JAGUAR

JTB00593NAS5

TECHNICAL BULLETIN

16 AUG 2018

© Jaguar Land Rover North America, LLC

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

SUBJECT/CONCERN:

InControl® Touch Pro™ Features May Not Function As Expected; Phase 4 Update

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	APPLICABILITY:
E-PACE (X540)	2018 Onwards	Z00001 Onwards	Vehicles With: InControl Touch Pro

MODEL:	MODEL YEAR:	VIN:	APPLICABILITY:
F-PACE (X761)	2018 Onwards	899840 Onwards	Vehicles With: InControl Touch Pro
F-TYPE (X152)	2018 Onwards	K41513 Onwards	Vehicles With: InControl Touch Pro
XE (X760)	2018 Onwards	P16863 Onwards	Vehicles With: InControl Touch Pro
XF (X260)	2018 Onwards	Y53221 Onwards	Vehicles With: InControl Touch Pro

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

A major part of this update is to the look & feel of the single-screen InControl® Touch Pro™ system, which will change to match that of the InControl® Touch Pro Duo™ system. When this software update is finished, it CANNOT be reversed. Refer to the InControl Touch Pro Release Notes (SDD Phase 4 / PATHFINDER 170) on TOPIx for more information.

SITUATION:

In response to customer feedback on the performance of the InControl® Touch Pro™ system, Jaguar Land Rover has developed a software update designed to enhance the robustness of a range of system features and functions.

CAUSE:

These may be caused by a software issue. Refer to the InControl Touch Pro Release Notes (SDD Phase 4 / PATHFINDER 170) on TOPIx for a list of issues related to this update.

> ⚠ **NOTE:**
>
> This software update enables a new InControl® Touch Pro™ feature - Voice control of the navigation system. In order to utilize this feature, the vehicle owner will need to update their navigation maps to the latest version. Specific information on how to do this can be found in the Owner's Handbook.

ACTION:

Should a Customer express any of the concerns listed in the InControl Touch Pro Release Notes (SDD Phase 4 / PATHFINDER 170), follow the Diagnostic Procedure below.

PARTS:

No Parts Required

TOOLS:

Jaguar Land Rover-approved Midtronics battery power supply

E192494

Jaguar Land Rover-approved diagnostic tool with latest PATHFINDER software

E208514

DTSE9G2 /32GB

Jaguar Land Rover-approved USB memory device

E194922

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
Update ECU - InControl Touch Pro - Phase 2.5 To Phase 4.0 - Without RSE	87.01.50	2.0	42	T2H22097
Update ECU - InControl Touch Pro - Phase 2.5 To Phase 4.0 - With RSE	87.01.51	3.3	42	T2H22097

⚠ **NOTE:**

Normal Warranty procedures apply.

SERVICE INFORMATION

ⓘ **CAUTION:**

Single screen system only. Due to this important and irreversible change to the way the customer directly interacts with their vehicle, retailers must inform the customer of this change to their vehicle before performing the following update. Perform the update ONLY after the customer is informed and in agreement.

⚠ **NOTES:**

- A major part of this update is to the look & feel of the single-screen InControl® Touch Pro™ system, which will change to match that of the InControl® Touch Pro™ Duo system. After this software update is finished, it CANNOT be reversed.

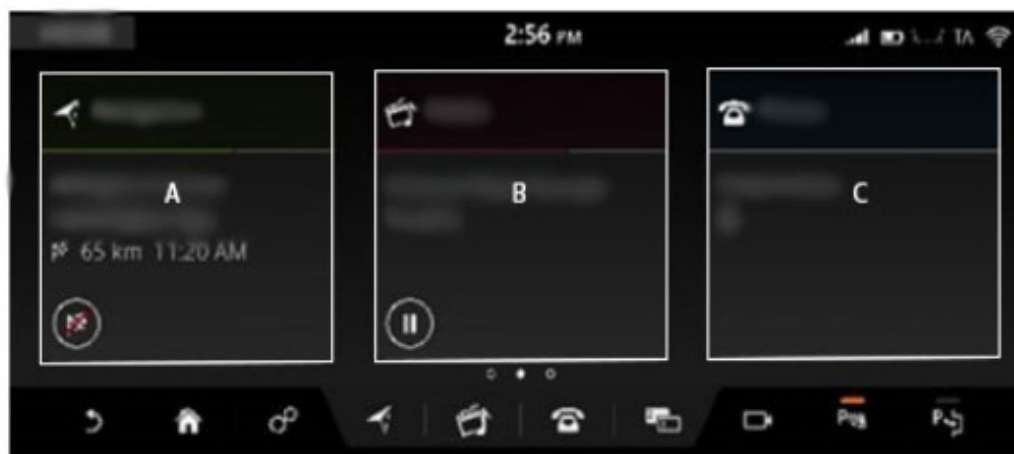- This Service Information is not applicable to F-TYPE (X152) vehicles.

1

E229092

Vehicles with Single-Screen System - current 4-tile look & feel home screen:

- **A** - Media

- **B** - Climate

- **C** - Phone

- **D** - Navigation

2

E229093

Vehicles with Single-Screen System - updated 3-tile look & feel home screen:

- **A** - Navigation

- **B** - Media

- **C** - Phone

DIAGNOSTIC PROCEDURE: PATHFINDER

> ⚠ **CAUTIONS:**
>
> - Make sure that the Jaguar Land Rover-approved diagnostic equipment is connected to the internet every 24 hours.
>
>   This procedure requires Pathfinder version 181 loaded or a later version.
>
> - The software transfer process can take some time, please be patient. The vehicle ignition will turn 'OFF' during this transfer which is normal – do not touch the Start/Stop button unless

instructed to do so.

- Before starting, make sure that the Infotainment screens display the 'Home' screen with the ignition 'ON'. If not (i.e the display screens show the Jaguar logo or the front screen is blank), lock the vehicle and leave for 5 minutes, then unlock the vehicle. Switch the ignition 'ON' and view the display screens again.

- Do NOT to disturb the Data Link Connector (DLC) connection. Any interruption in connection between VCI and the DLC connection will result in a failure and may not be recoverable.

- Remove all customer USB devices in any of the vehicle front and rear USB ports (as applicable) before connecting the Jaguar Land Rover-approved diagnostic equipment and starting with the software update. After successfully completing the update and after disconnecting the Jaguar Land Rover-approved diagnostic equipment, connect the customer USB devices back to their original location.

△ **NOTES:**

- This action will result in the navigation trip ETA share contacts being deleted from the system. Inform customers that any contacts previously stored in the navigation system (not phone contacts) will need to be entered again upon completion.

- This procedure requires the Jaguar Land Rover-approved USB memory device DTSE9G2/32GB.

---

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

2

△ **NOTE:**

The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 181 (or later).

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

3

△ **NOTE:**

The Jaguar Land Rover-approved diagnostic equipment 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.

4

> ⚠ **CAUTION:**
>
> At the start of this process, the diagnostic equipment will transfer a large number of files to the USB memory device. These will then be transferred to the vehicle.

> △ **NOTE:**
>
> The infotainment screen display will go blank or change color during this update, this is normal behavior and is to be expected when the software is being updated in the InControl® Touch Pro™ control module.

Select **ECU Diagnostics**.

5 Select **Infotainment Master Controller [IMC]**.

6 Select **ECU Functions**.

7 Select **Update - InControl Touch Pro**.

8

> △ **NOTE:**
>
> When the diagnostic equipment is formatting the USB memory device and copying over the software update package to the USB memory device, the diagnostic equipment will finish and advise the technician to install the USB memory device into the vehicle's USB socket. The vehicle's ignition must be ON and the IMC must be ON and fully booted. This process can take up to 90 seconds.

Follow all on-screen instructions until prompted to insert the USB memory device into the diagnostic equipment.

1 When all tasks are finished, go to the next Step.

9   Follow all on-screen instructions until prompted to transfer the USB memory device from the diagnostic equipment to the vehicle.

> **1**   When all tasks are finished, go to the next Step.

10   Follow all on-screen instructions until the application prompts 'Remove the Jaguar Land Rover approved USB memory device from the vehicle'.

> **1**   When all tasks are finished, go to the next Step.

11

> ⊙ **CAUTION:**
>
> At the start of this process, the diagnostic equipment will transfer a large number of files to the USB memory device. These will then be transferred to the vehicle.

> △ **NOTE:**
>
> The infotainment screen display will go blank or change color during this update, this is normal behavior and is to be expected when the software is being updated in the InControl® Touch Pro™ control module.

Select **ECU Diagnostics**.

12   Select **Infotainment Slave Controller [ISC]**.

13   Select **ECU Functions**.

14   Select **Update - InControl Touch Pro**.

15

> △ **NOTE:**
>
> When the diagnostic equipment is formatting the USB memory device and copying over the software update package to the USB memory device, the diagnostic equipment will finish and advise the technician to install the USB memory device into the vehicle's USB socket. The vehicle's ignition must be ON and the IMC must be ON and fully booted. This process can take up to 90 seconds.

Follow all on-screen instructions until prompted to insert the USB memory device into the diagnostic equipment.

1 When all tasks are finished, go to the next Step.

16 Follow all on-screen instructions until prompted to transfer the USB memory device from the diagnostic equipment to the vehicle.

1 When all tasks are finished, go to the next Step.

17 Follow all on-screen instructions until the application prompts 'Remove the Jaguar Land Rover-approved USB memory device from the vehicle'.

1 When all tasks are finished, go to the next Step.

18 Delete paired Bluetooth® devices:

1 Select the **phone** on the vehicle touchscreen.

2 Select **Settings**.

3 Select **Bluetooth® Settings**.

4 Select **Forget all devices**.

■ When completed, 'All Devices Forgotten' will be displayed.

5 When all tasks are finished, go to the next Step.

19 Delete Customizable Home Page (CHP):

1 Swipe across to the first CHP on the vehicle Touchscreen.

2 Press and hold until you are in 'edit' mode.

■ If there is more than one CHP page, scroll to the last page.

■ There will be a 'Bin' icon in the footer.

3 Select the '**Bin**' to delete that page.

4 The first Home Page created will not have this 'Bin' option; it requires the user to delete everything one by one.

5 When all tasks are finished, go to the next Step.

20 Select the **Settings** icon on the vehicle Touchscreen.

1 Select **All settings**

2 Select **Features**.

3 Scroll down and select **Live**.

4 Select **Delete Live**.

5 Select **Yes** to continue.

6 When all tasks are finished, go to the next Step.

---

21   If the vehicle has navigation trip ETA share contacts set up, the contacts must be deleted.

1 Select **Navigation** function.

2 Select **Settings**.

3 Select **Navigation Settings**.

4 Select **Edit profile**.

5 Scroll down and select **Contacts**.

6 Select the **Edit** button displayed in line with the contact screen title.

7 Select **Check all**.

8 Select **Delete**,

9 Confirm 'delete action'.

10 When all tasks are finished, go to the next Step.

---

22   Exit the current session.

1 Select the **Session** tab.

2 Select the **Close session** option.

3 If necessary, set the vehicle to '**Transit mode**'.

4 When all tasks are finished, go to the next Step.

---

23   Disconnect the diagnostic equipment and battery support unit from the vehicle.

---

24   Switch the ignition OFF for a minimum of 10 minutes to allow the vehicle modules to shut down.