

JTB00514NAS4

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:
XE (X760)	2017	942528-979442	Solihull	Vehicles With: InControl Touch Pro

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
XE (X760)	2017	P10168-P11737	Castle Bromwich	Vehicles With: InControl Touch Pro
XF (X260)	2016-2017	Y00461-Y49979	Castle Bromwich	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
T2H32167	Front Universal Serial Bus (USB) Link Lead - 505 mm	1
T4A16370	Rear Link lead - IMC to Digital Disc Player - XE (X760)	1
T2H31014	Rear Link lead - IMC to Digital Disc Player - XF (X260)	1
T2H15258	Rear seat cushion retaining clip	4
XR81993	Rear seat bolster clip	1
ZZZ001	*Cable ties - 150mm	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 NGI.
- 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	1.5	42	C2D35999

NOTE:

Normal Warranty procedures apply.

WORKSHOP PROCEDURE:**NOTES:**

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

- This procedure contains some variation in the illustrations depending on the vehicle specification, but the essential information is always correct.
- Additional parts may be shown removed for clarity.

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:

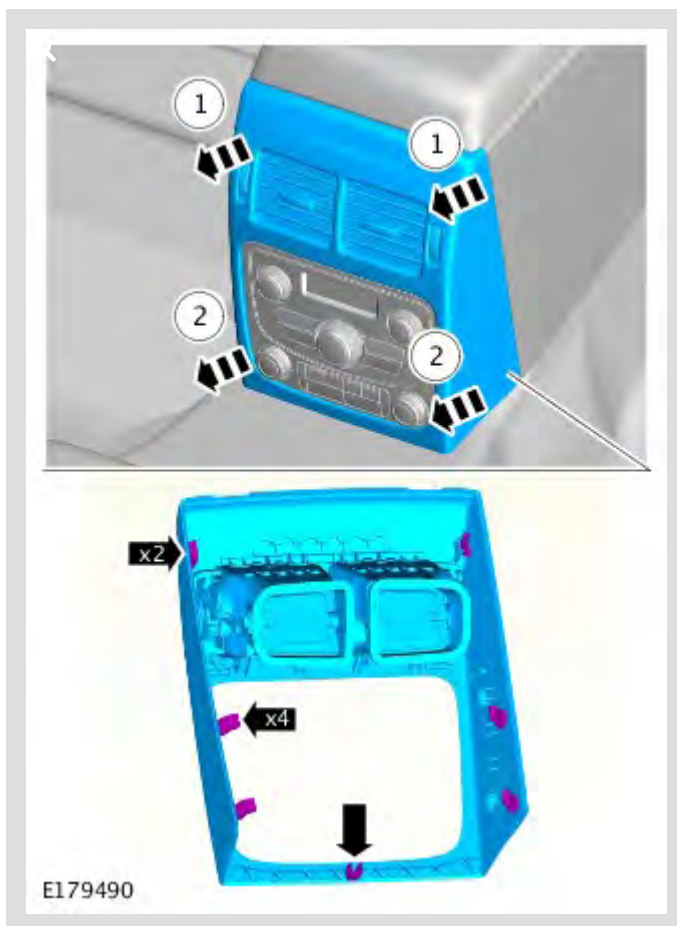
Integrated Control Panel (ICP) may also be referred to as Audio and Climate Control Assembly.

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

4

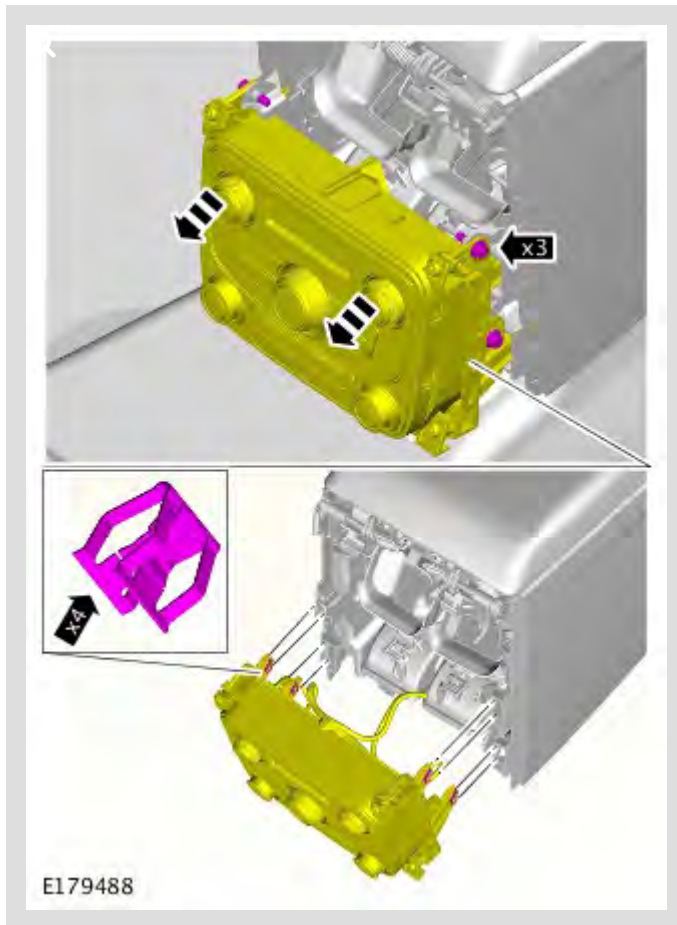
NOTE:

Steps 4-6: vehicles with rear climate control. For vehicles without rear climate control, go to Step 7.



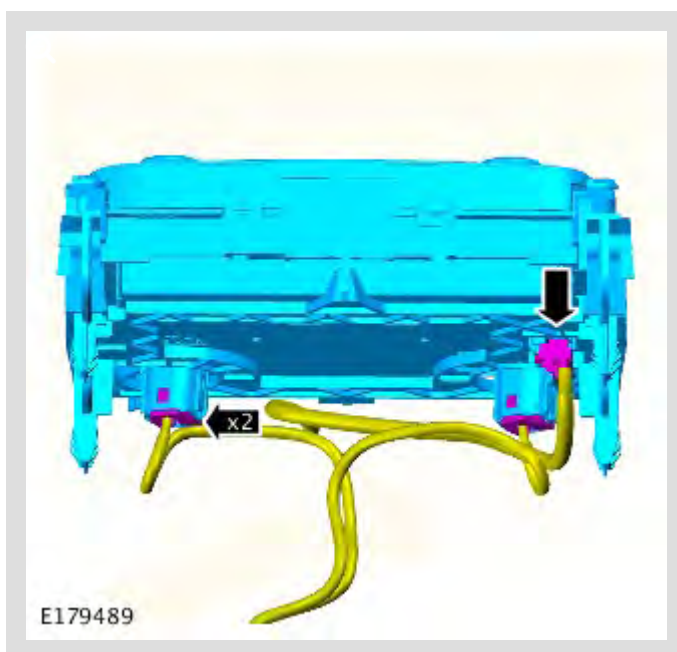
Remove the trim surround panel from the rear of the center console.

5



Remove the fixings from the rear seat climate control module and release from the mounting clips.

6

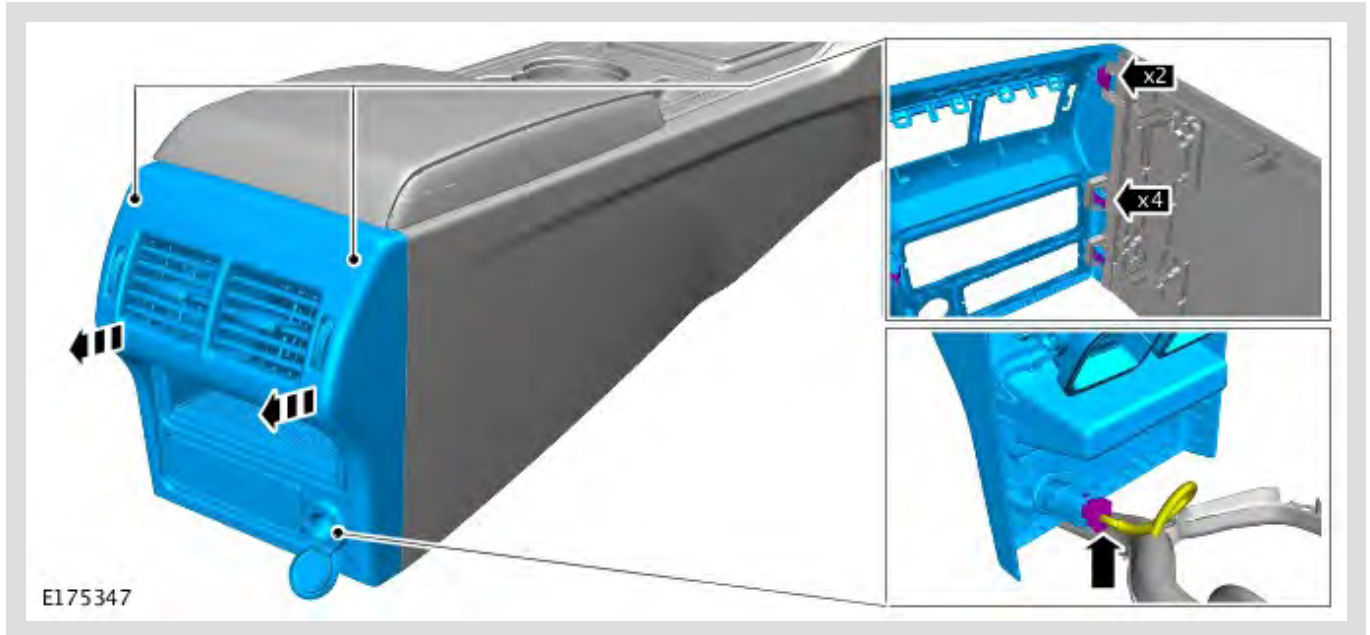


Disconnect the wiring harness from the rear seat climate control module.

7

NOTE:

Vehicles without rear climate control.

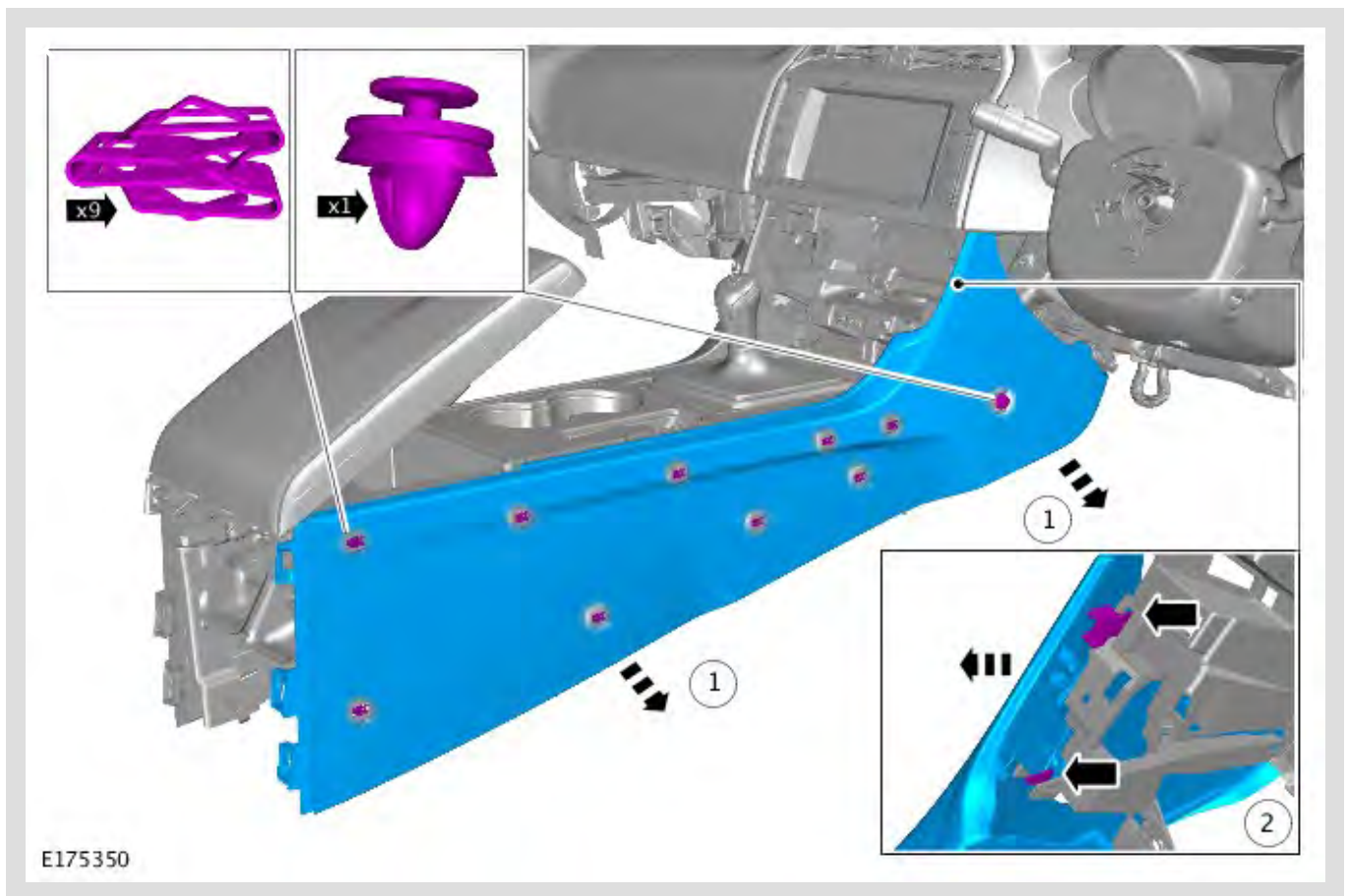


Remove the assembly as shown.

8

NOTE:

Right shown; left similar.

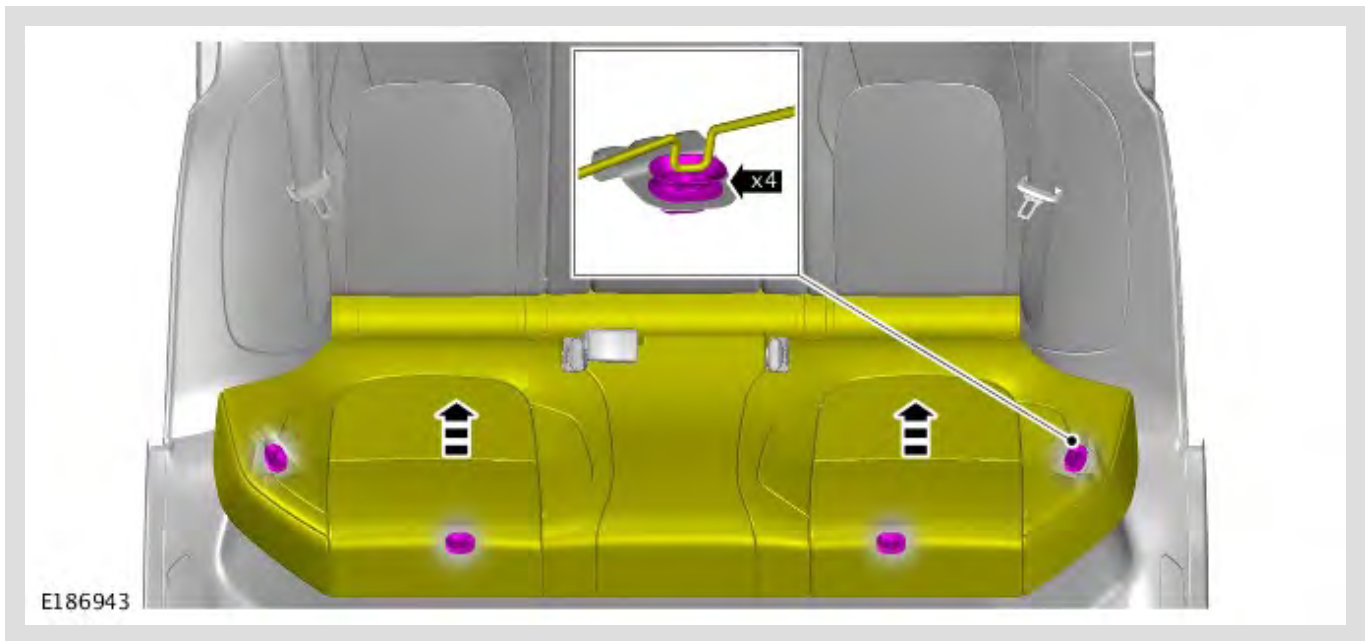


Remove the floor console left side trim.

9

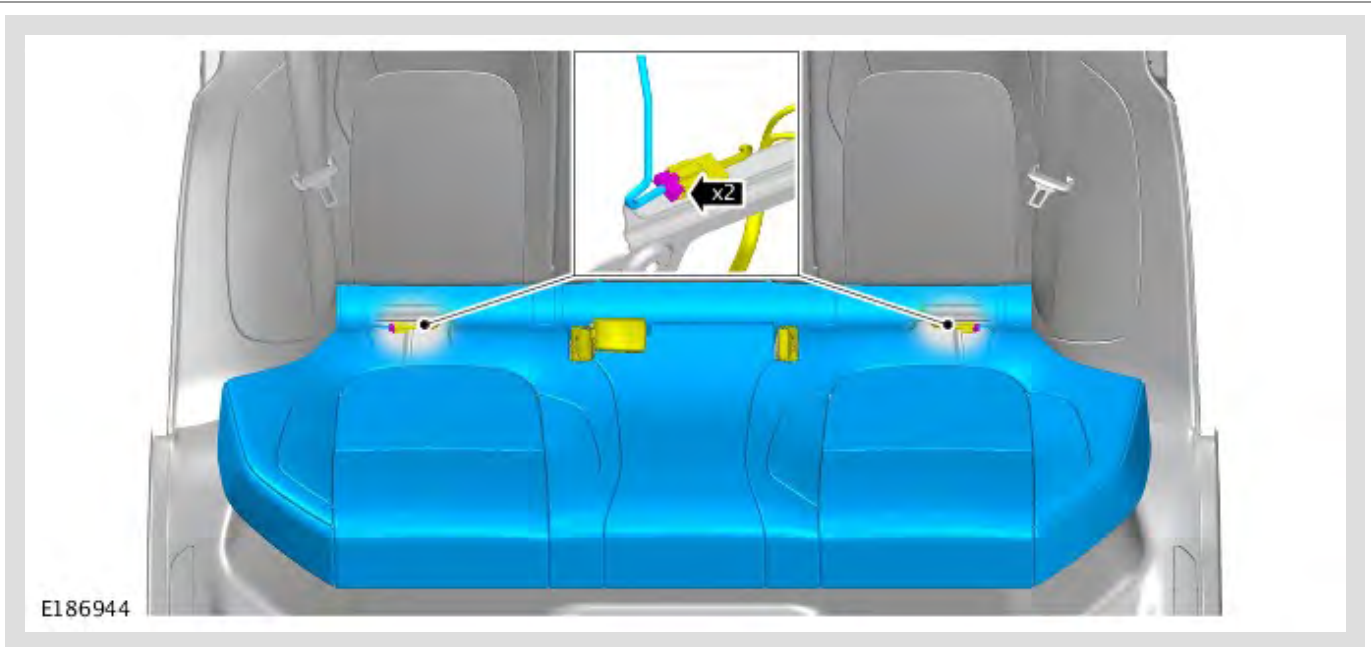
⚠ CAUTION:

Do not use tools during this operation; removal of the component(s) must be performed by hand.

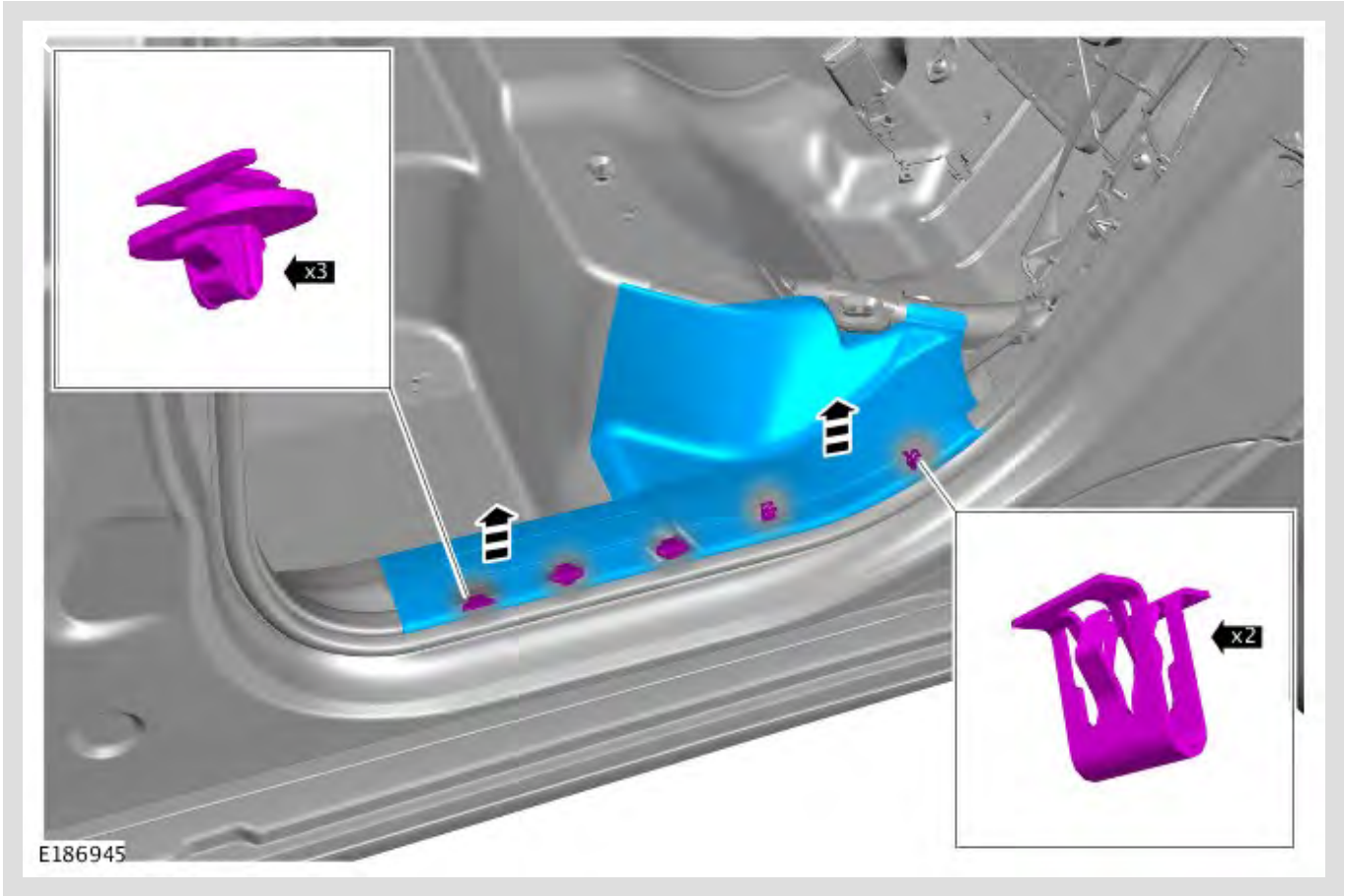


Unclip the rear seat cushion.

10

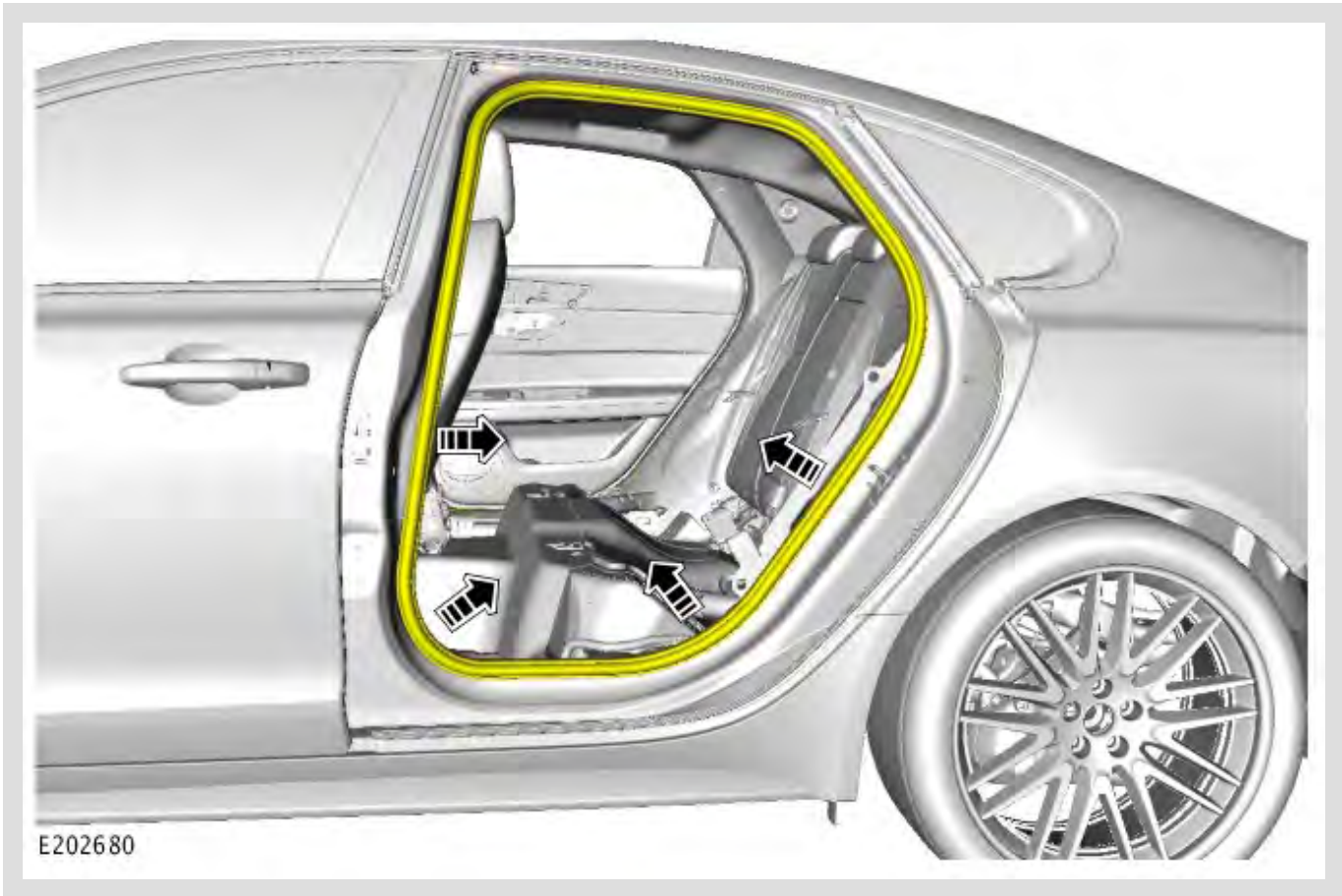


Release and remove the rear seat cushion.



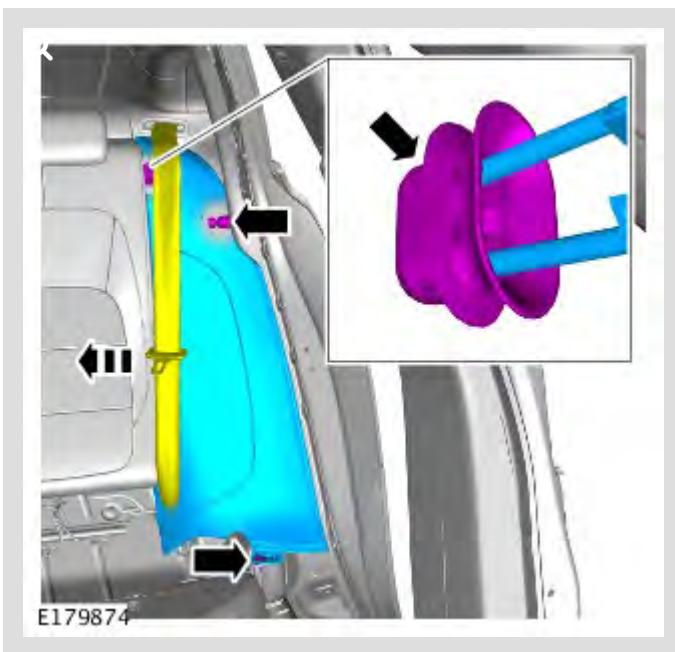
Remove the rear left treadplate.

12



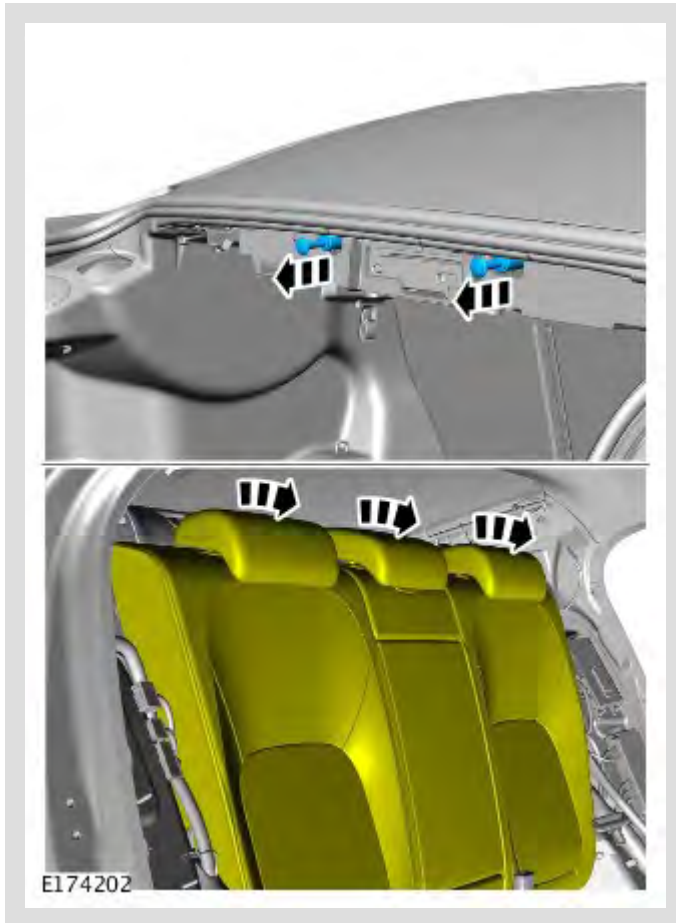
Reposition the rear left door aperture seal to allow the seat bolster to be removed.

13



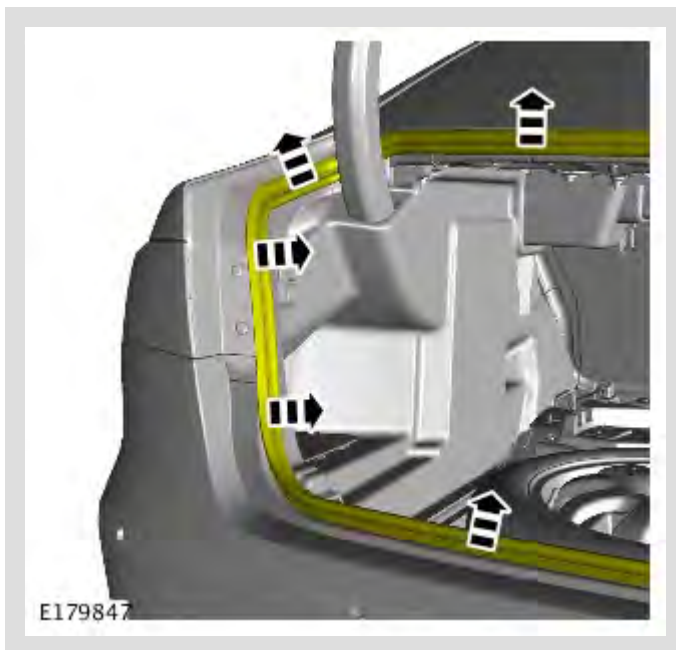
Remove the rear seat left bolster.

14



Fold the rear seat backrest forwards.

15

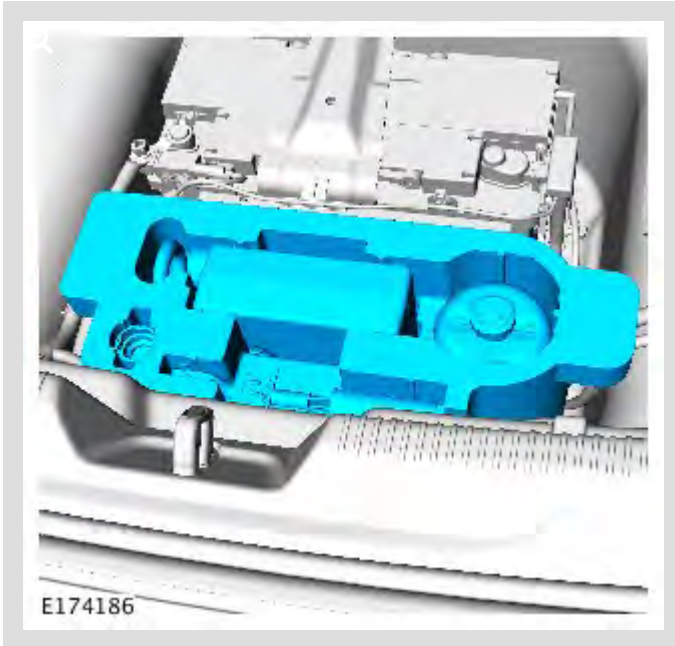


Reposition the left and lower edge of the luggage compartment aperture seal.

16

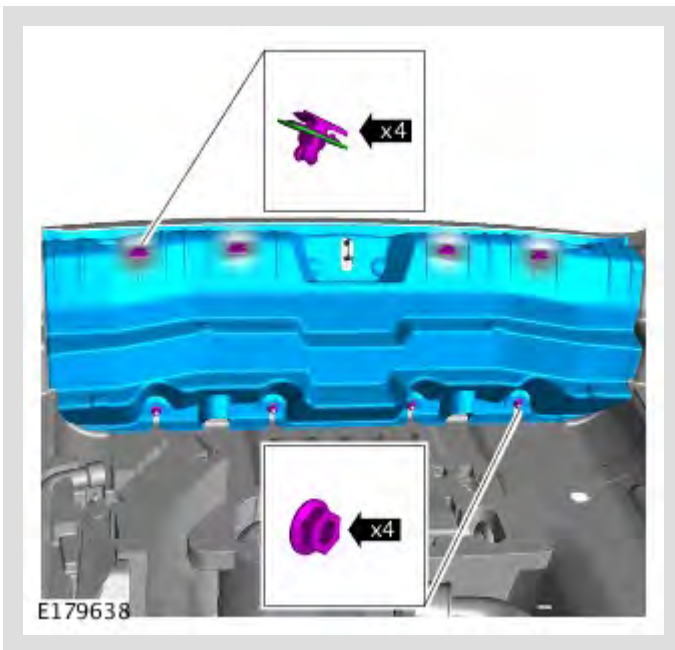
 **NOTE:**

If equipped.



Remove the tool kit.

17



Remove the lower scuff plate from the luggage compartment aperture.

18

NOTE:

If equipped.

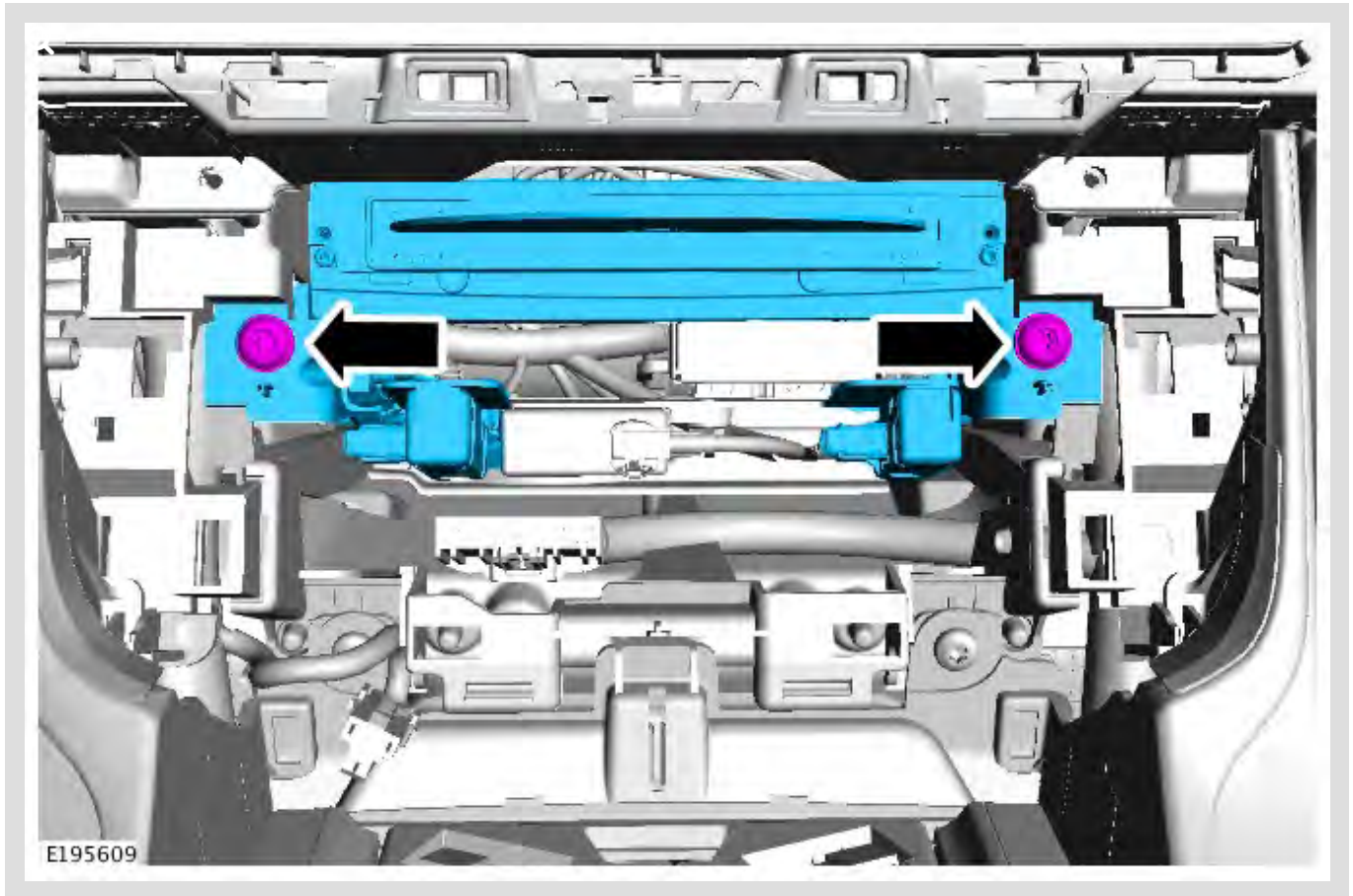


Remove the Diesel Exhaust Fluid (DEF) filler surround.



Remove the luggage compartment left trim panel to allow access to the Infotainment Master Controller (IMC).

20

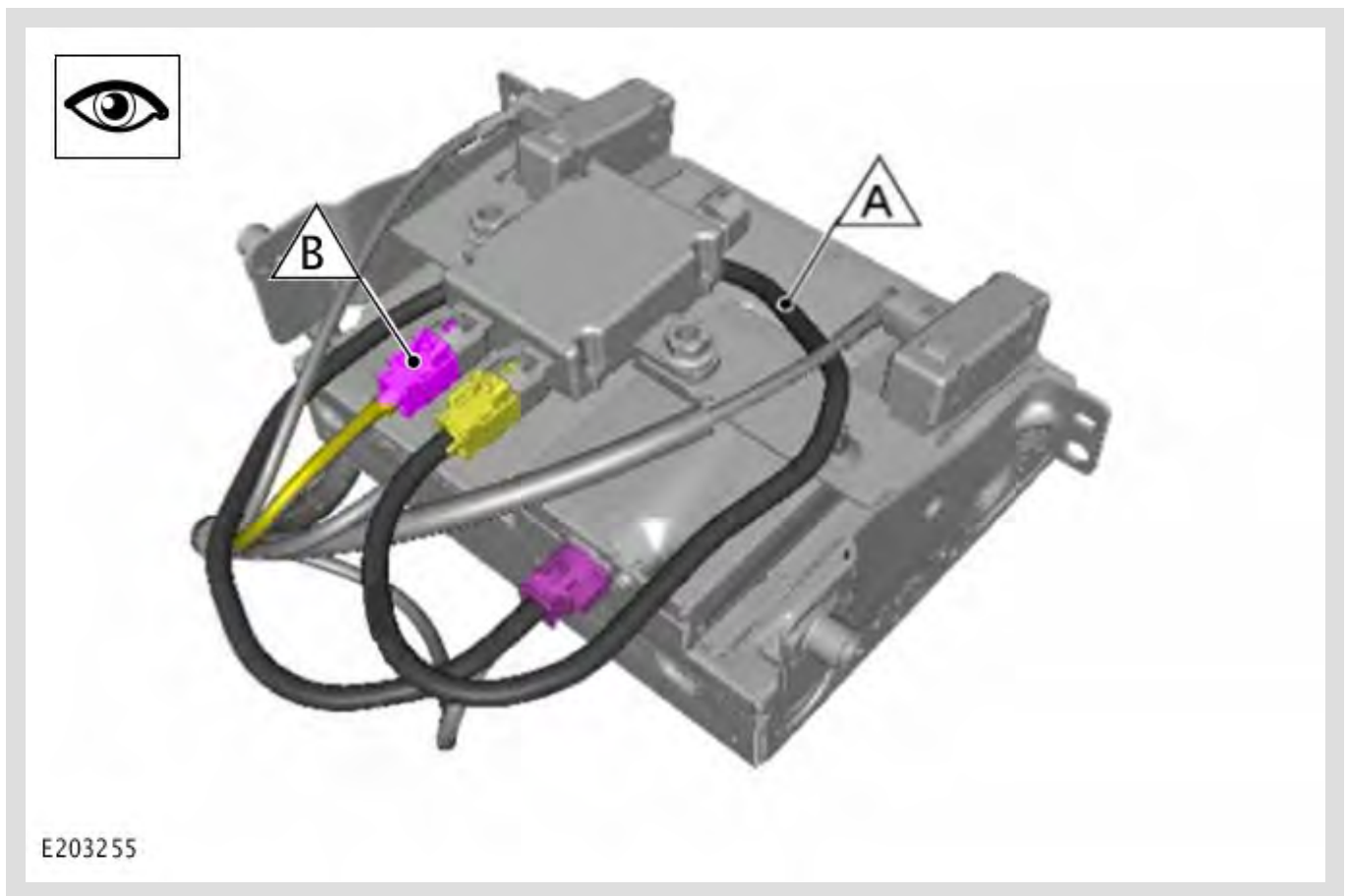


Remove the digital disc player and withdraw the unit to view the wiring harness connections.

21

 **NOTE:**

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



Visually inspect wiring harness 'A'.

- If the wiring harness is routed as shown, do not replace the harness.
 - Unplug connector 'B' and go to Step 32.
- If the wiring harness is not routed as shown, go to Step 22.

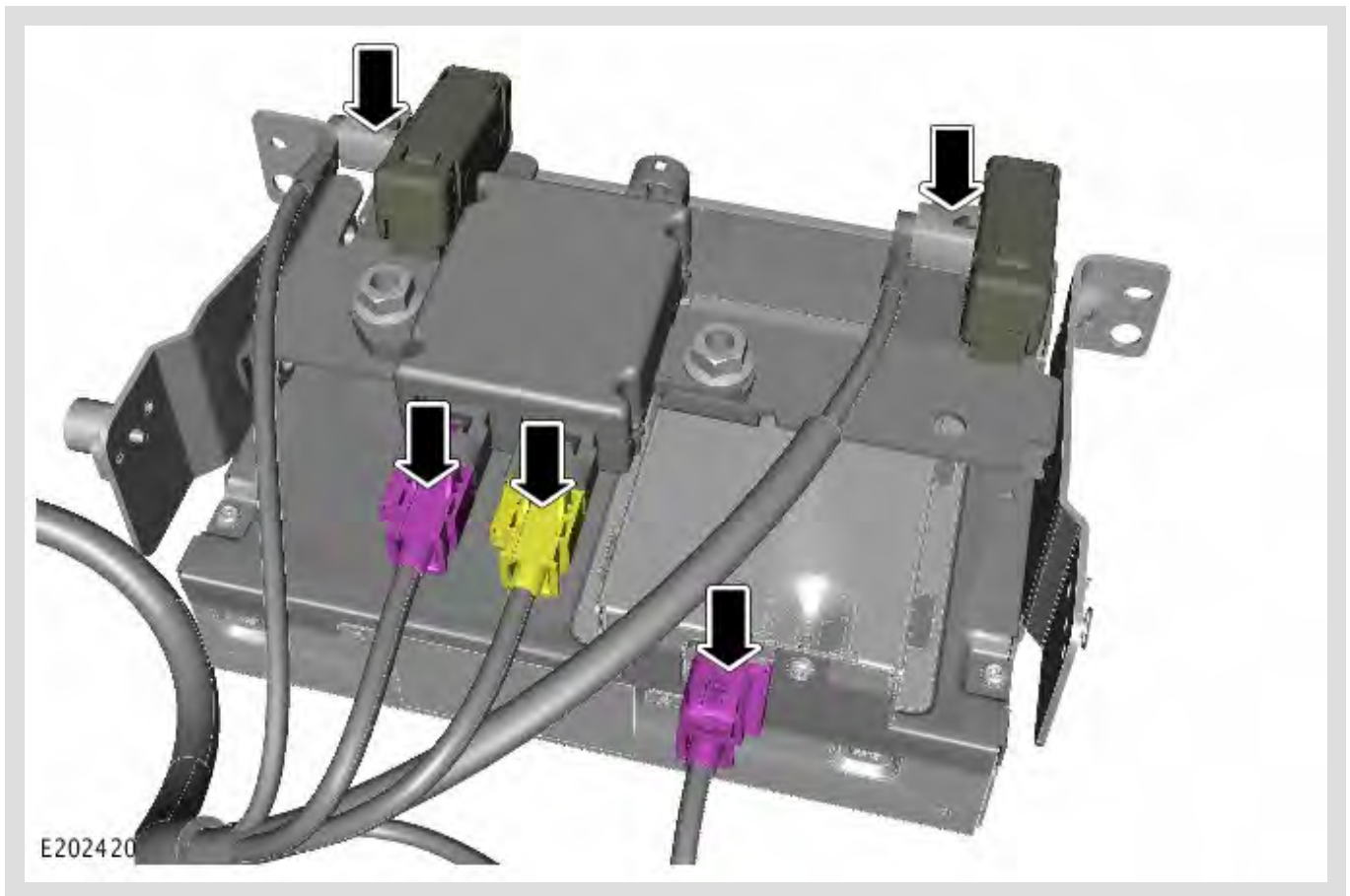
22

ⓘ CAUTION:

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

△ NOTE:

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

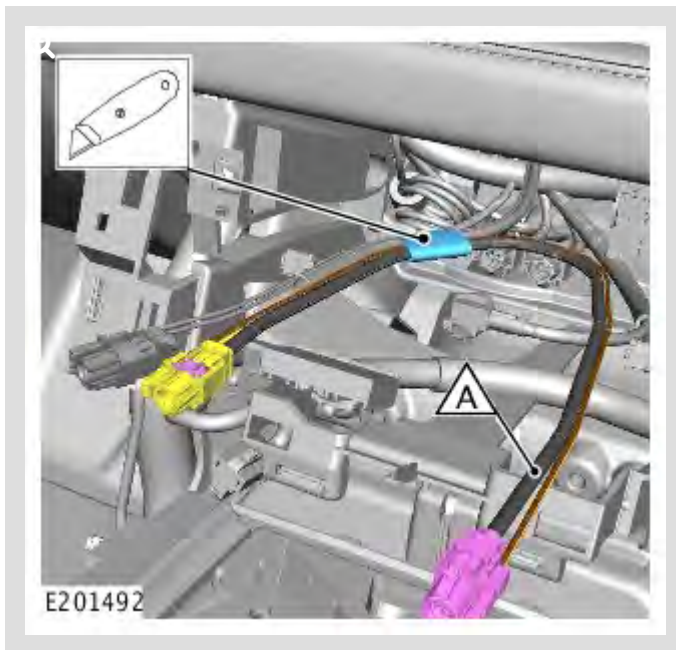


Unplug the electrical connectors from the digital disc player, USB 2.0 hub, and Wi-Fi/Bluetooth™ antennas.

23

ⓘ CAUTION:

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



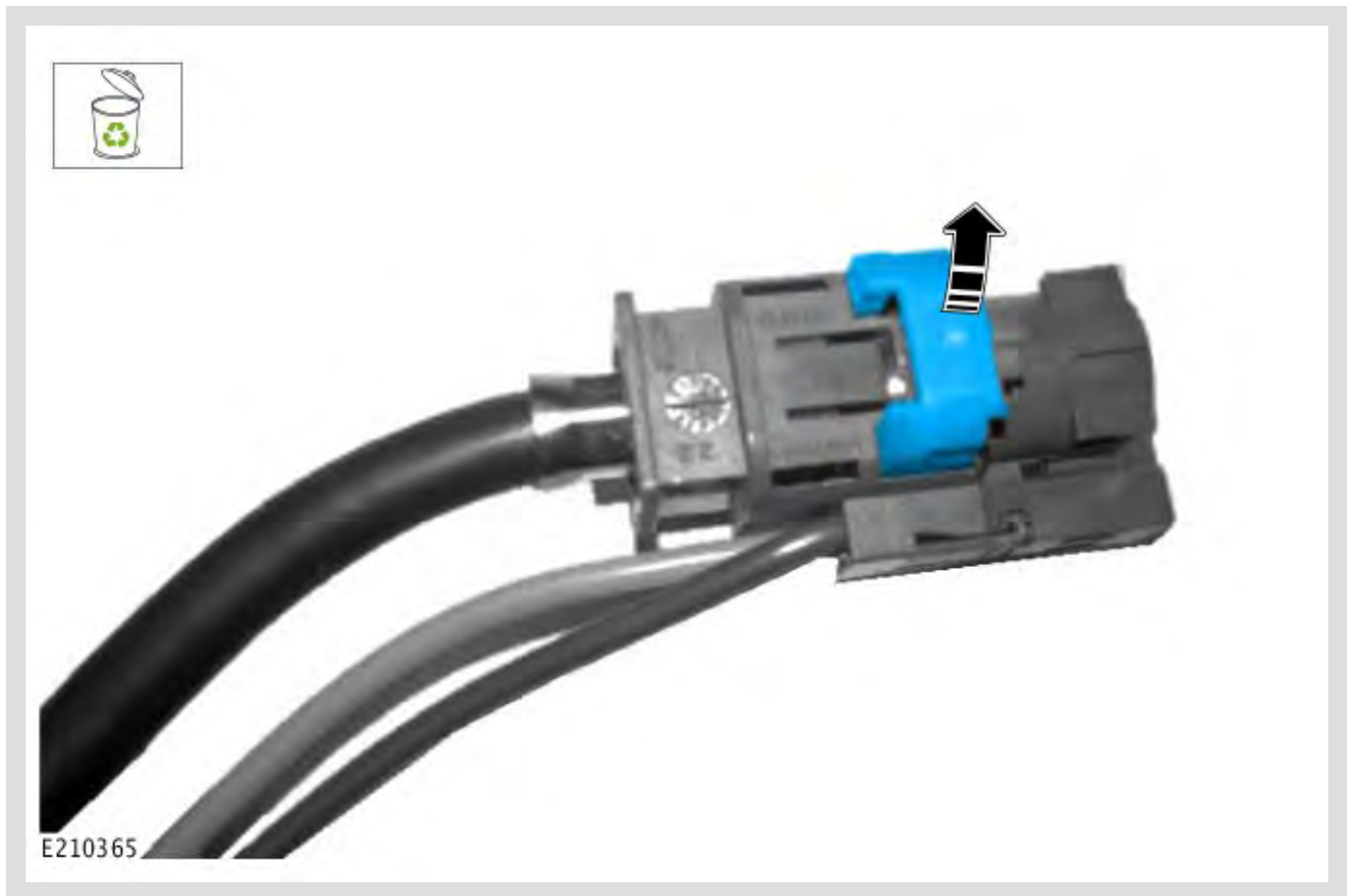
Cut the tape in the position shown.

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

24

NOTE:

Discard the 2 locking tabs.

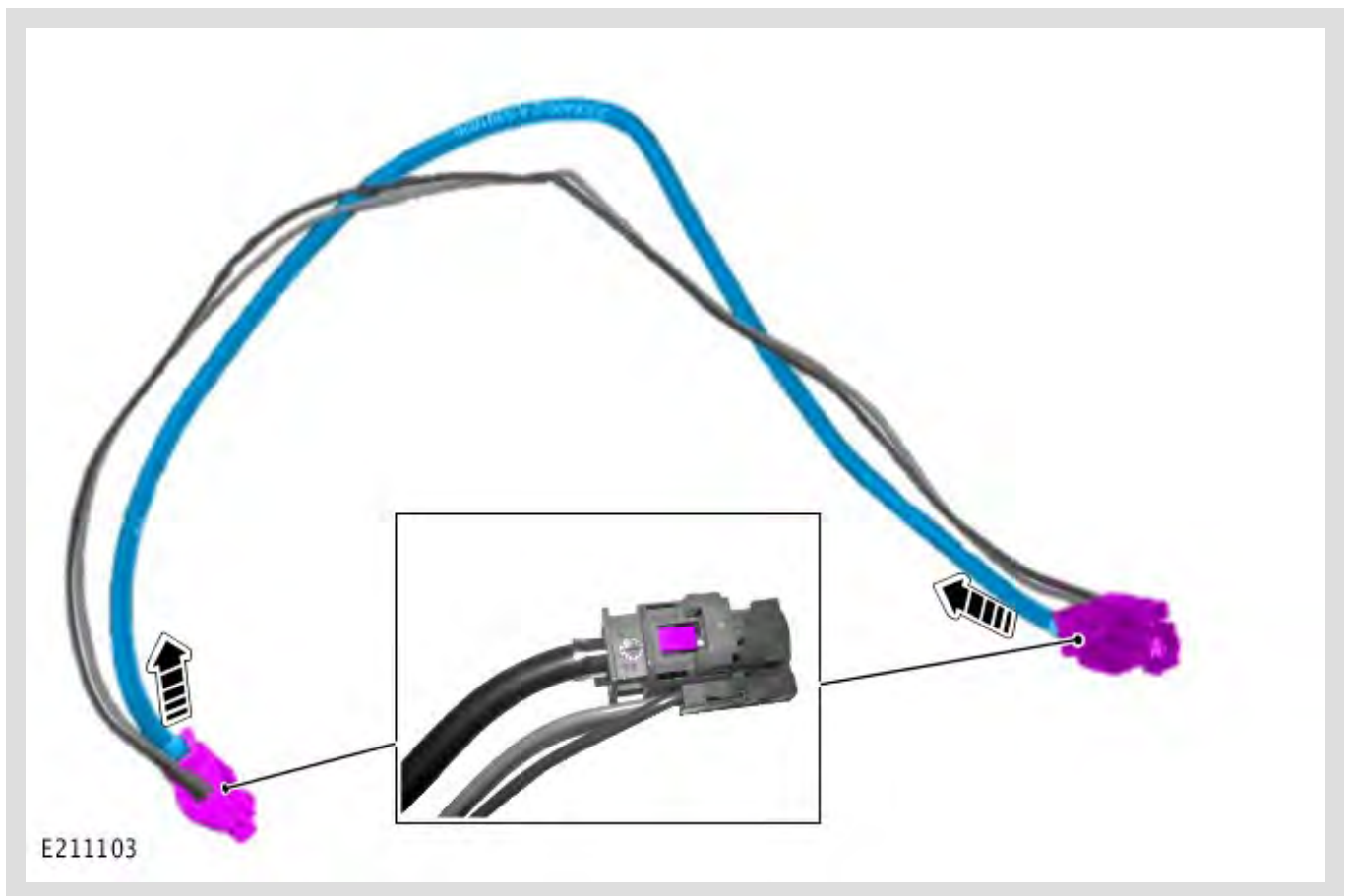


Using a suitable tool, remove and discard the locking tab from the electrical connector at each end of the original USB link lead.

25

 **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.

26

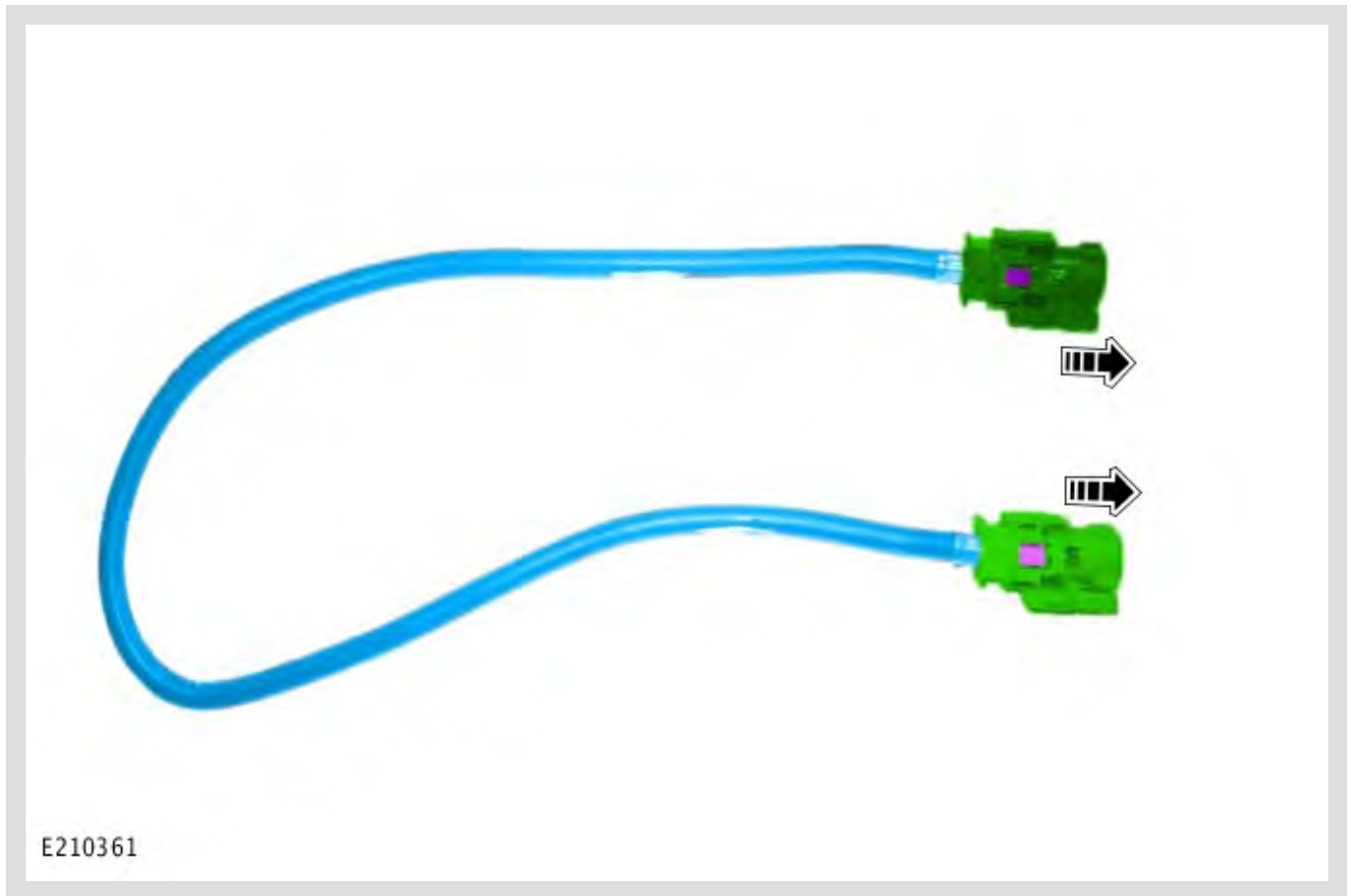
NOTE:

Retain the 2 locking tabs for later use.



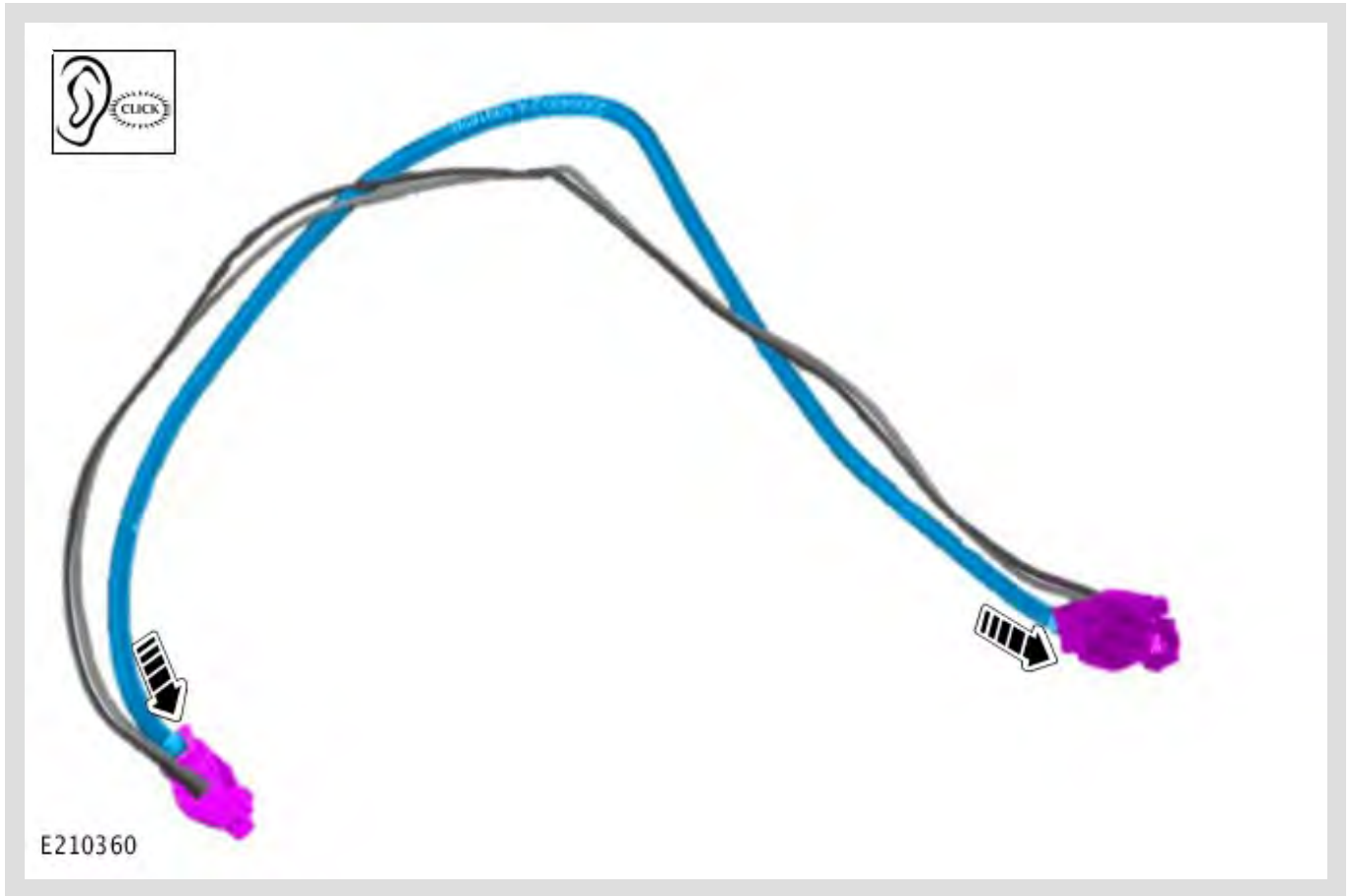
Use a suitable tool to remove the locking tab from the electrical connector at each end of the new USB link lead.

27

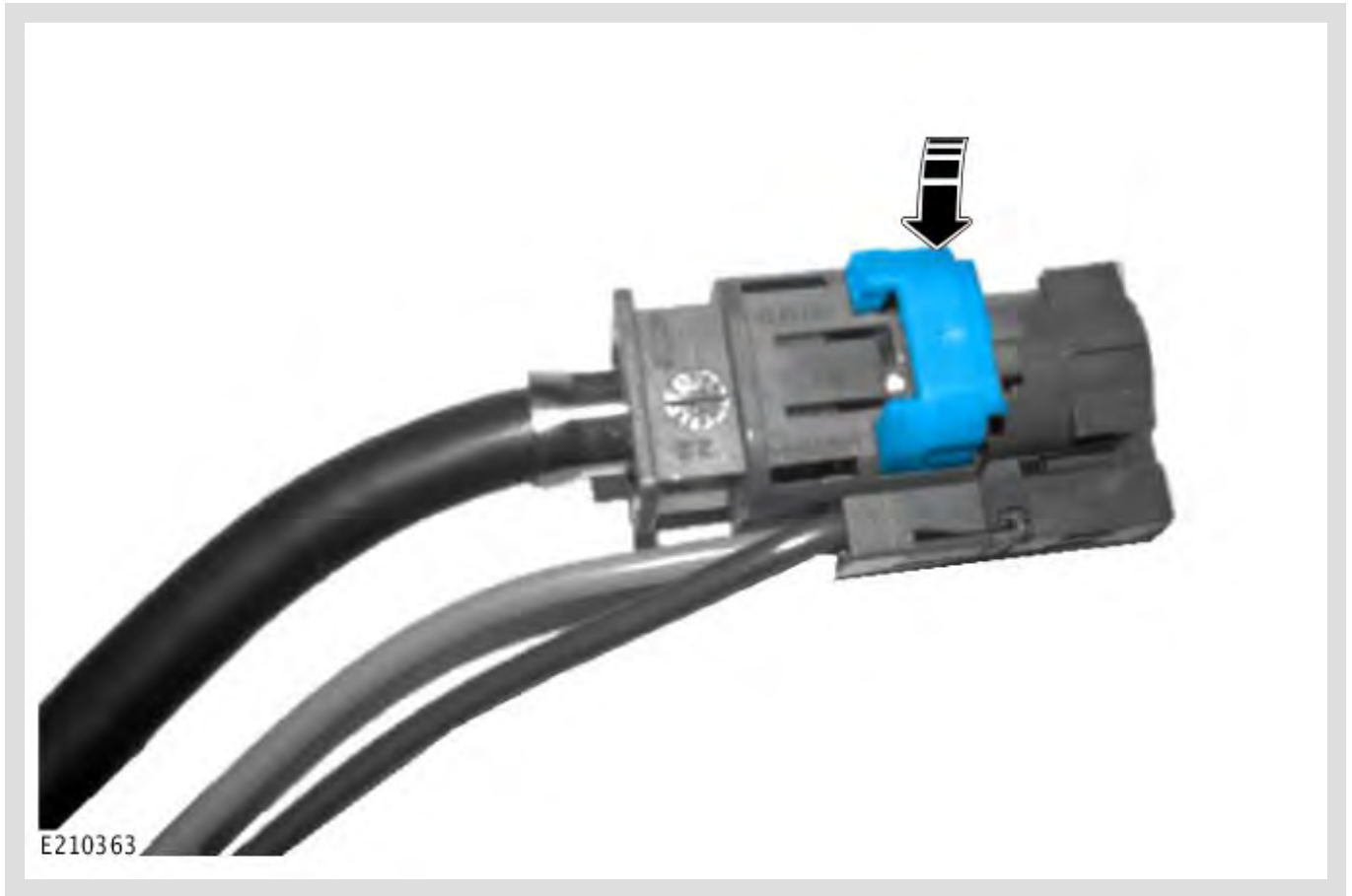


Release the electrical connectors from both ends of the new USB link lead.

- Discard the electrical connectors.

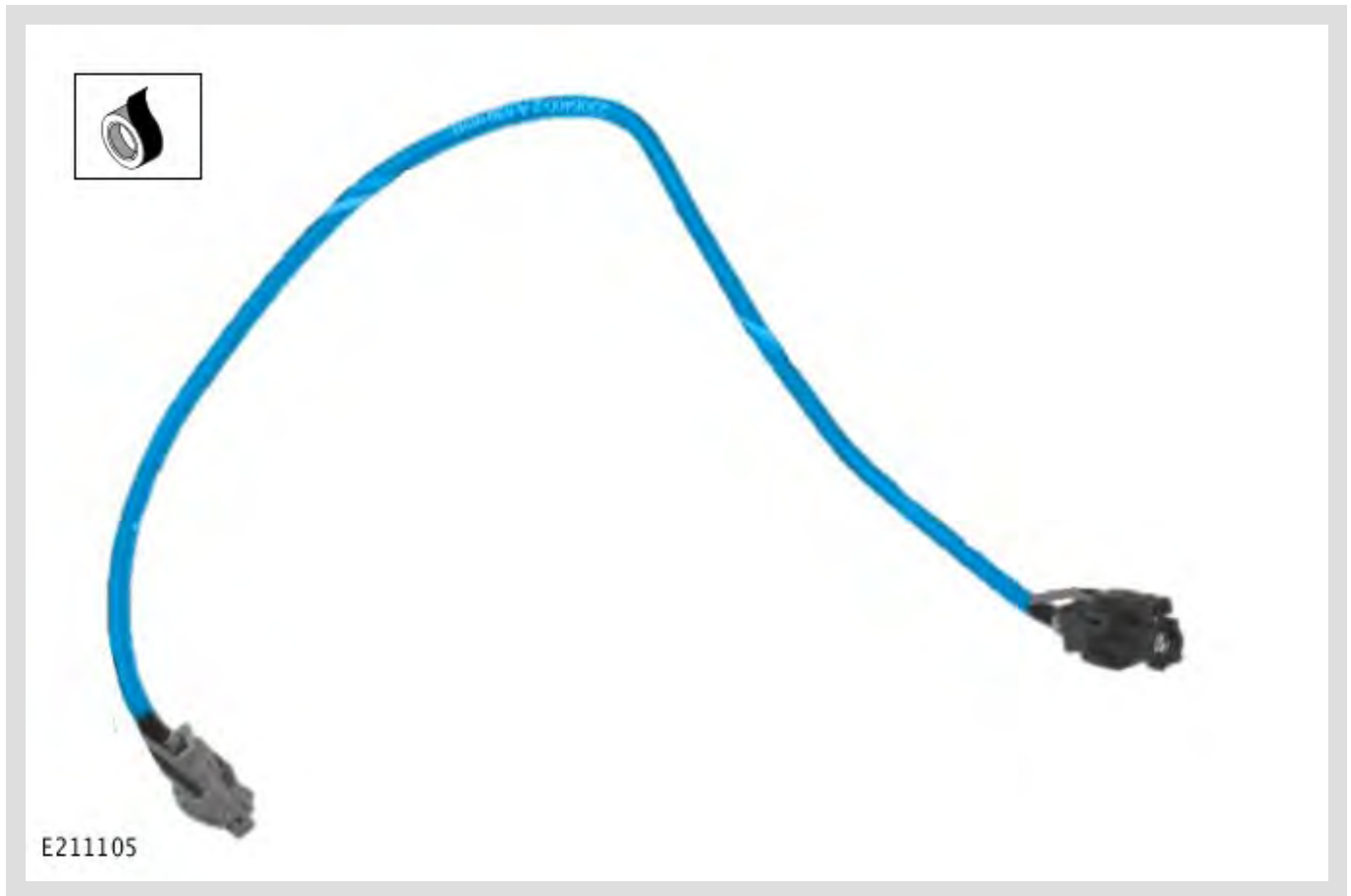


Install the replacement black coaxial USB link lead into the original electrical connectors.



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

30

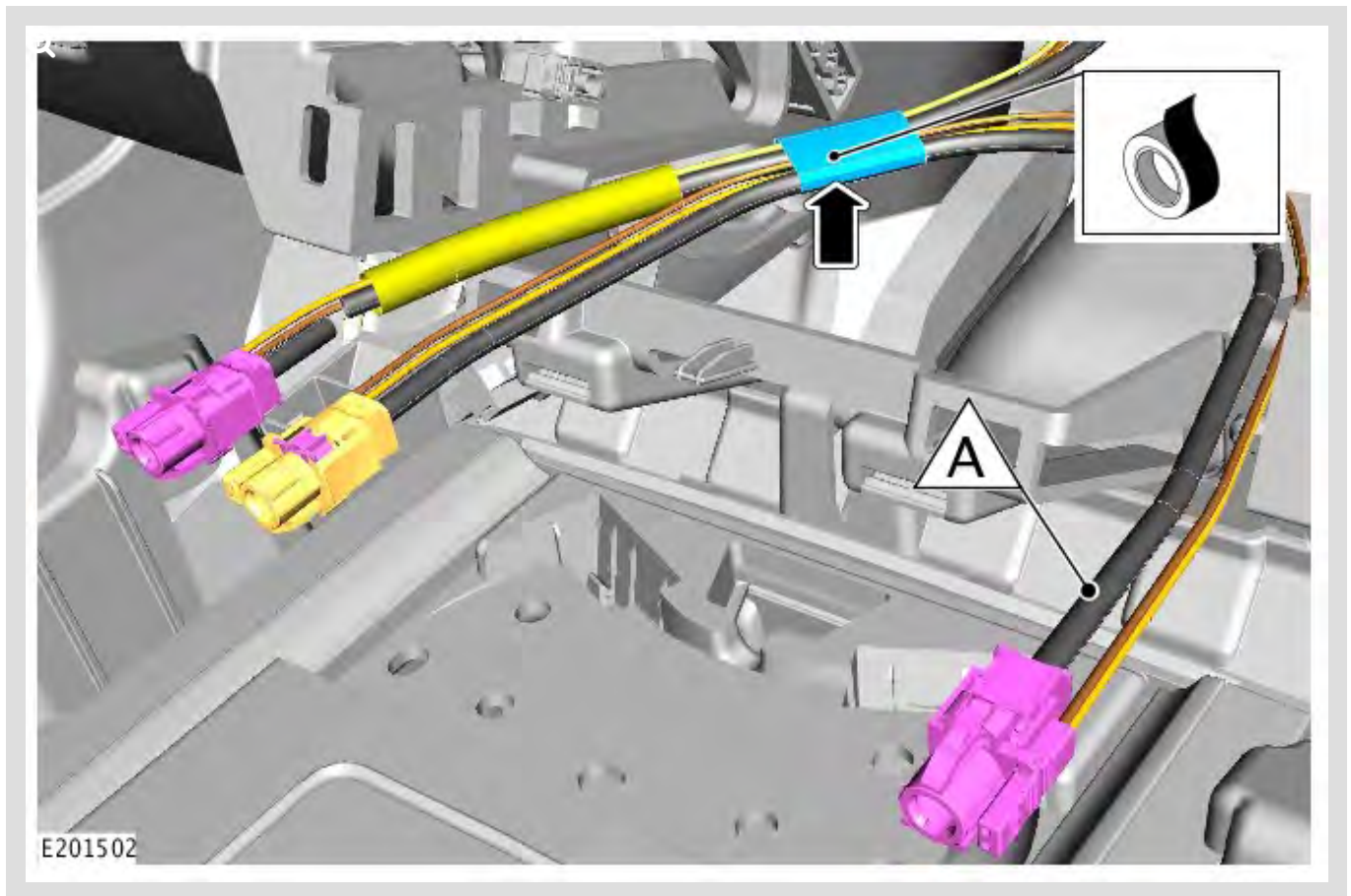


Apply felt anti-rattle tape around the length of the replacement USB link lead.

31

 **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.

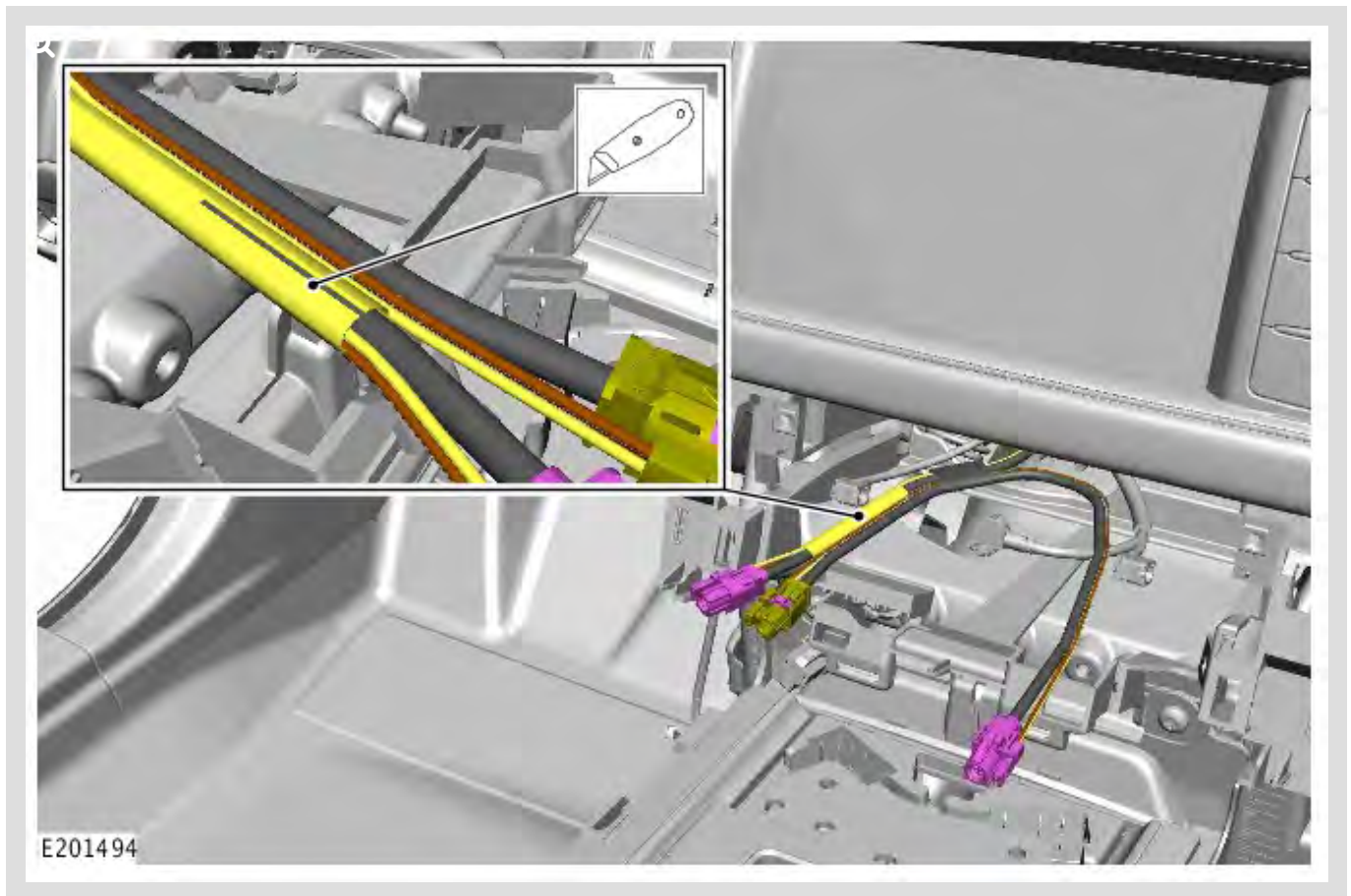


Install the new front link lead 'A', using suitable tape secure to the original wiring harness.

32

⚠ CAUTION:

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

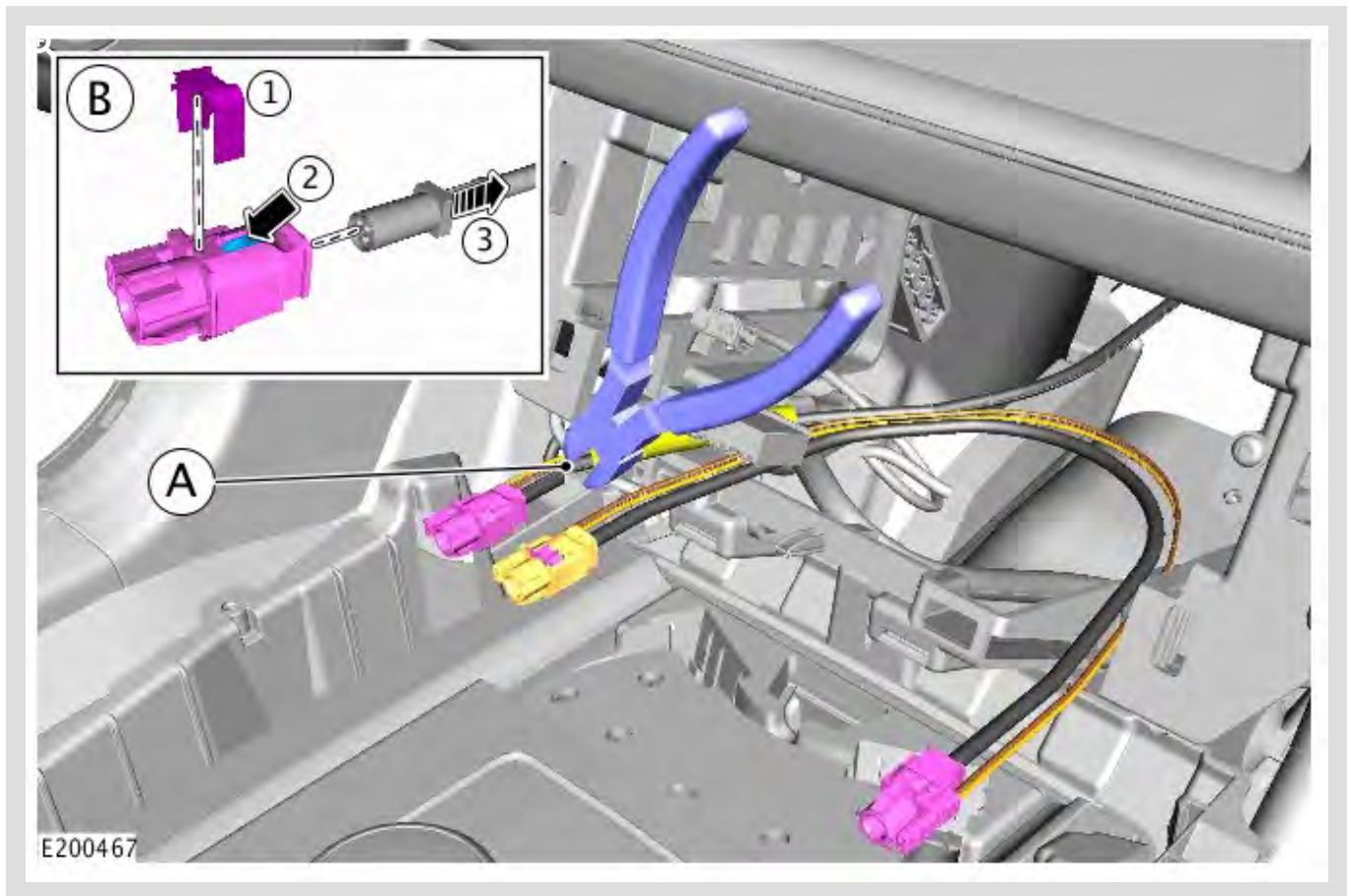


Use a suitable tool to remove some of the yellow tape on the IMC rear link lead for access.

33

⚠ CAUTION:

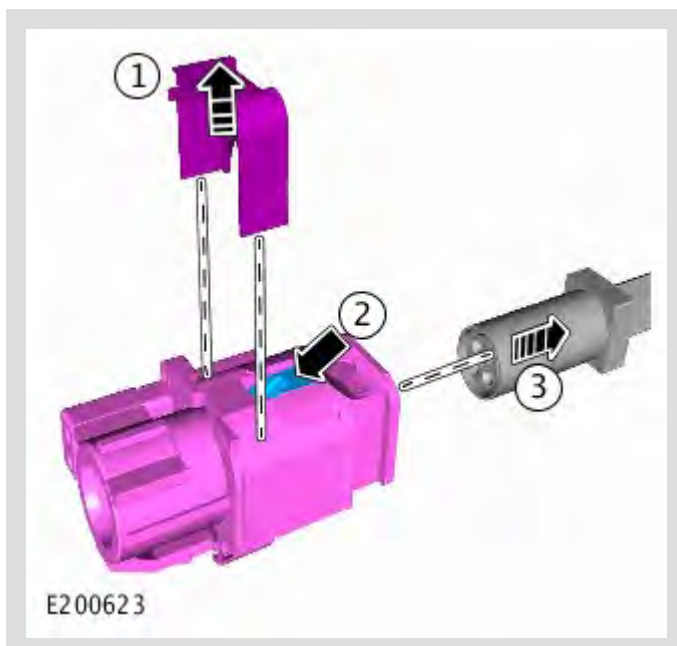
Cut only the black main USB cable.



Use a suitable tool to cut the IMC rear link lead cable 'A'.

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

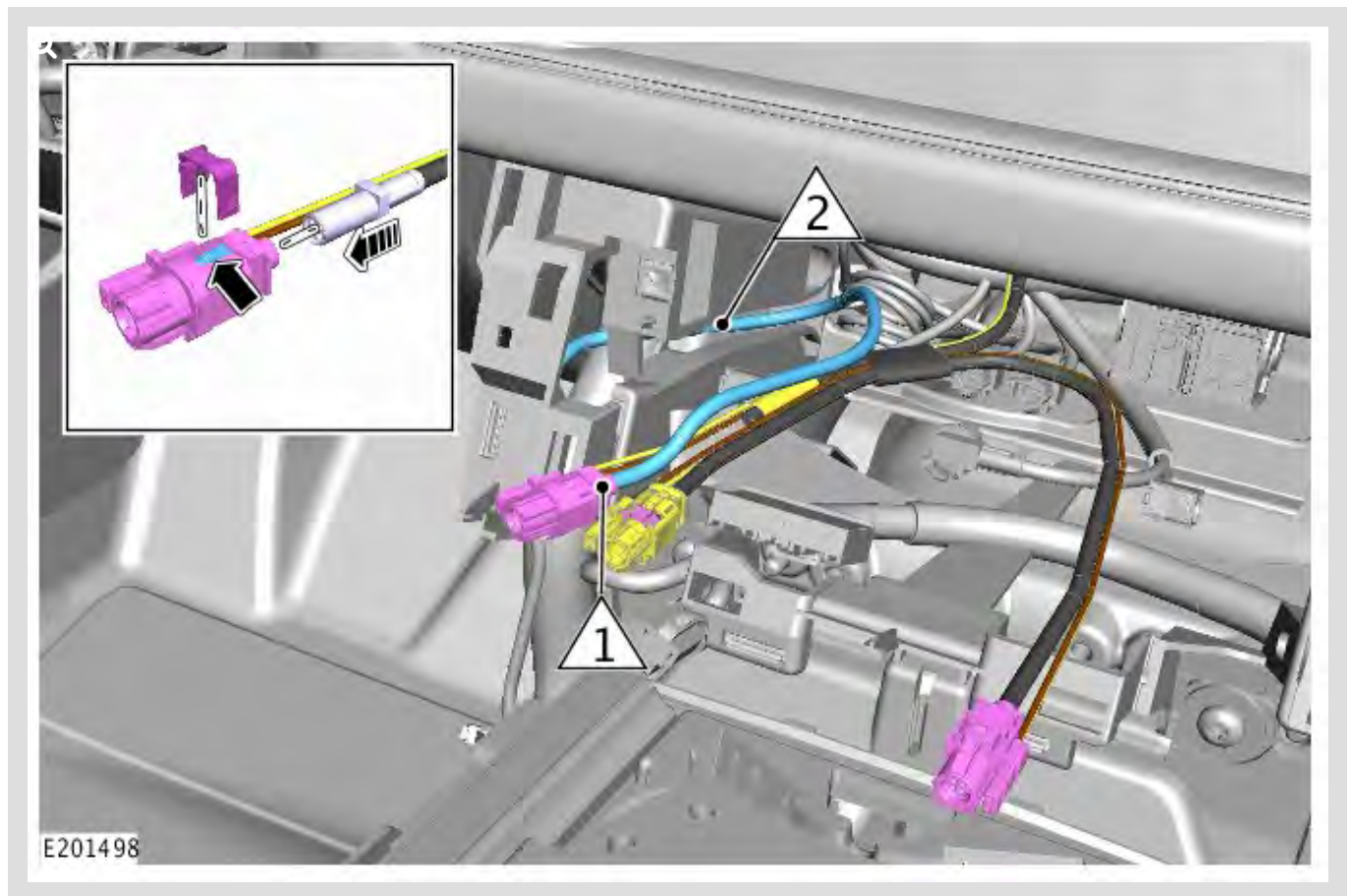
34



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

- Discard the new electrical connector.

35



Install the new IMC rear link lead cable into the original electrical connector (1) and route the new cable with the main instrument panel harness (2).

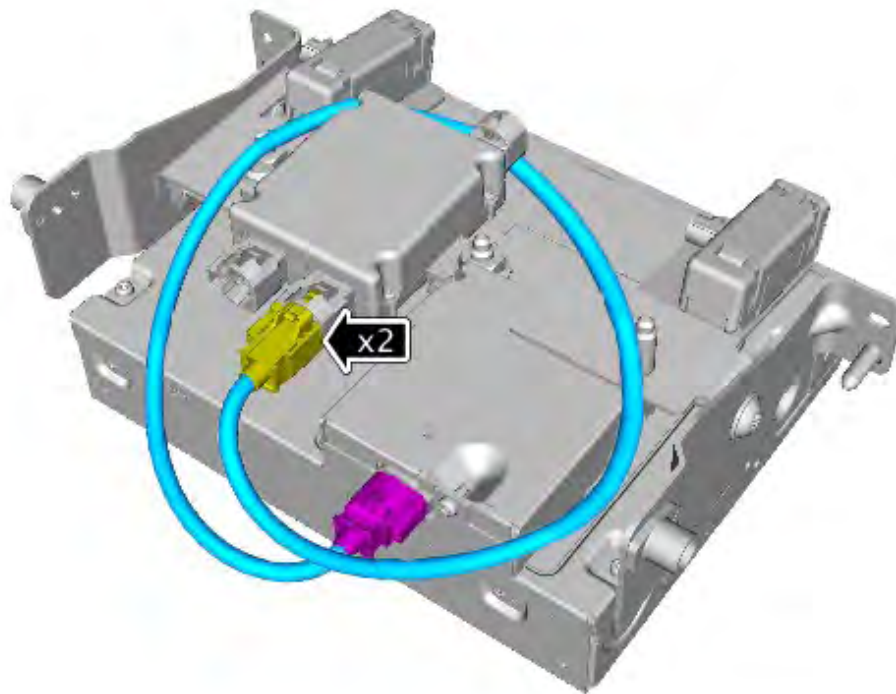
36

⚠ 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.



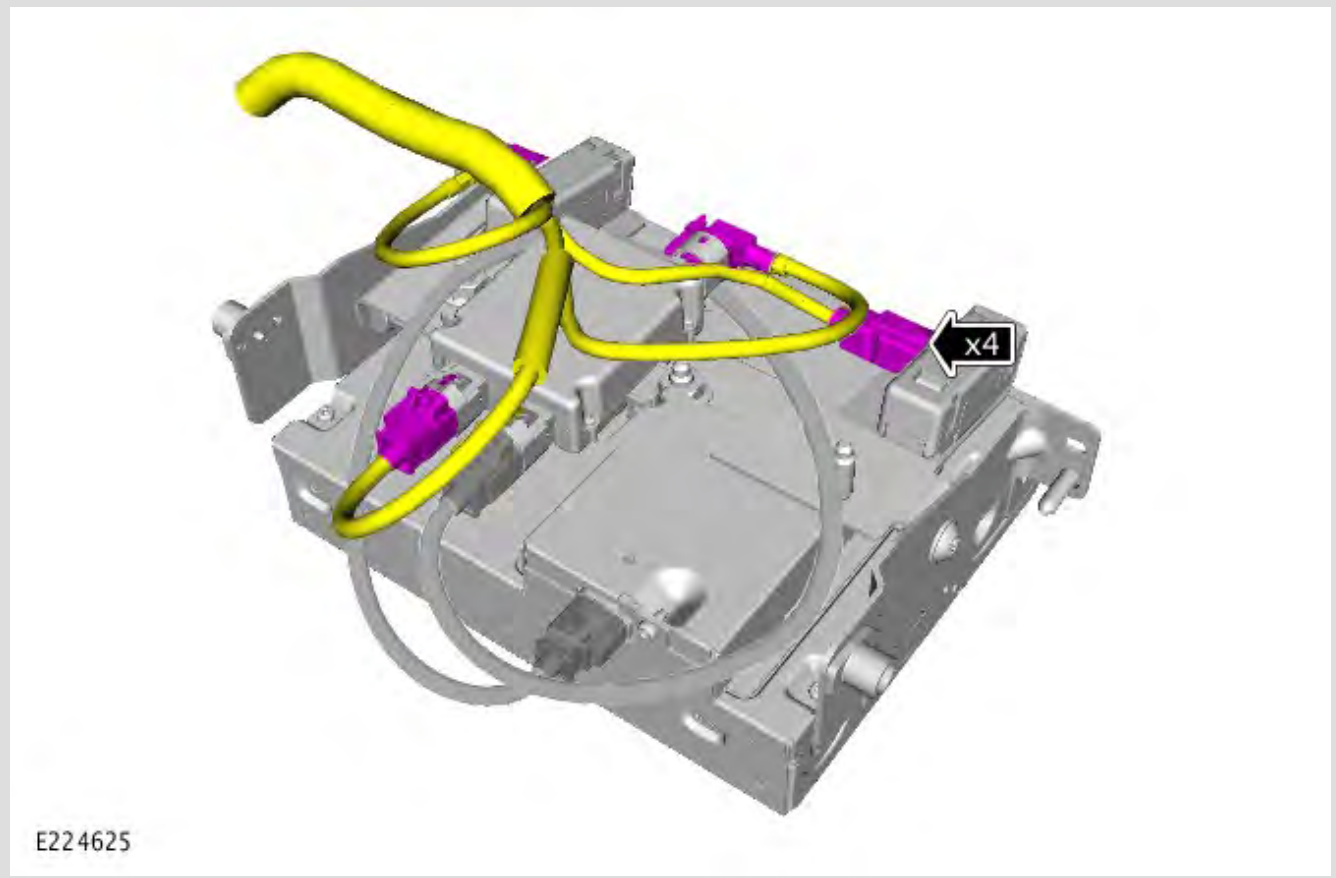
E224624

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

37

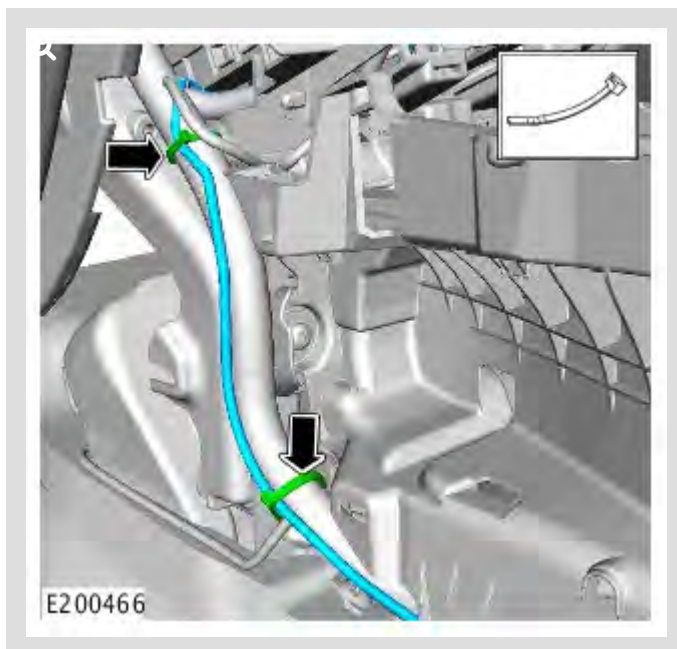
⚠ CAUTION:

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



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

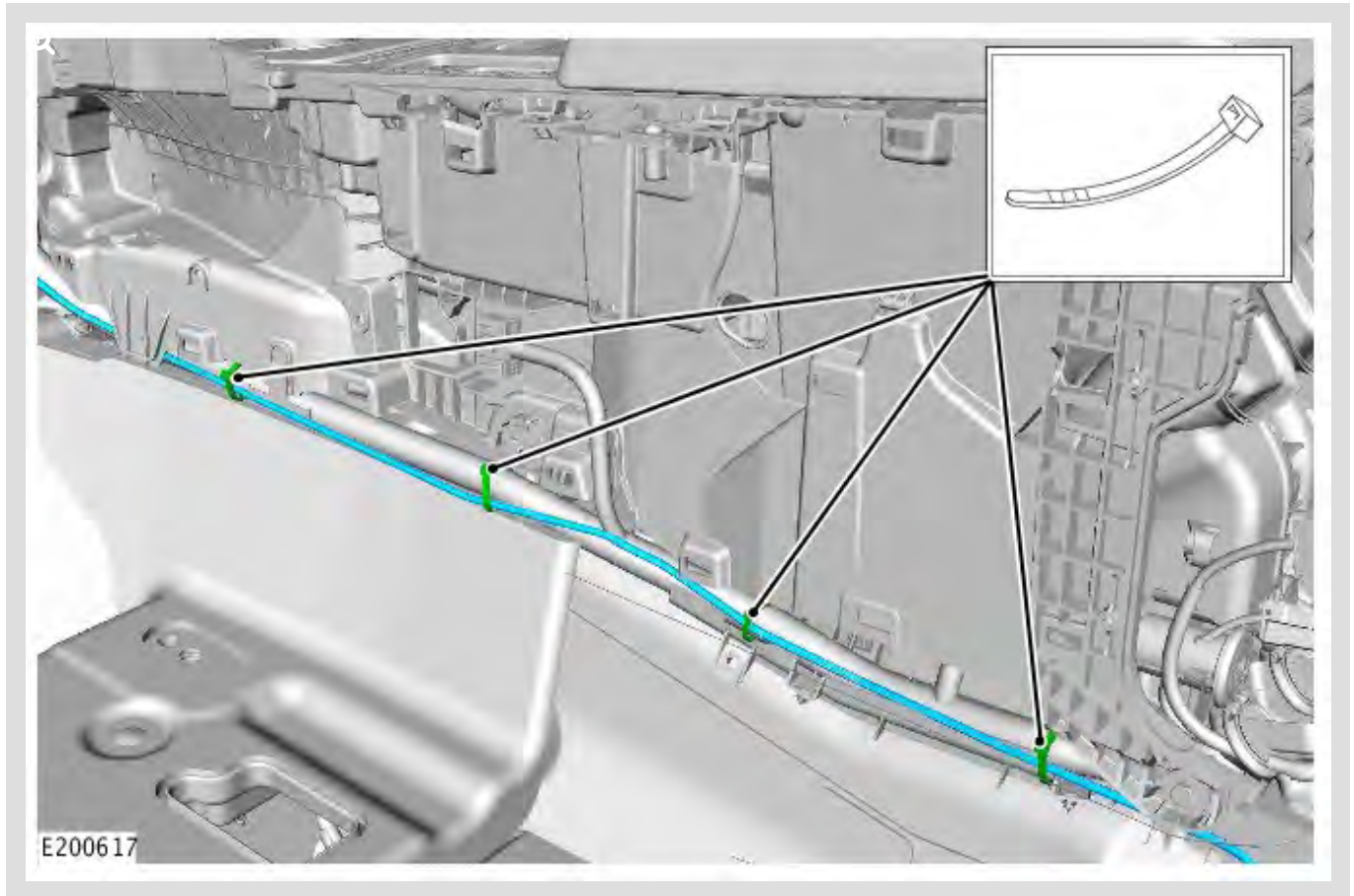
38



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

- 1 Secure the cable to the main harness using suitable cable ties.

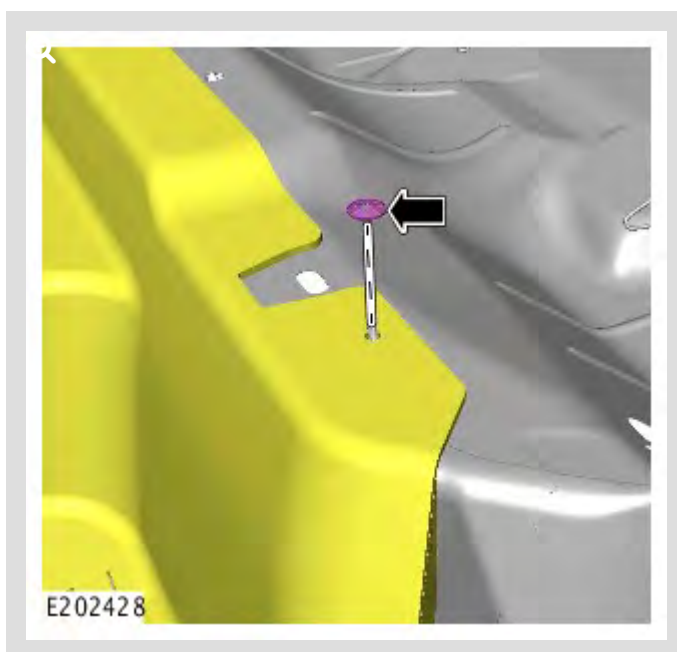
39



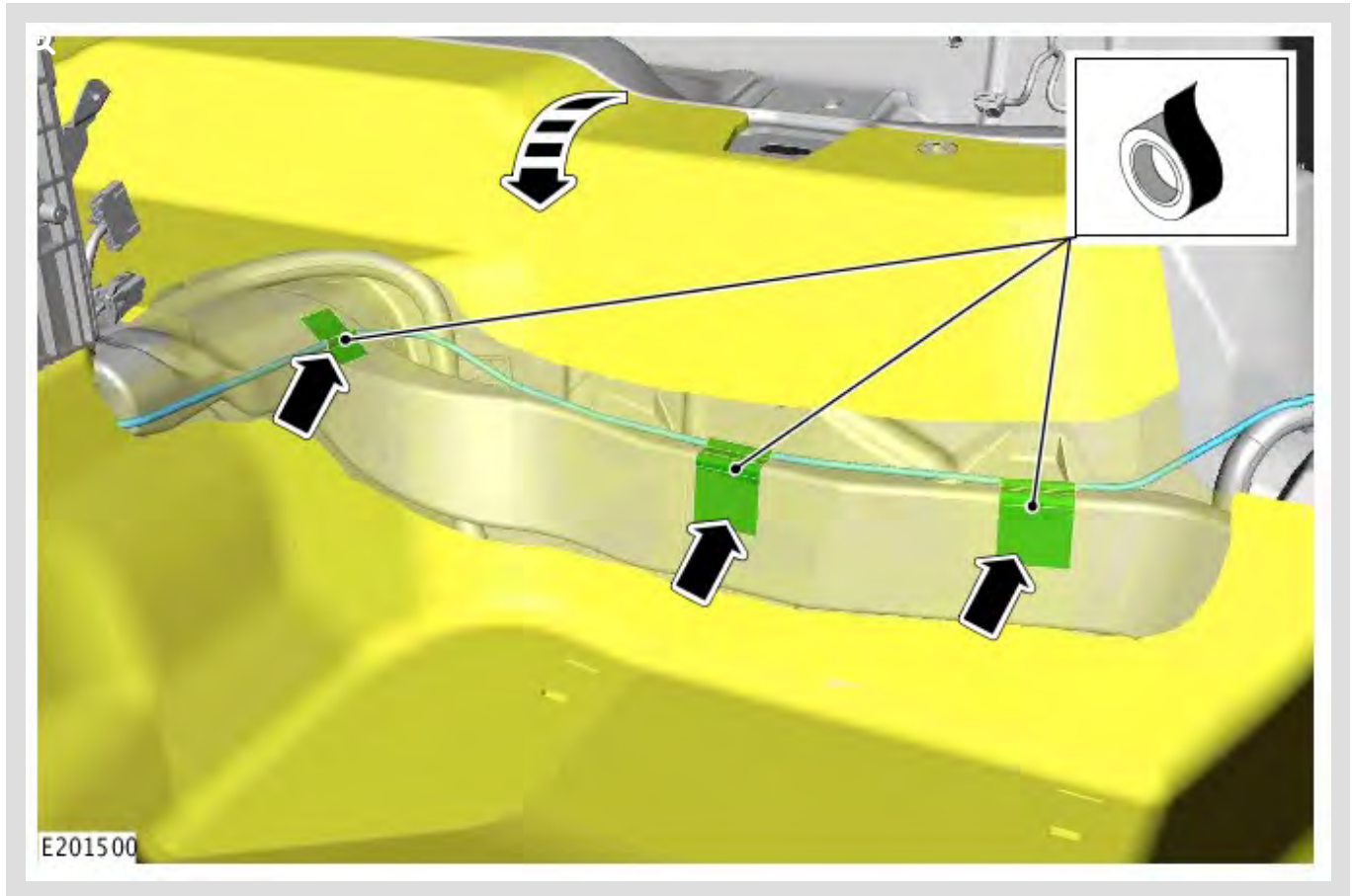
Route the new IMC rear link lead cable along the main harness below the floor console.

- 1 Secure the cable to the main harness using suitable cable ties.

40

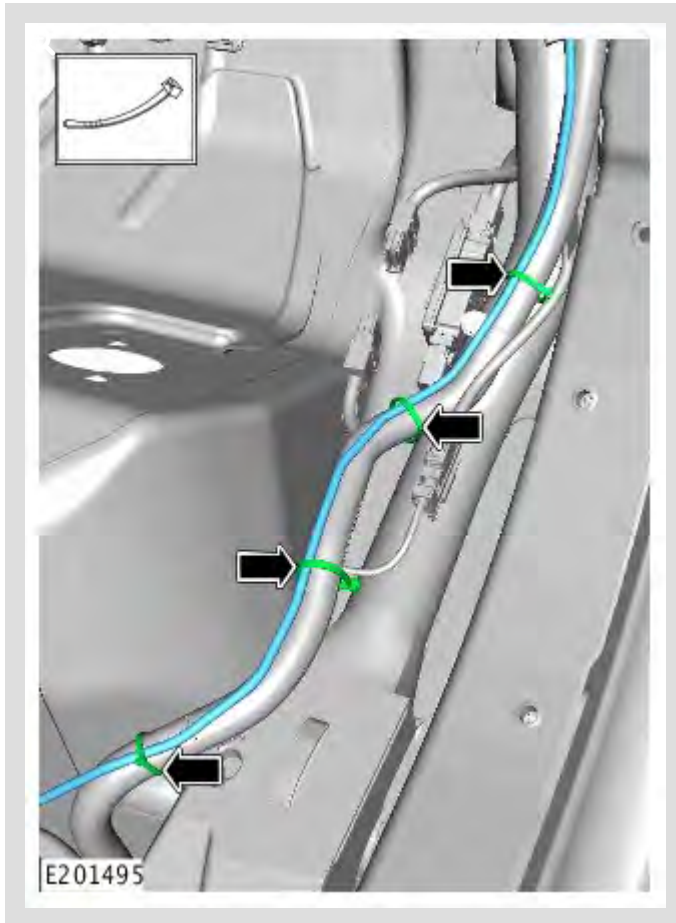


Remove the passenger carpet retaining washer.



Carefully aside the passenger floor carpet for access.

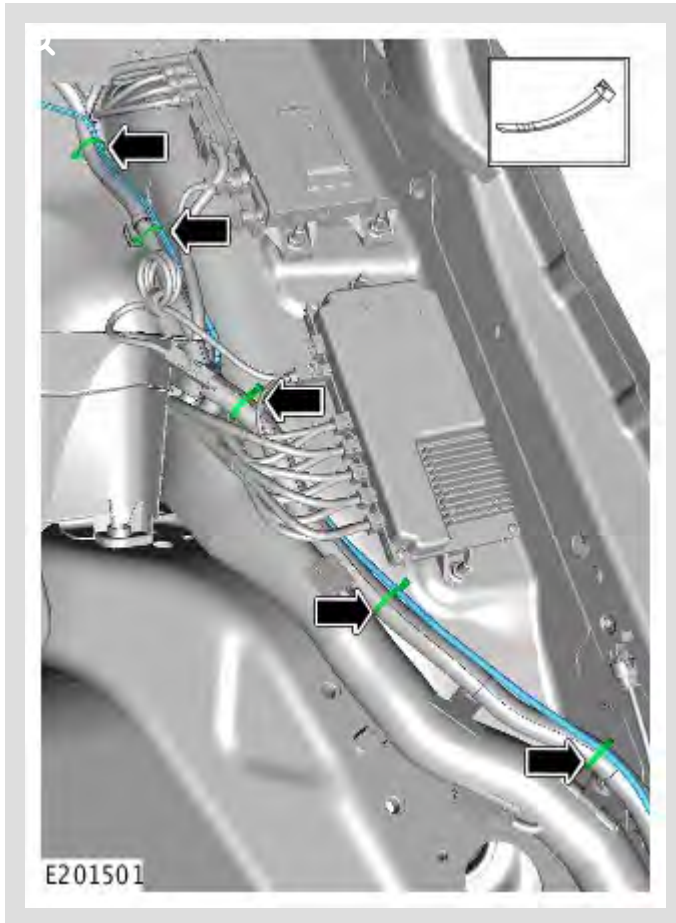
- 1 Route the new IMC rear link lead cable behind the carpet and secure to the floor ducting using suitable tape as shown



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

- 1 Secure the cable to the main harness using suitable cable ties.

43



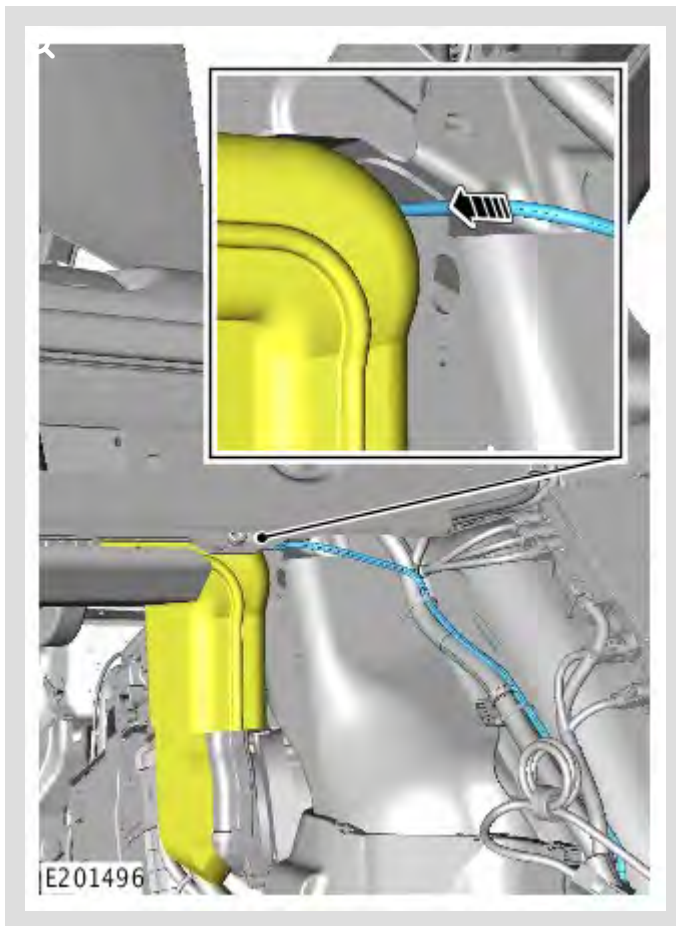
Route the new IMC rear link lead cable along the main wiring harness behind the rear seat bolster.

- 1 Secure the link lead to the main harness using suitable cable ties.

44

ⓘ CAUTION:

Make sure the new IMC rear link lead cable cannot rub on any sharp edges.



Route the new IMC rear link lead cable through the opening between the rear air duct and body panel as shown.

45

ⓘ CAUTION:

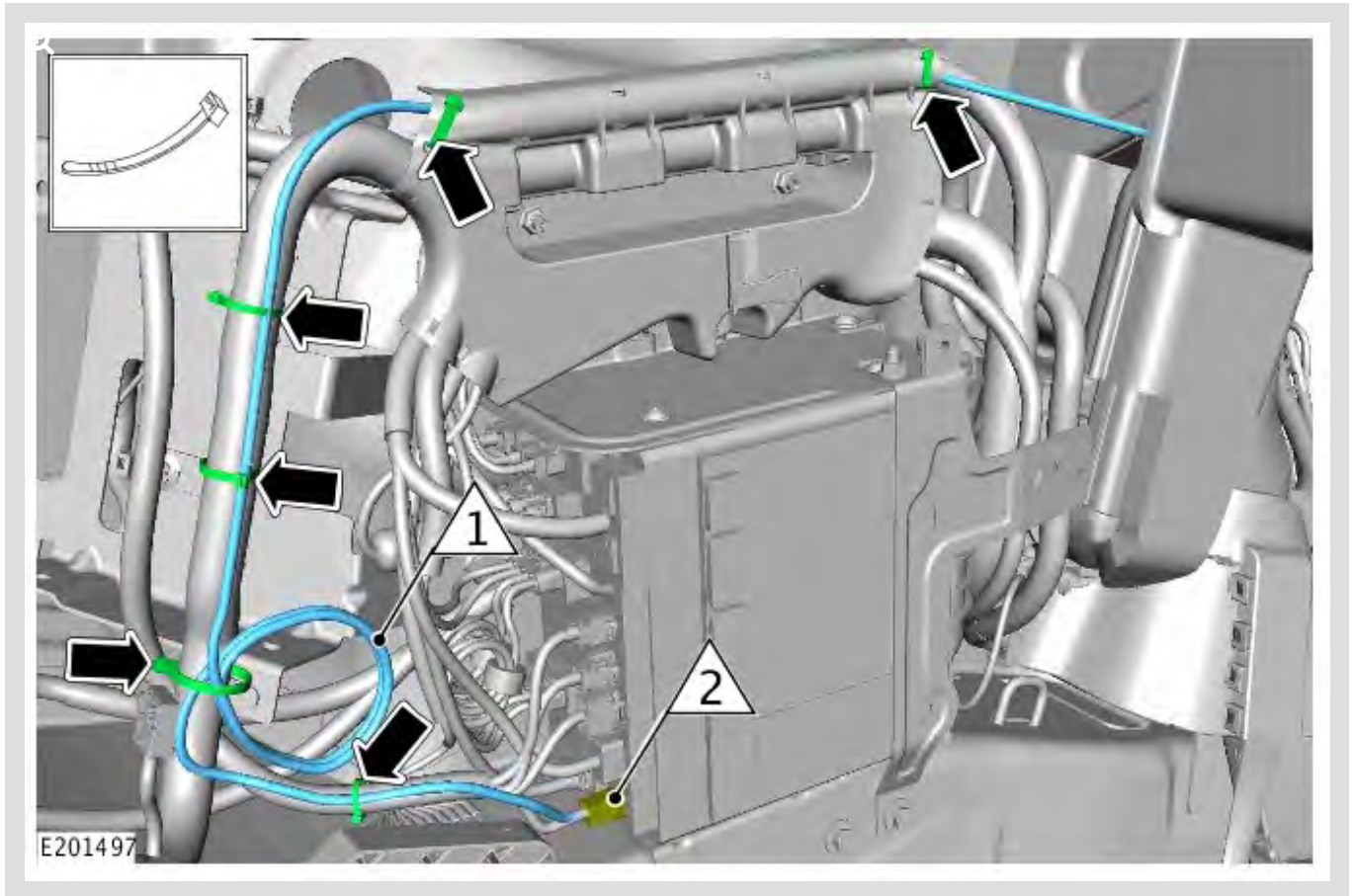
Make sure to only cut the original IMC rear link lead.



Cut the original IMC rear link lead cable in a suitable position (**A**).

- 1 Unplug the cable connector and remaining cable (**B**) from the IMC and discard.

46



Route the new IMC rear link lead cable through the harness bracket and using suitable cable ties secure to the main wiring harness.

- 1 Excess cable must be looped (1) and secured to the main wiring harness.
- 2 Connect the new IMC rear link lead cable to the Infotainment Master Controller (IMC) (2).

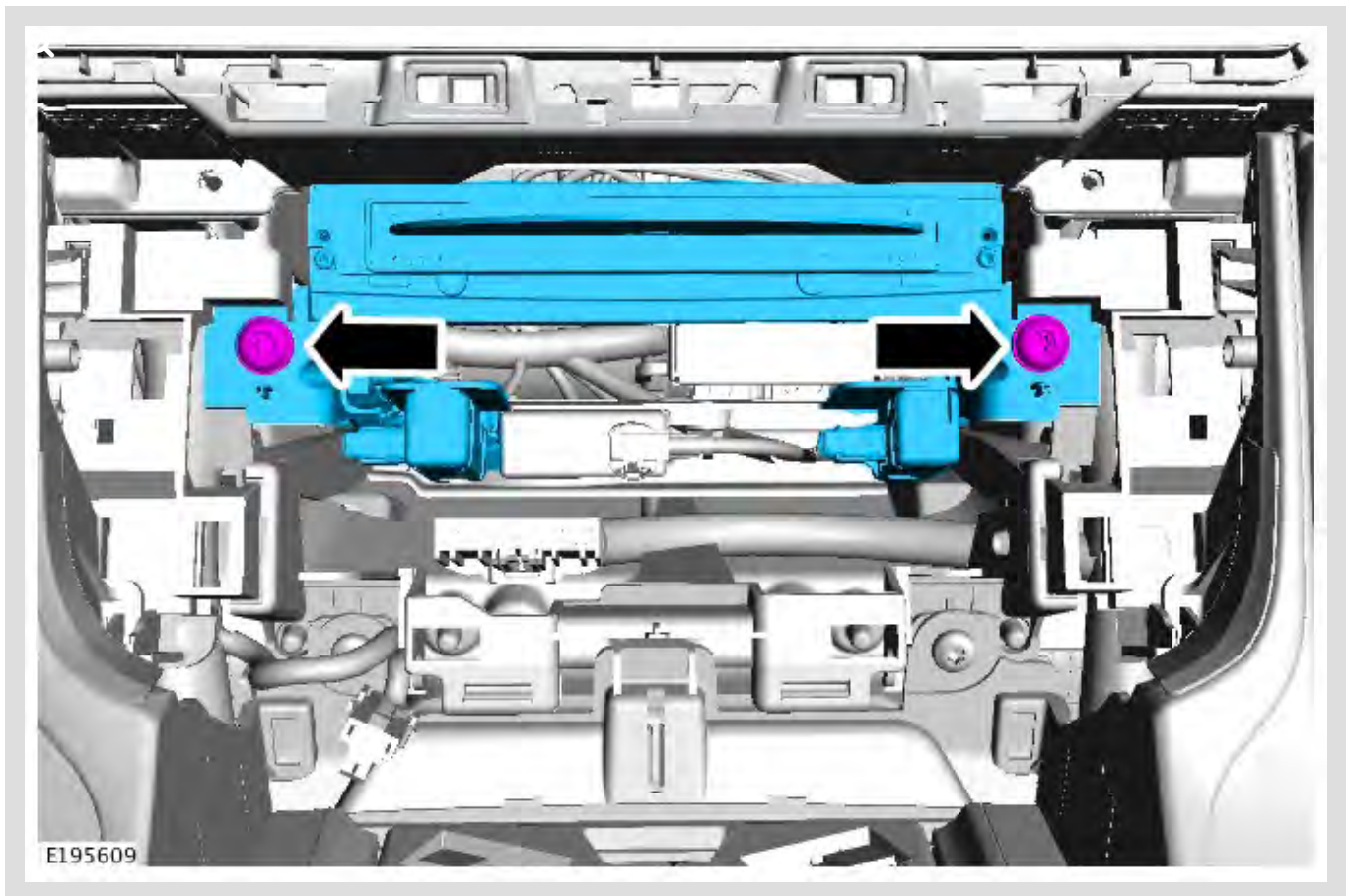
NOTE:

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

47

CAUTION:

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



Install the digital disc player.

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

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

50 Install the tool kit.

51 **WARNING:**

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

Install the spare wheel.

52 Install the luggage compartment left trim panel.

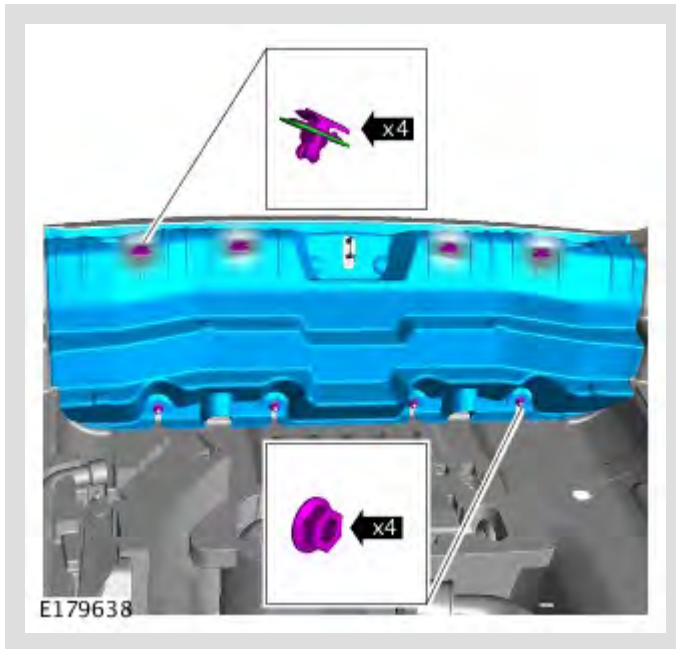
53

NOTE:

If equipped.

Install the Diesel Exhaust Fluid (DEF) filler surround.

54



Install the lower scuff plate from the luggage compartment aperture.

- Torque: **2.5 Nm.**

55 Install the lower edge and the left of the luggage compartment aperture seal.

56 Install the loadspace floor.

57 Return the rear seat backrest to the upright position.

58

NOTE:

Install a new rear seat bolster clip.

Install the rear seat left bolster.

59 Install the rear left door aperture seal.

60 Install the rear left door treadplate.

61

 **NOTE:**

Install new rear seat cushion retaining clips.

Connect the electrical connectors and install the rear seat cushion.

62 Install the rear seat cushion.

63 Install the floor console left side trim.

64 Install the rear heater control panel.

65 Install the rear heater control panel surround trim.

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

67 Close the doors.