



SERVICE ACTION N155: INCONTROL[®] TOUCH PRO[™] TOUCHSCREENS FLICKERING

SERVICE BULLETIN

05-APR-18

NO.: SGI18-16

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

NOTE: [this Service Action supersedes Update Prior to Sale UPS0418 with immediate effect.](#)

DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where it is not always possible to operate the controls on the lower Interactive Control Display Module (ICDM) and the Interactive Display Module 'A' (IDMA) will keep flickering off/on with the deployment of the Touchscreen. This issue is more prevalent at colder temperatures and the Touchscreens will remain in this condition for the complete drive cycle.

AFFECTED VEHICLE RANGE

Range Rover Sport (L494)

Model Year: 2018

VIN: 181321-190615; 695614-699999; 400001-40671

Range Rover (L405)

Model Year: 2018

VIN: 380217-389570

Visit the InfoTrail website for a list of affected unsold vehicles (as of 05 April 2018).

SERVICE PROGRAM / REWORK ACTION

Retailers will update the Interactive Control Display Module (ICDM) and Interactive Display Module 'A' (IDMA) software to the latest level. There will be no charge to owners for this action under this program.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that the vehicle is affected by this program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin N155NAS, *Service Action: InControl Touch Pro Touchscreens Flickering*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: [use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.](#)

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to the Jaguar Land Rover claims submission system to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the 31 March 2020 closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE*	QTY. / VALUE*
N155	B	Interactive Control Display Module - Update	86.95.04	0.1	-	-
		Interactive Display Module 'A' - Update	86.95.05	0.1	-	-
N155	C	Interactive Control Display Module - Update	86.95.04	0.1	-	-
		Interactive Display Module 'A' - Update	86.95.05	0.1	-	-
		Drive In/Drive Out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.