

N155NAS2

# TECHNICAL BULLETIN

25 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 Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

## INFORMATION

Changes are highlighted in blue

## SECTION:

415-01: Information and Entertainment System

## SUBJECT/CONCERN:

Service Action: InControl Touch Pro Touchscreens Flickering

## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover Sport (LW)	2018	181321-190615	Solihull

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover Sport (LW)	2018	695614-699999	Solihull
Range Rover Sport (LW)	2018	400001-400671	Solihull
Range Rover (LG)	2018	380217-389570	Solihull

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**MARKETS:**

NORTH AMERICA

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**CONDITION SUMMARY:****SITUATION:**

**This Service Action supersedes Update Prior to Sale UPS0418 with immediate effect.**

An issue has been identified on certain 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 that 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.

**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 Diagnostic Procedure detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

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**PARTS:**

No parts required.

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## SPECIAL TOOLS:

Jaguar Land Rover-approved Midtronics Battery Power Supply

Jaguar Land Rover-approved diagnostic tool with latest PATHFINDER software

## 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.

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 and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance may 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 or 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	0.3	-	-
		Interactive Display Module 'A' - Update	86.95.05.01	0.1	-	-

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
N155	C	Interactive Control	86.95.04	0.3	-	-
		Display Module - Update	86.95.05.01	0.1	-	-
		Interactive Display	02.02.02	0.2	-	-
		Module 'A' - Update				
		Drive In/Drive Out				

Normal Warranty policies and procedures apply.

#### DIAGNOSTIC PROCEDURE: PATHFINDER

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

#### ⓘ CAUTIONS:

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle startup 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.

**1** Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle startup battery.

#### **2** ⚠ NOTE:

The Jaguar Land Rover-approved diagnostic tool must be loaded with PATHFINDER version 164 (or later).

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

#### **3** ⚠ 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.

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4 Select **ECU Diagnostics**.

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5 Select **Interactive Display Module A [IDMA]**.

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6 Select **Update ECU**.

- 1 Follow all on-screen instructions until the application completes successfully.
- 2 When all tasks are complete, go to the next Step.

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7 Select the '**back**' button to return to the previous screen.

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8 Select **Interactive Control Display Module [ICDM]**.

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9 Select **Update ECU**.

- 1 Follow all on-screen instructions until the application completes successfully.
- 2 When all tasks are complete, go to the next Step.

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10 Exit the current session.

- 1 If required, reset the vehicle to **Transit mode**.
- 2 Select the **Exit** icon.

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