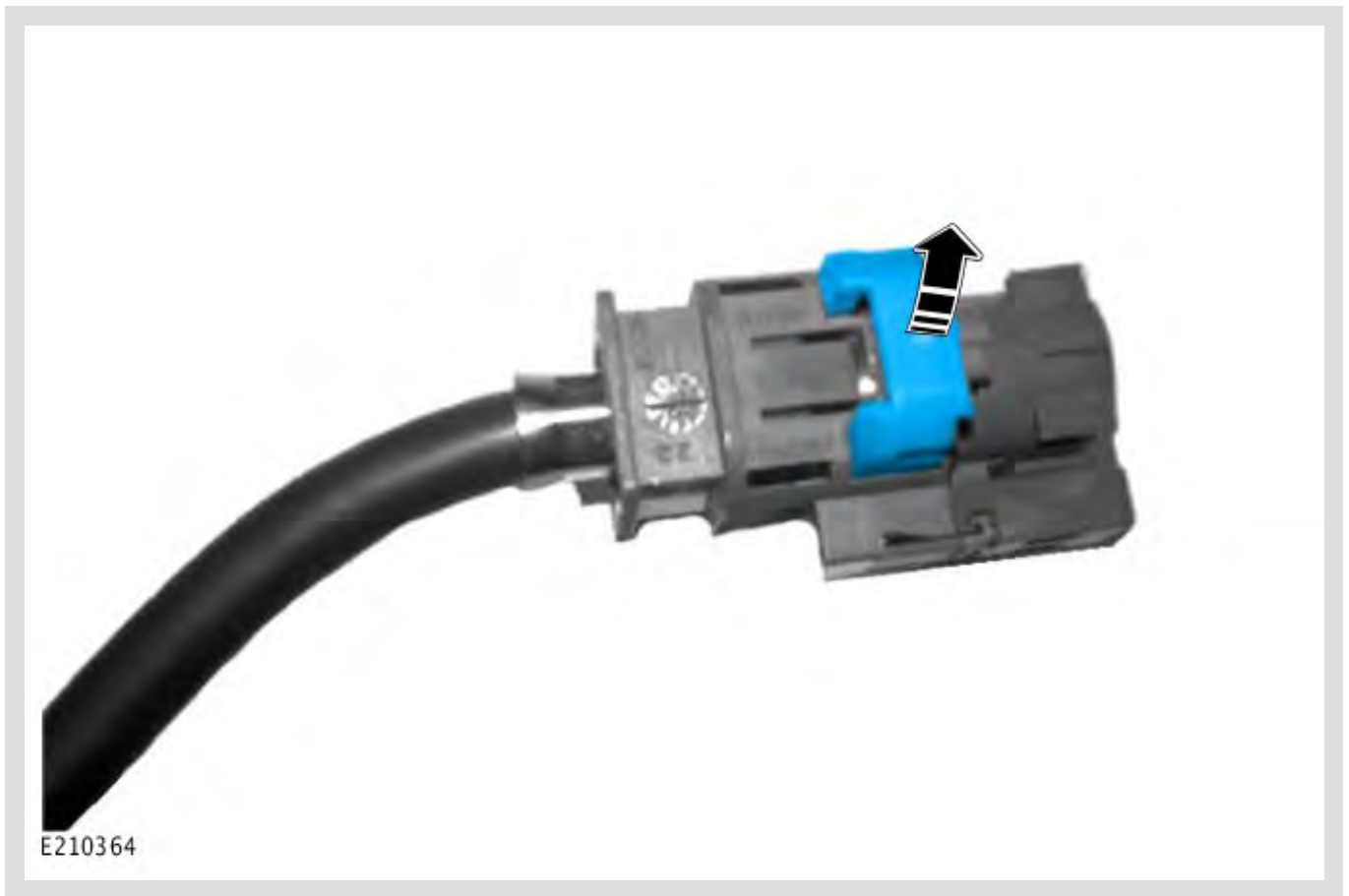
Release the electrical connectors from both ends of the original USB link lead.

- 1 Discard the original black coaxial USB link lead.

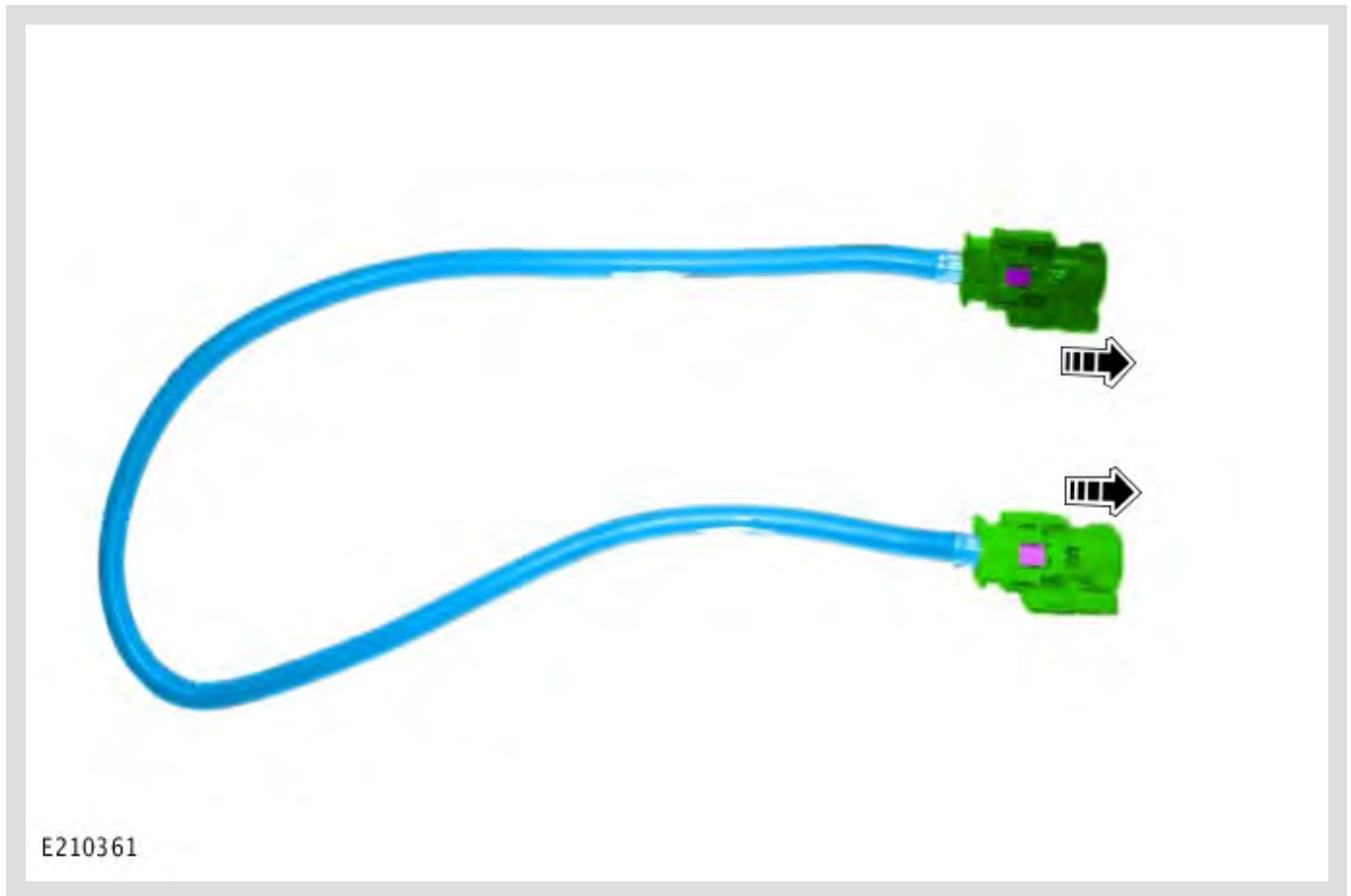
33

NOTE:

Retain the 2 locking tabs for later use.

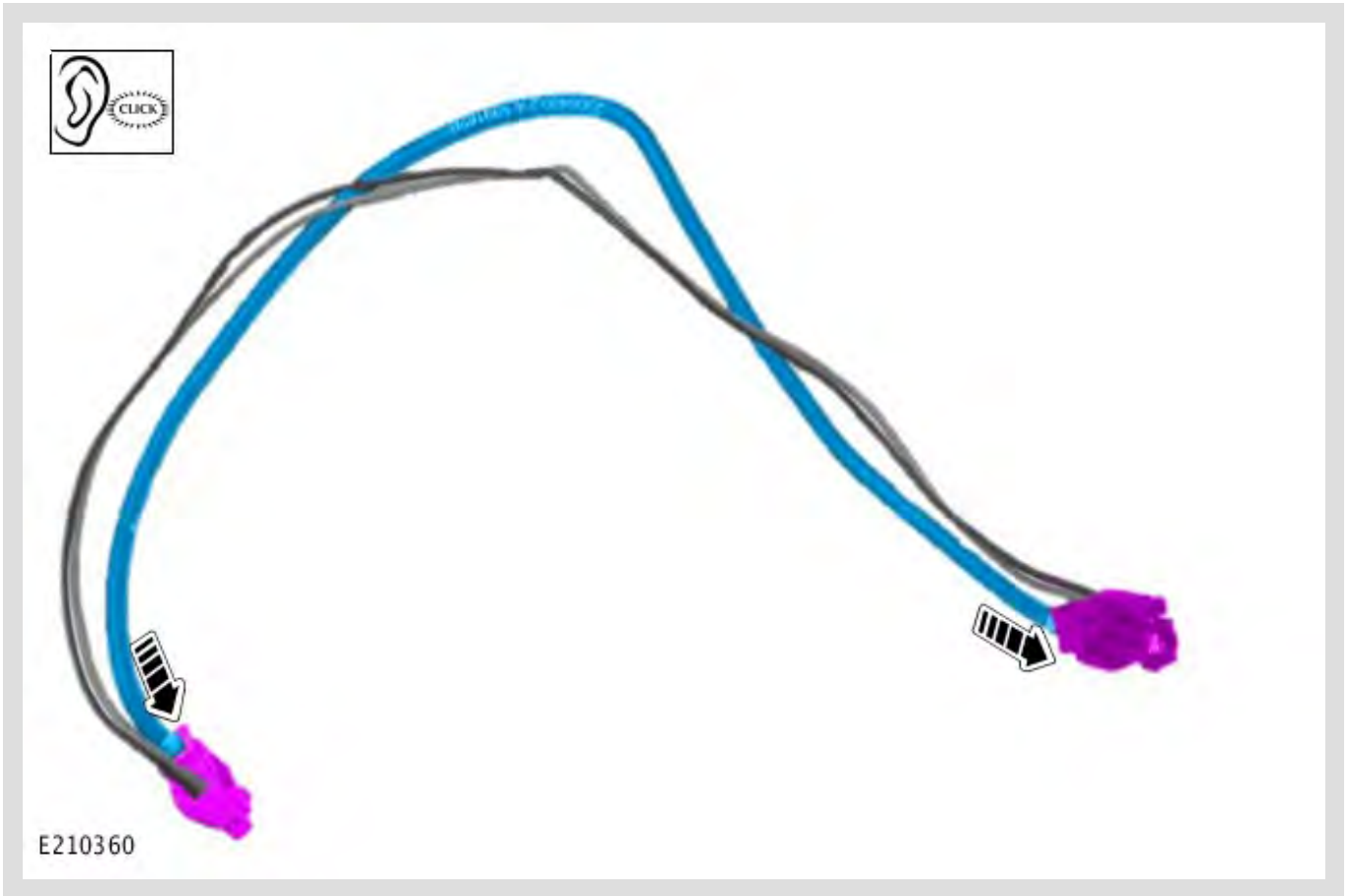


Use a suitable tool to remove the locking tab from the electrical connector at each end of the new USB link lead.

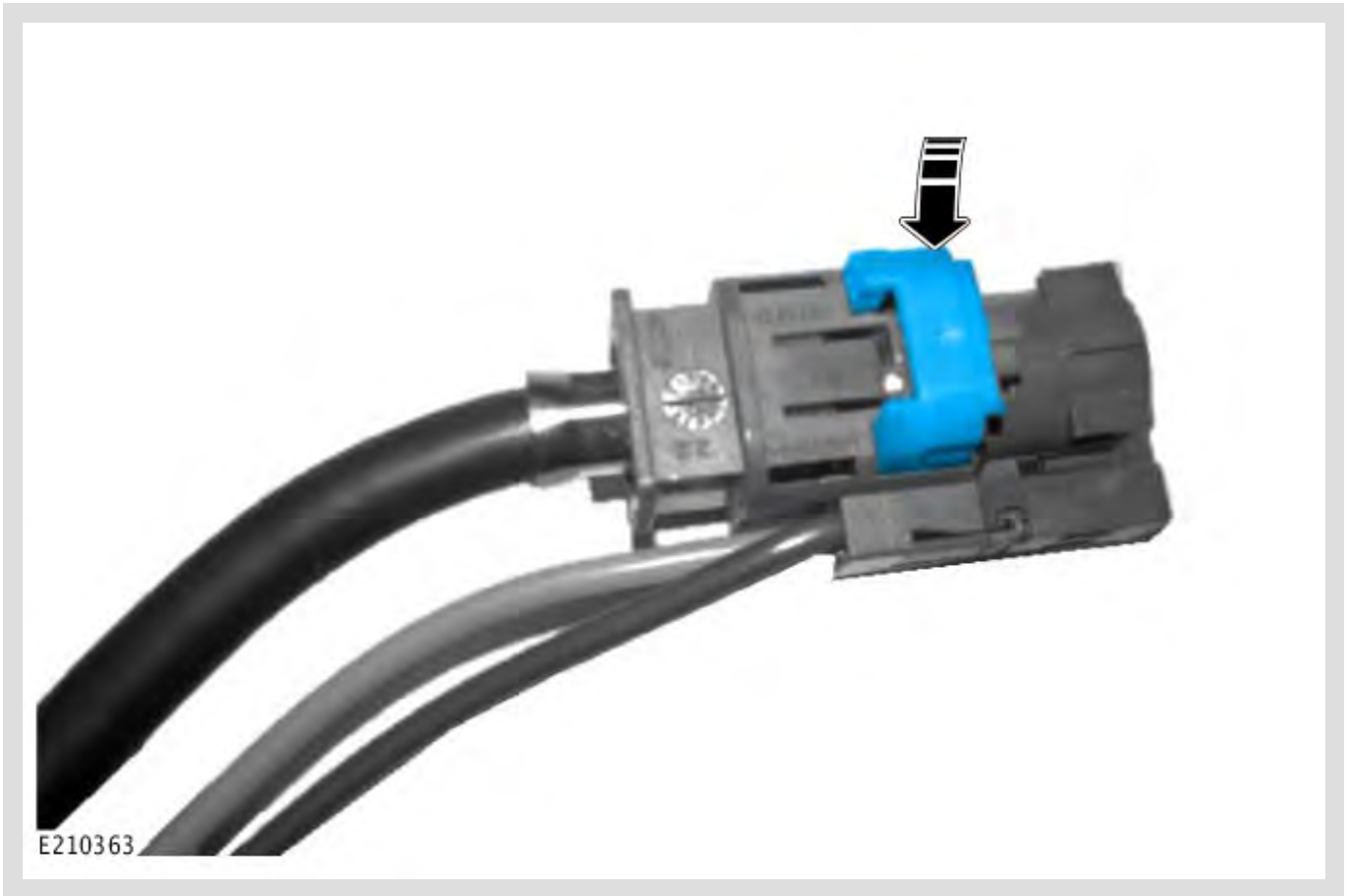


Release the electrical connectors from both ends of the new USB link lead.

- Discard the electrical connectors.

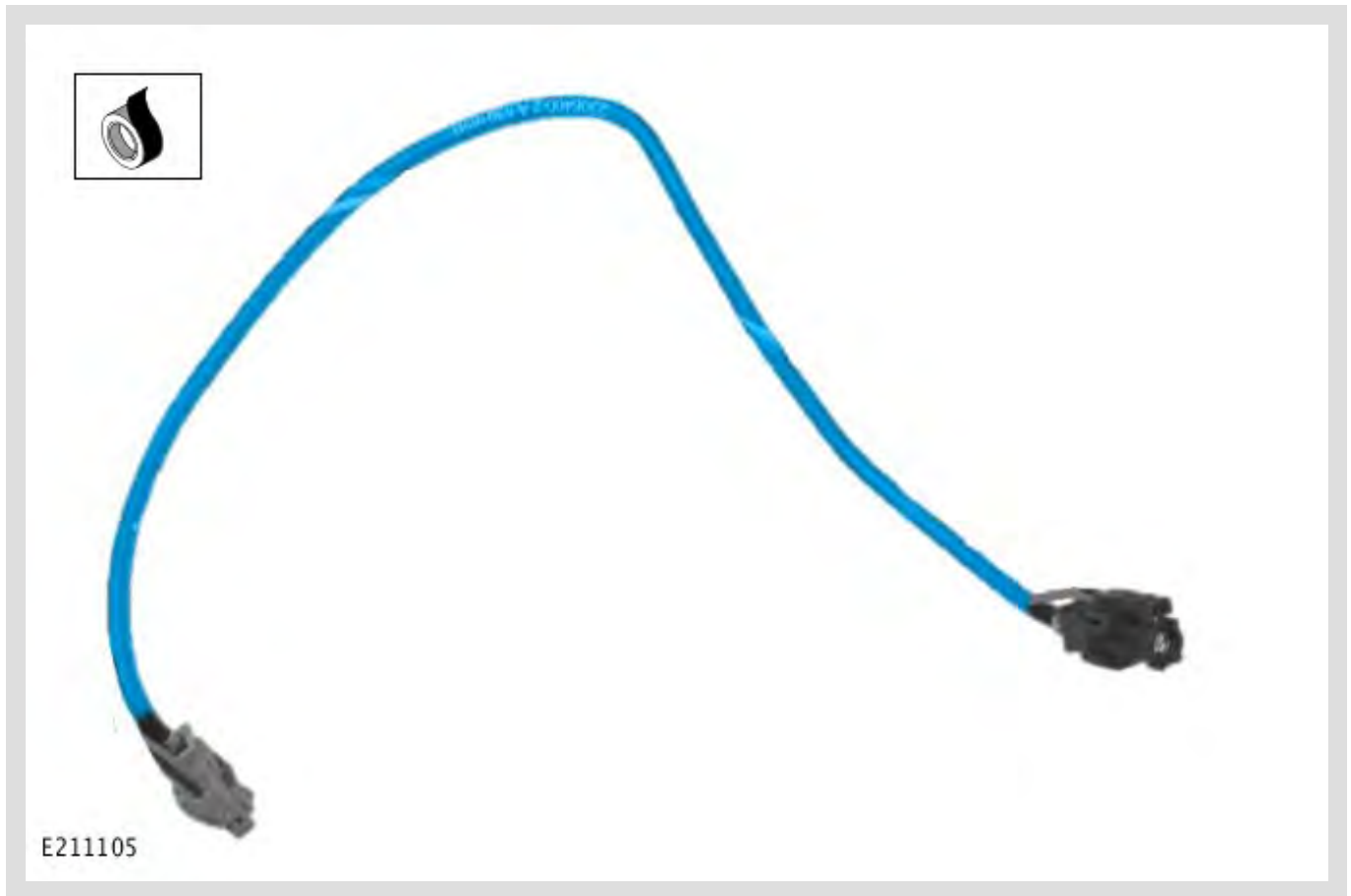


Install the replacement black coaxial USB link lead into the original electrical connectors.



Install the locking tabs into the electrical connector at each end of the new link lead.

37

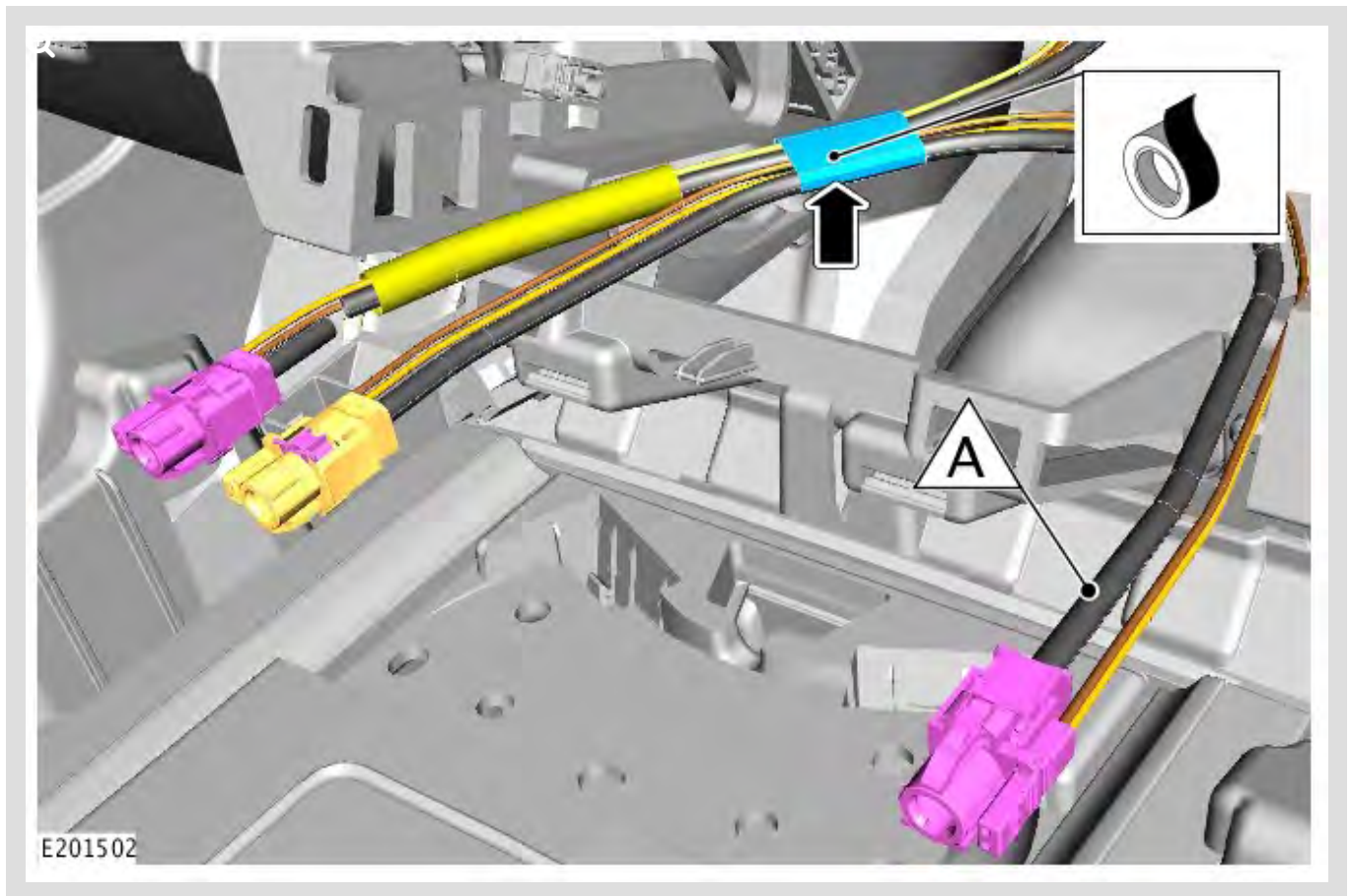


Apply felt anti-rattle tape around the length of the replacement USB link lead.

38

 **NOTES:**

- The electrical connectors and wiring in this illustration are shown in their original colors to provide clarity.
- Make sure the USB link lead is taped to the original harness in the correct orientation.

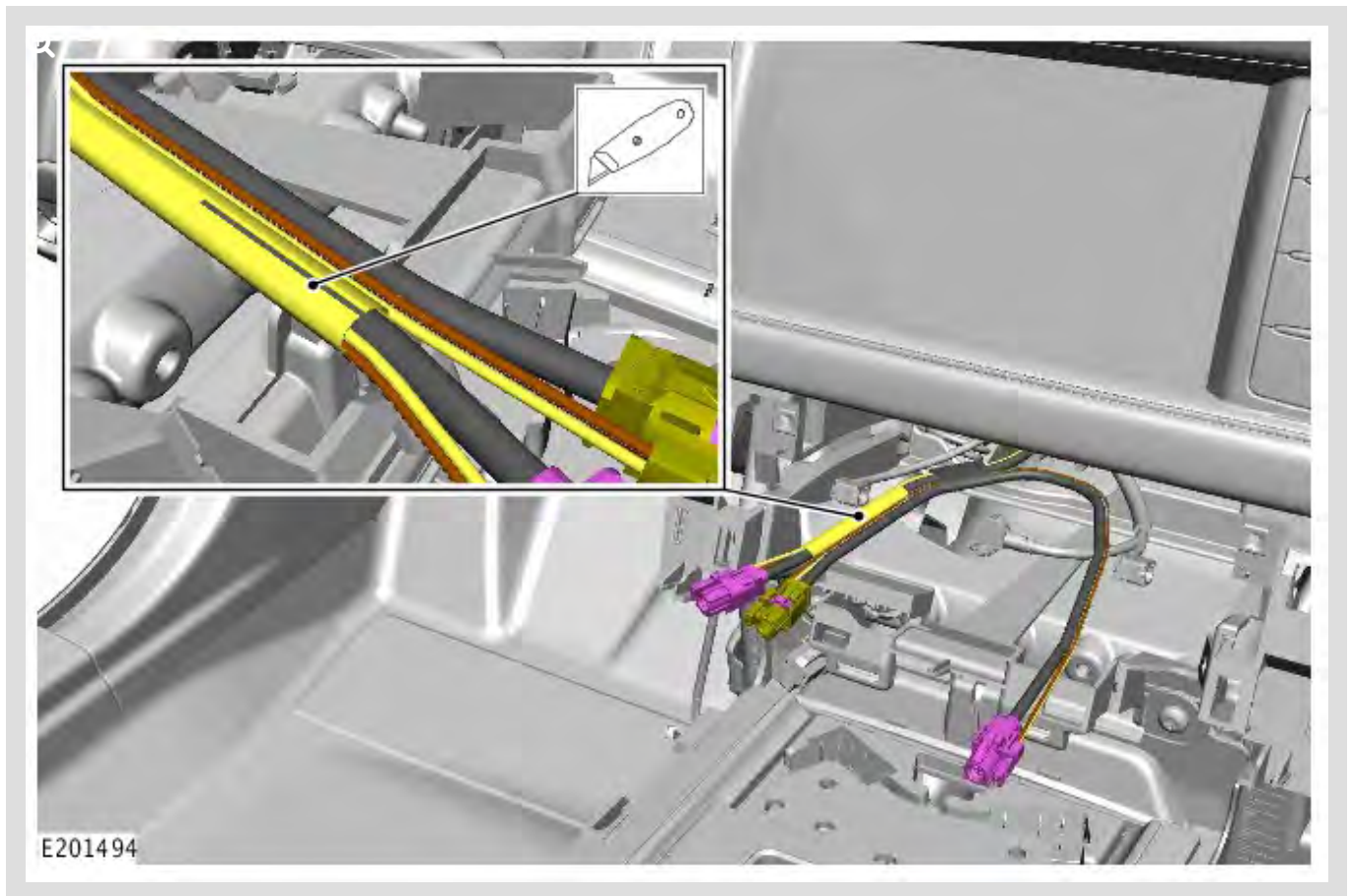


Install the new front link lead (A) and use suitable tape secure to the original wiring harness.

39

⚠ CAUTION:

Make sure no damage is caused to the wiring harness when removing the spot tape.

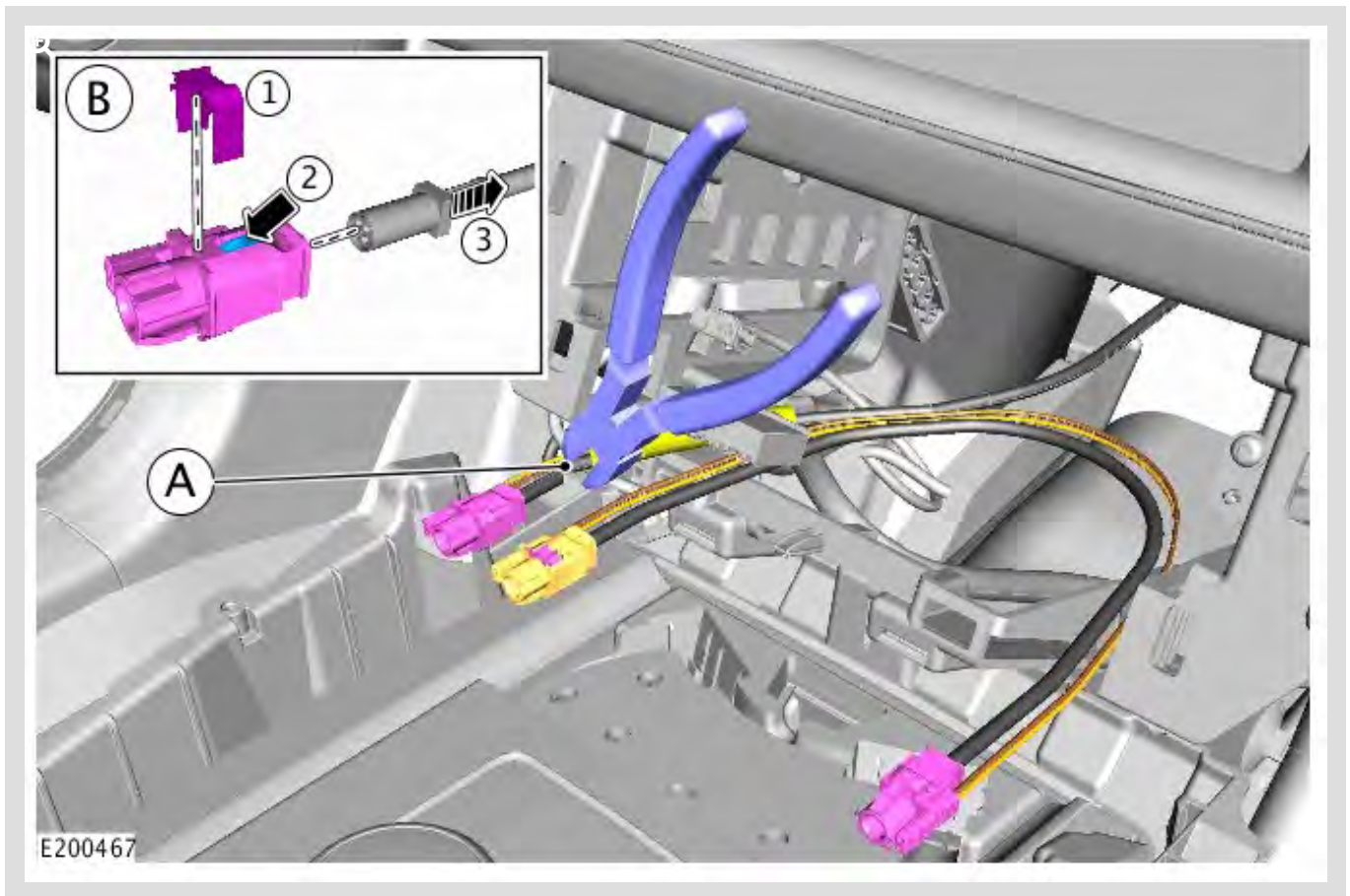


Use a suitable tool to remove some of the yellow tape on the IMC rear link lead for access.

40

NOTES:

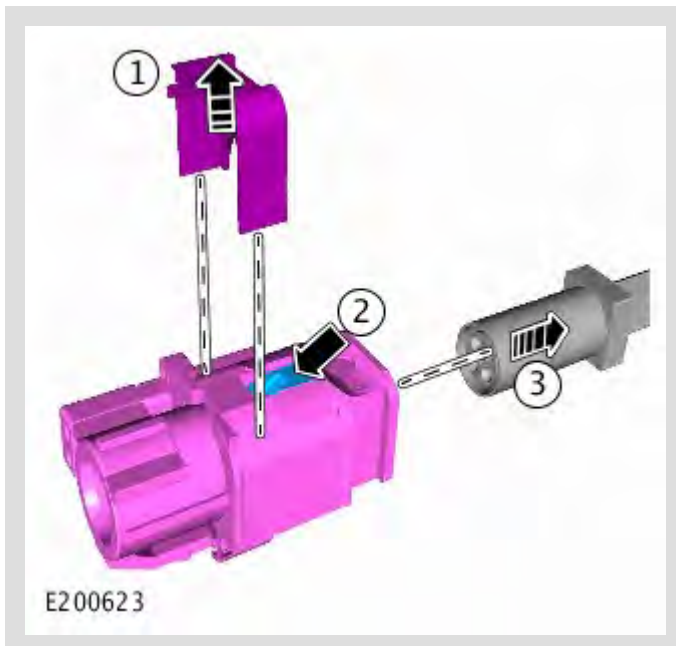
- The illustration shows the wiring harness electrical connectors in their original colors as found in the vehicle.
- Do NOT cut the 2 separate wires colored orange and brown.



Making sure to **NOT** cut the 2 separate wires colored orange and brown, cut the main black section of the original IMC rear link lead cable (**A**).

- Use the sequence (1 - 2 - 3) in the illustration to remove the remaining cable from the electrical connector '**B**' and discard.

4-1



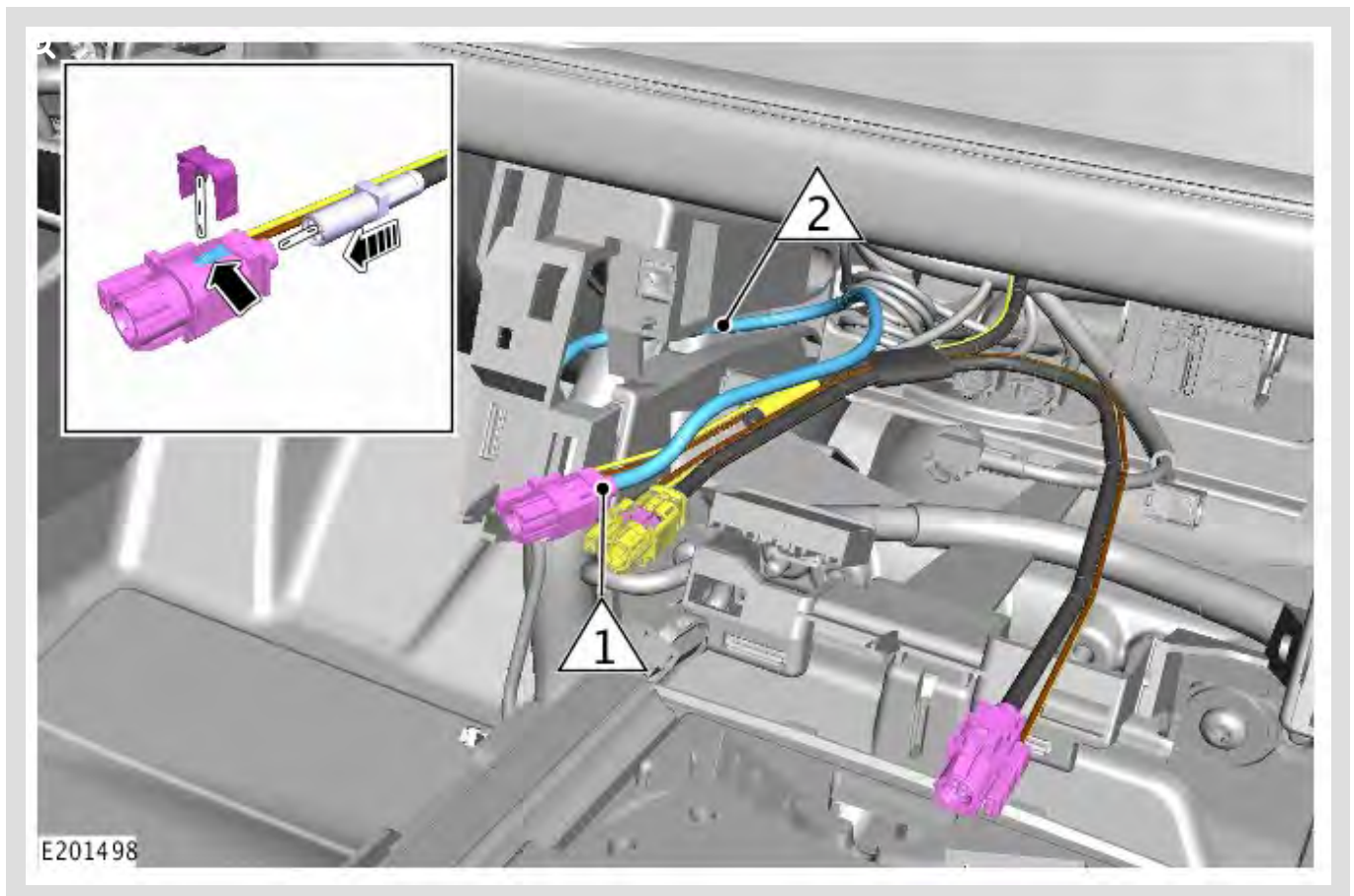
Using the sequence (1 - 2 - 3) in the illustration, remove the new rear IMC link lead cable from the new electrical connector.

- Discard the new electrical connector.

42

NOTE:

The illustration shows the wiring harness electrical connectors in their original colors as found in the vehicle.



Install the new IMC rear link lead cable into the original electrical connector (1).

- 1 Route the new cable with the main instrument panel harness (2).

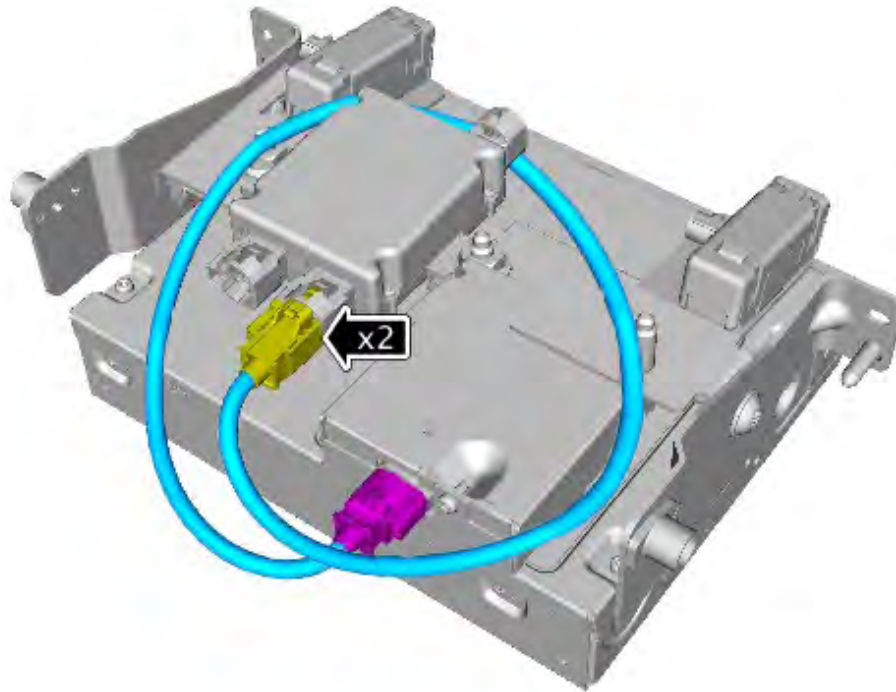
43

CAUTION:

The connections **MUST** be installed as shown. Failure to do this may damage the component.

NOTE:

The electrical connectors in this illustration are shown in the original colors to provide clarity.

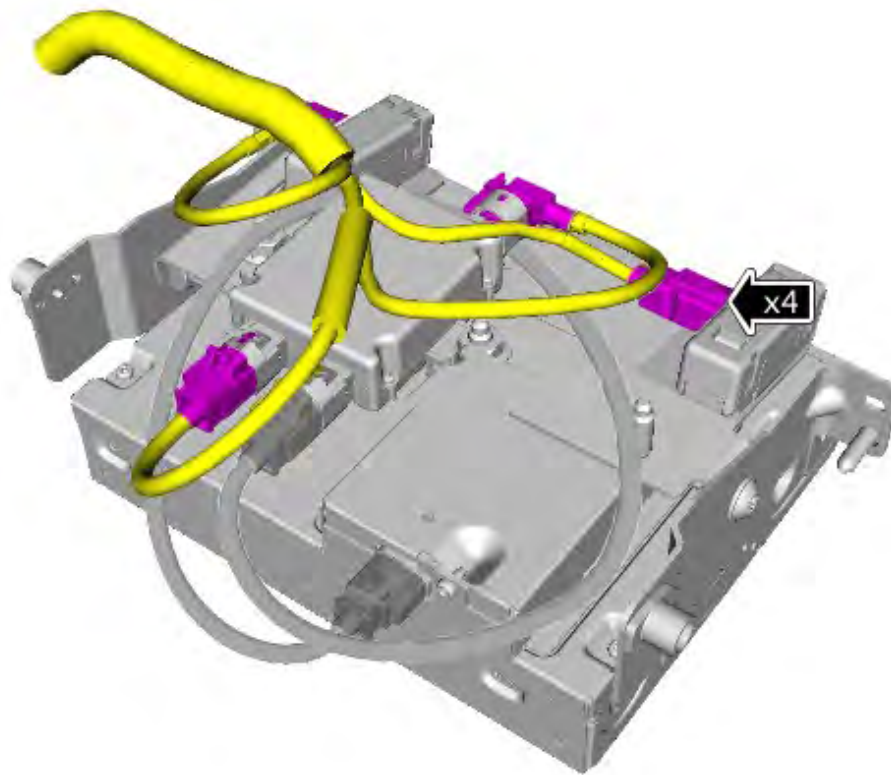


E224624

Install the electrical connectors to the digital disc player and USB 2.0 hub.

**CAUTION:**

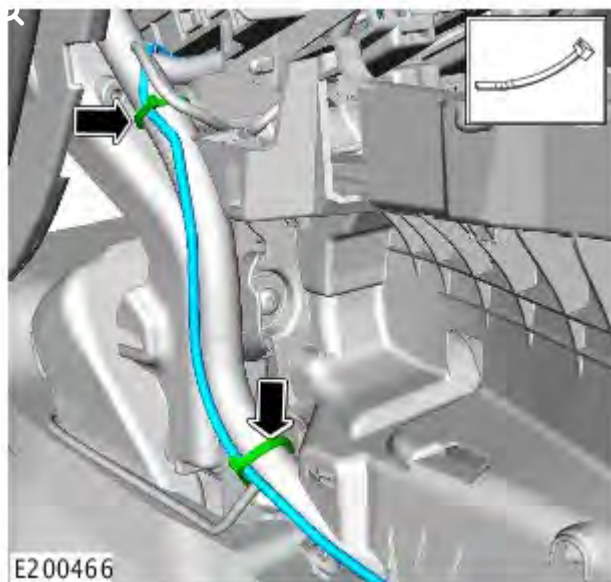
The connections **MUST** be installed as shown. Failure to do this may damage the component.



E224625

Install the electrical connectors to the USB 2.0 hub and Wi-Fi/Bluetooth™ antennas as shown

45

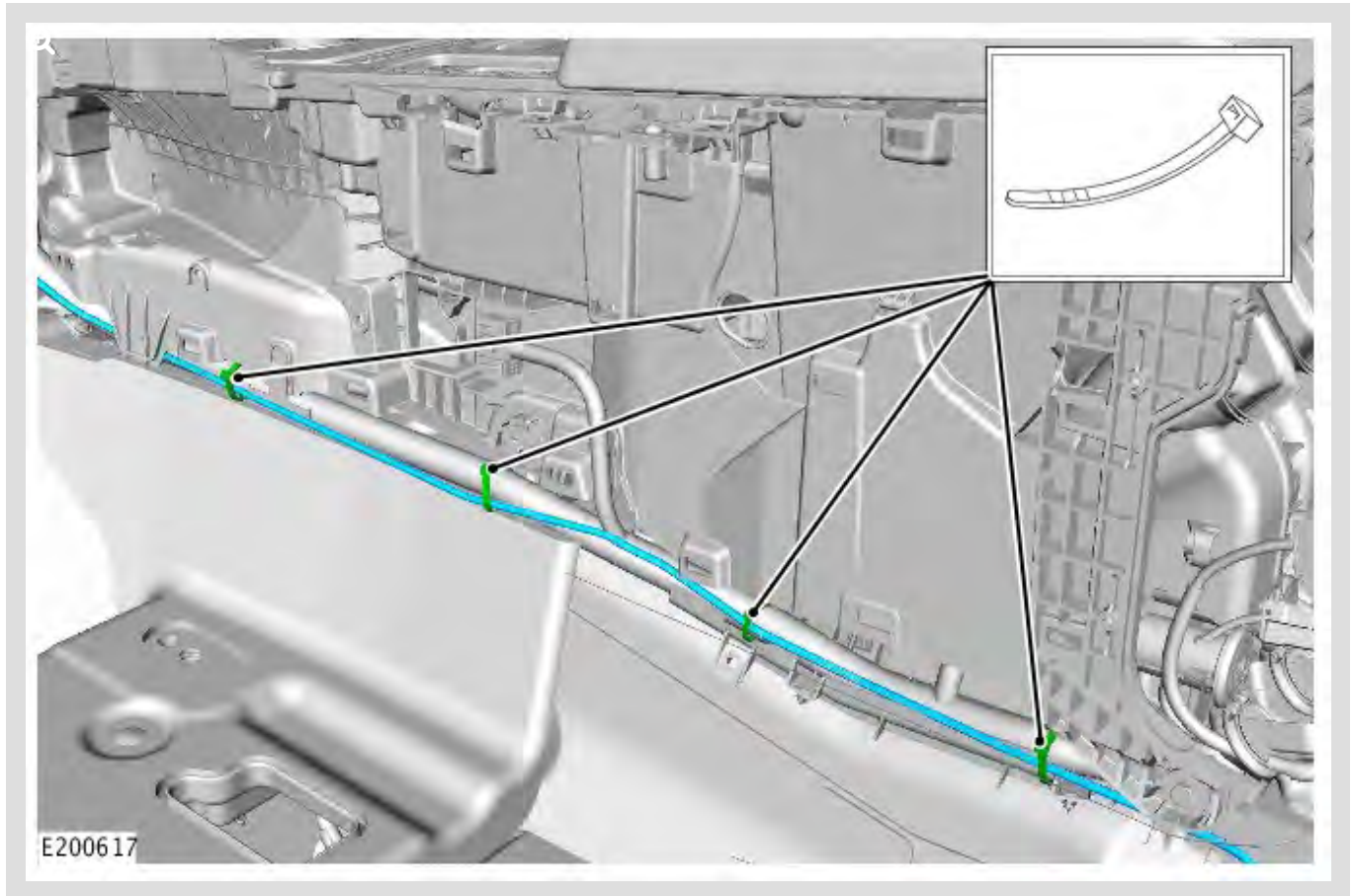


E200466

Route the new IMC rear link lead cable along the main harness towards the instrument panel.

- 1 Secure with cable ties in the positions indicated.

46



Route the new IMC rear link lead cable along the main harness below the floor console.

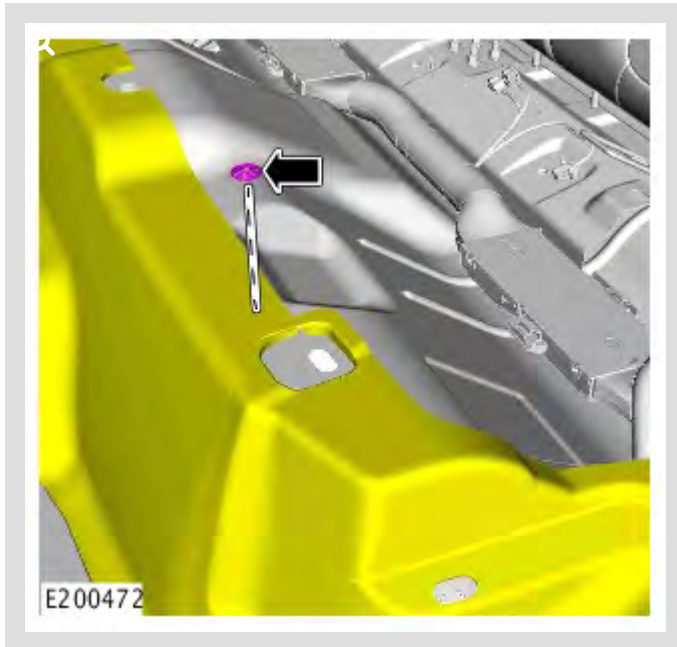
- 1 Secure with cable ties in the positions indicated.

47



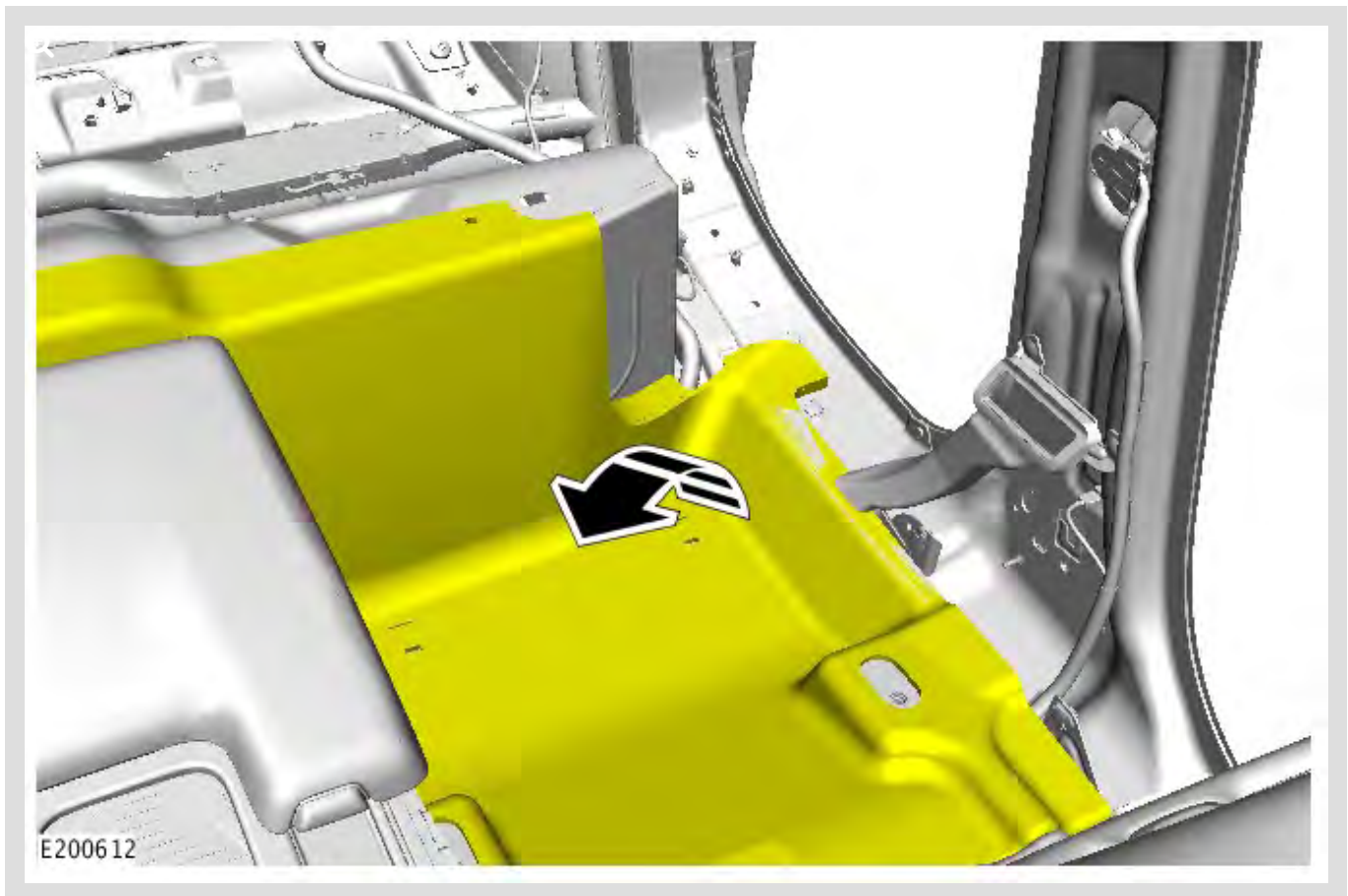
Remove the rear left floor mat.

48



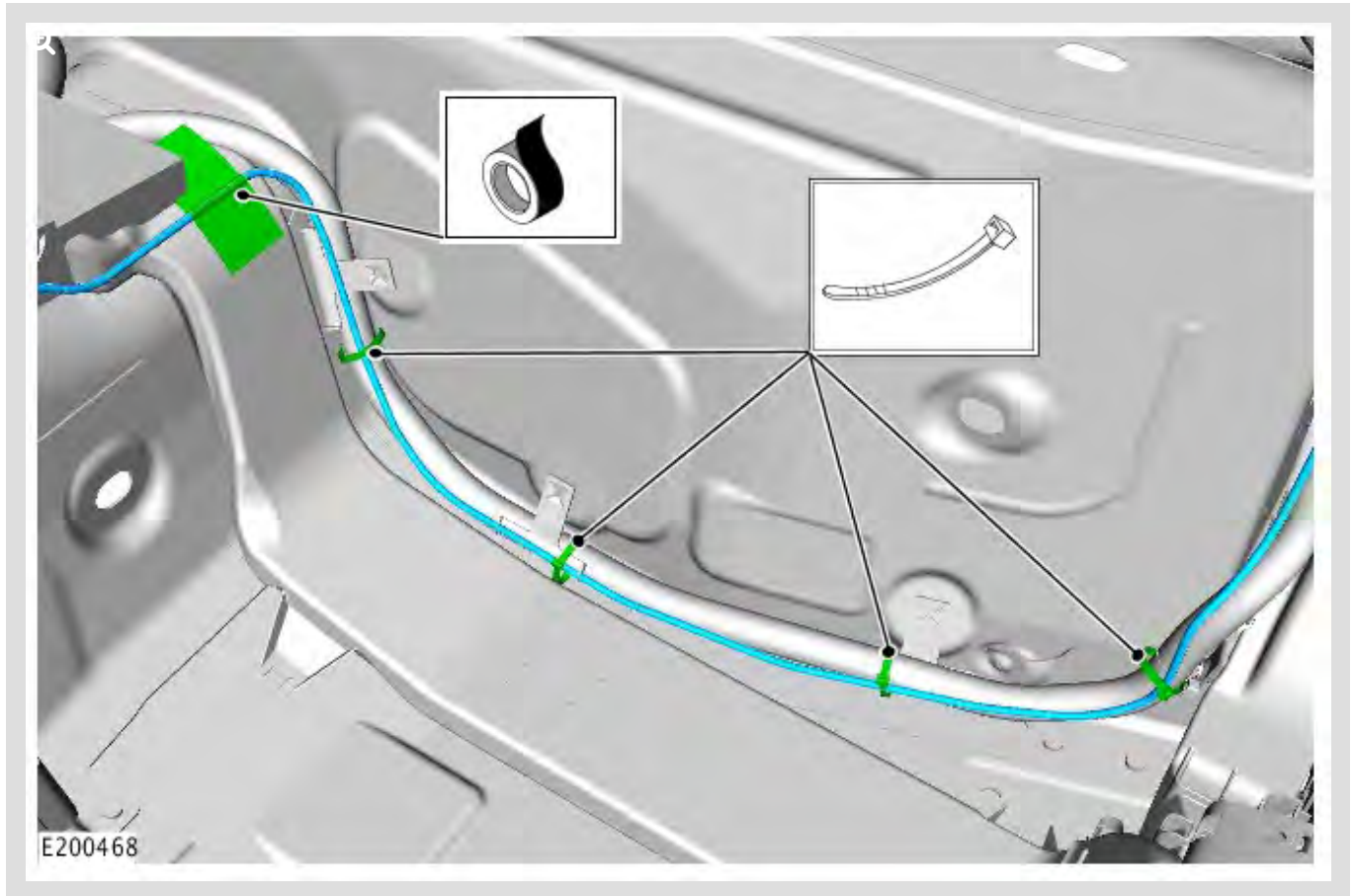
Remove the carpet retaining washer.

49



Carefully move aside the rear left floor carpet for access.

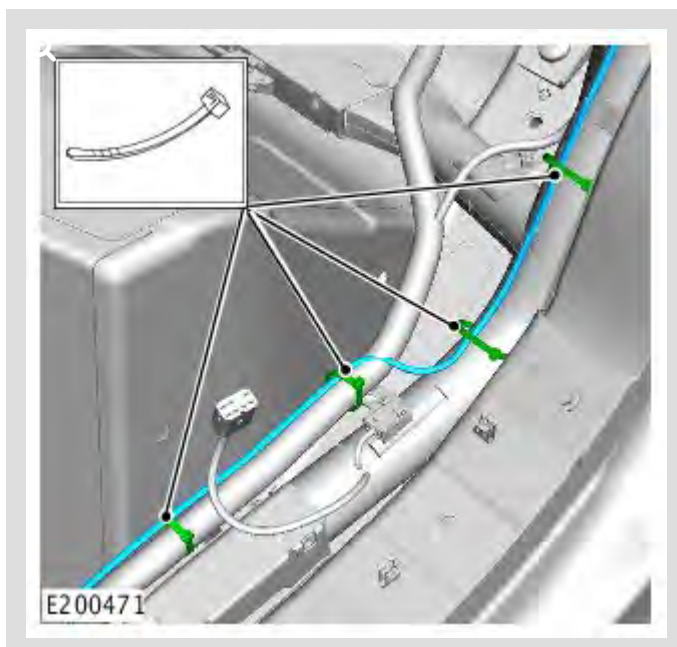
50



Route the new IMC rear link lead cable along the main harness in front of the rear seat base.

- 1 Secure the cable with cable ties in the positions indicated.
- 2 Secure the cable with suitable tape to the air duct as indicated.

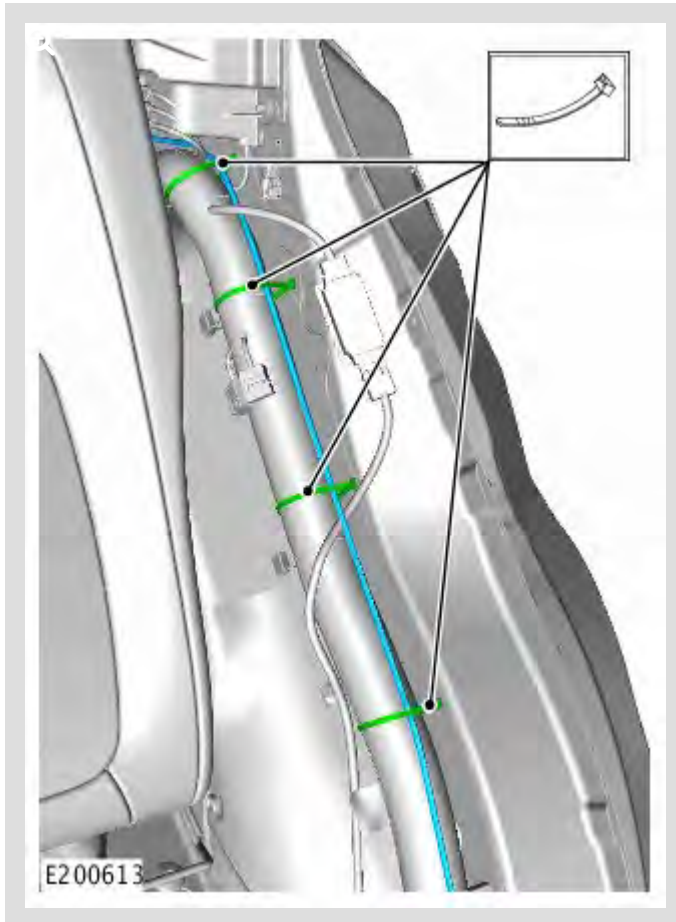
51



Route the new IMC rear link lead cable along the main harness below the rear door treadplate.

1 Secure the cable with cable ties in the positions indicated.

52



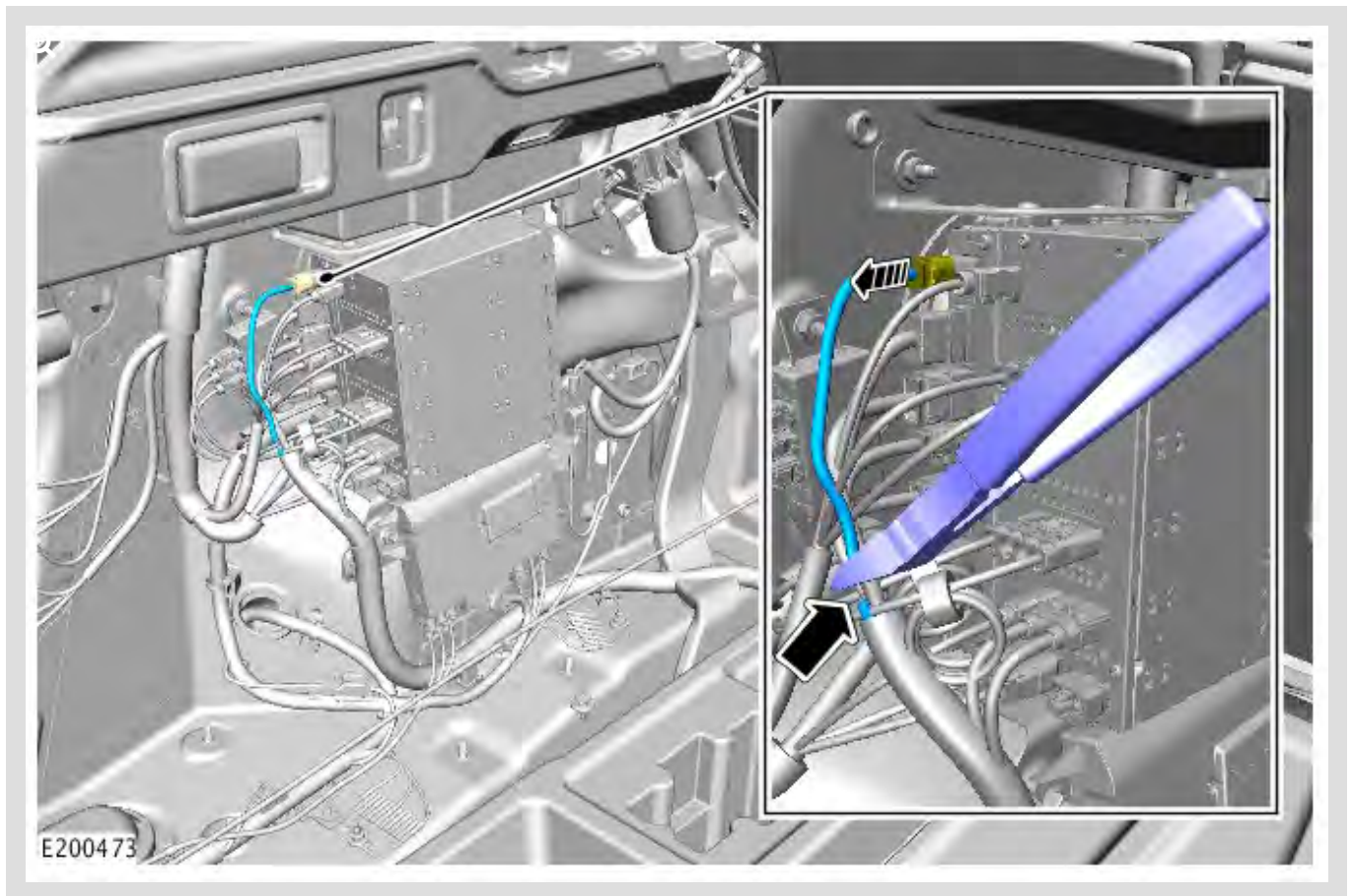
Route the new IMC rear link lead cable along the main harness above the wheel arch.

1 Secure the cable with cable ties in the positions indicated.

53

NOTE:

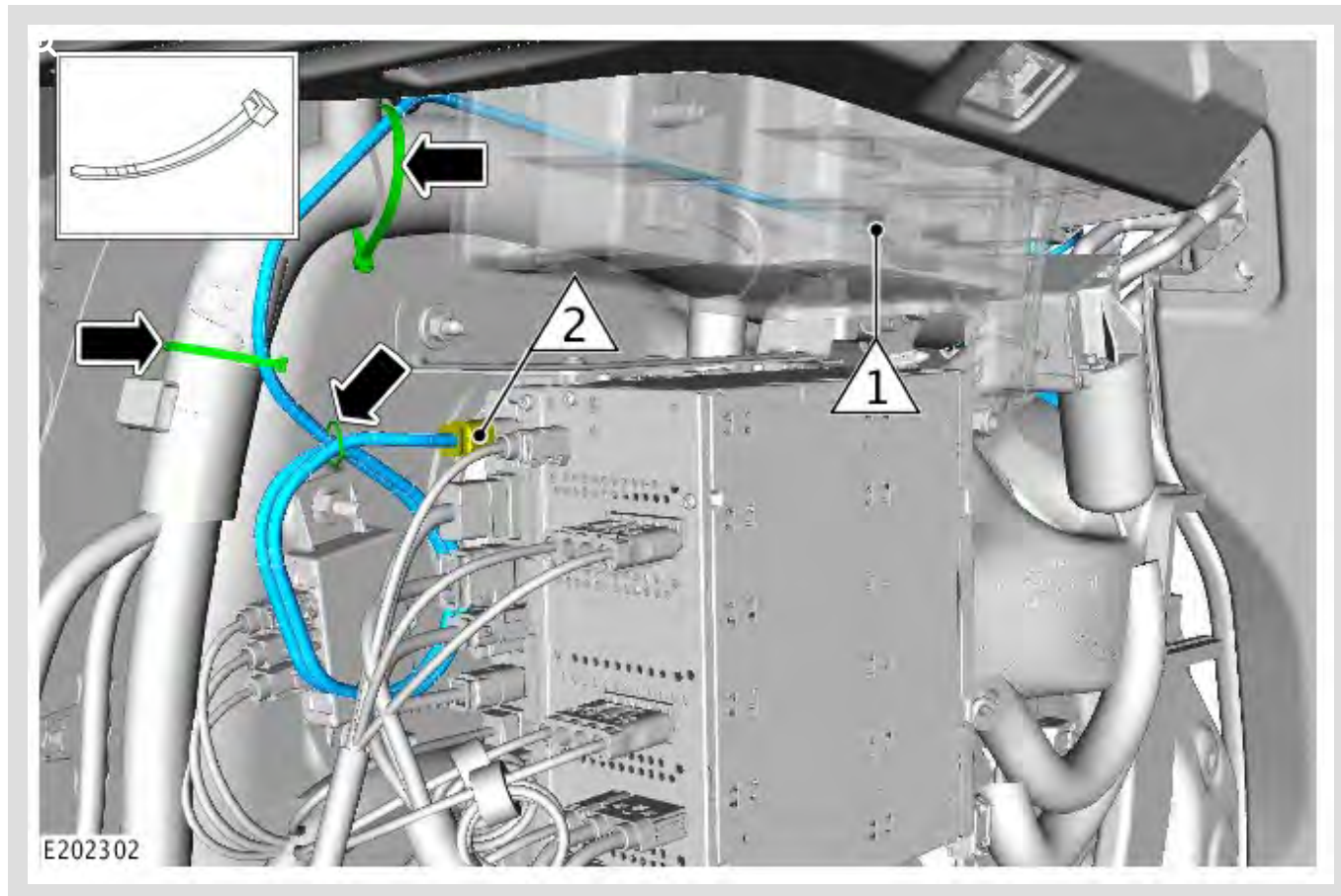
Make sure to only cut the original IMC rear link lead.



Remove the original IMC rear link lead cable connector from the Infotainment Master Controller (IMC).

- 1 Cut the cable in a suitable position and discard.

54



Install the same color connector on the new IMC rear link lead cable (2) to the Infotainment Master Controller (IMC).

- Route the new cable along the main wiring harness (1) as illustrated from the front of the vehicle.
 - Secure with cable ties in the positions indicated.
- Any excess cable must be looped and secured as shown.

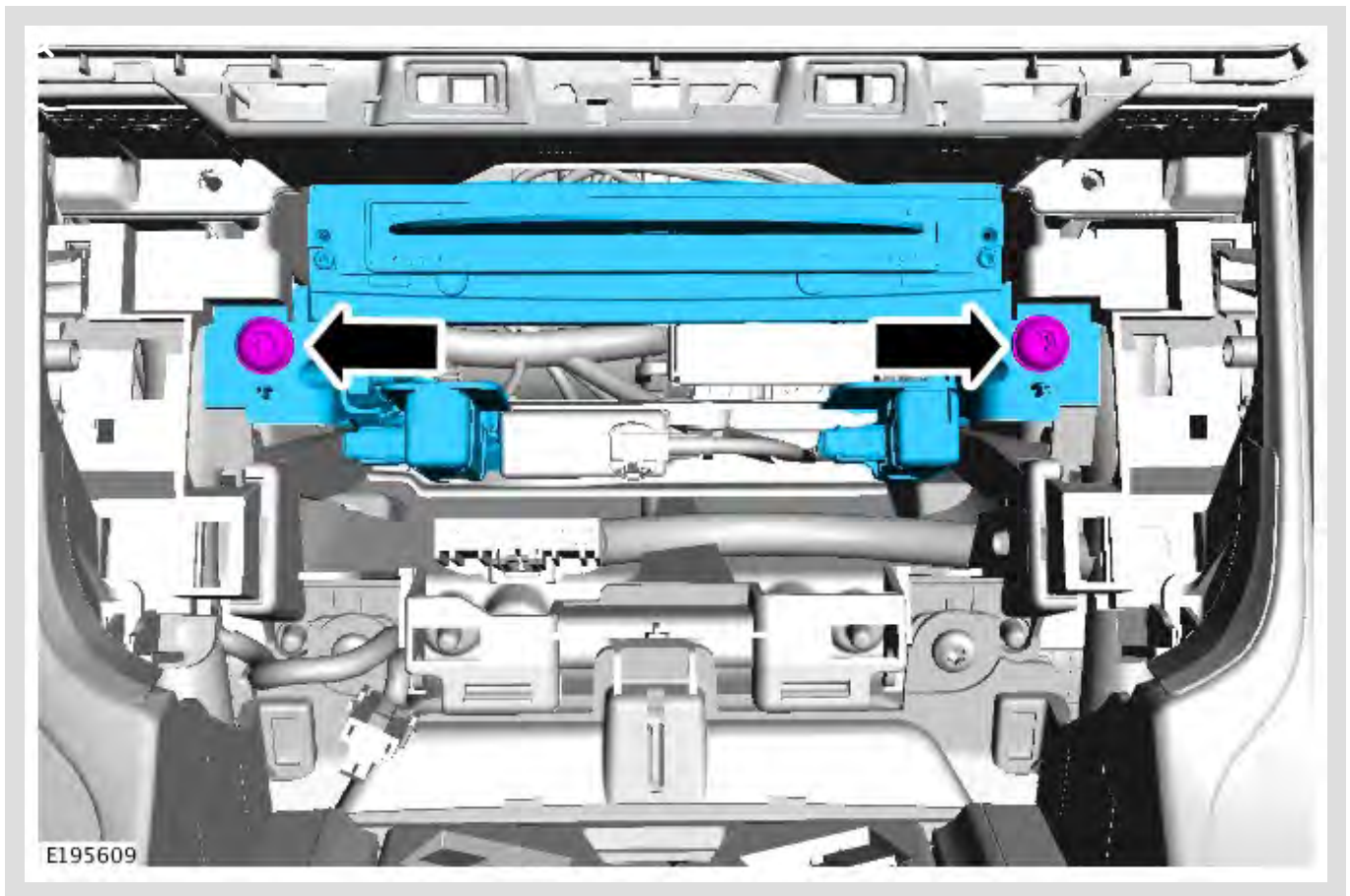
NOTE:

The following installation steps are the reverse of removal unless stated otherwise.

55

CAUTION:

Make sure the wires are routed correctly when installing the digital disc player.



Install the digital disc player unit.

56 Install the Integrated Control Panel (ICP) (see TOPIx Workshop Manual section 415-01: Information and Entertainment System - Audio and Climate Control Assembly).

57 Install the battery ground cable (see TOPIx Workshop Manual section 414-01: Battery, Mounting and Cables, General Procedures).

58 Install the luggage compartment left side trim.

59 **NOTE:**

If equipped.

Install the luggage compartment left side trim upper fasteners.

60 Install the luggage compartment left side trim hooks.

61

 **NOTE:**

If equipped.

Install the luggage retainer left rail.

- Torque: **24 Nm.**

62

Install the scuff plate trim panel.

63

Install the lower part of the tailgate seal.

64

Tighten the scuff plate lower nuts.

- Torque: **10 Nm.**

65

 **WARNING:**

The component(s) may be heavy. Use extra care when handling.

Install the spare wheel.

66

Install the loadspace floor panel.

67

Install the rear seat left bolster.

68

Install the rear seat left bolster upper fasteners.

69

Install the rear left door seal.

70

Install the rear left door treadplate panel.

71

 **NOTE:**

New seat cushion retaining clips must be used.

Connect the electrical connectors and install the rear seat cushion.

72 Install the left lower B-pillar trim.

73 Install left upper B-pillar trim.

74 Install the front and rear left door seals.

75 Install the floor console left trim panel.

76 Install the rear heater control panel.

77  **NOTE:**

Repeat this step for both sides.

Install the floor console front trims.

78 Install the front left seat (see TOPIx Workshop Manual section 501-10: Seating - Front Seat).

79 Close the doors.