LTB01009NAS6

TECHNICAL BULLETIN

27 JUN 2018

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

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:

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

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
Discovery Sport (LC)	2017	634012-721747	Halewood	Vehicles With: InControl Touch Pro
Range Rover Evoque (LV)	2016-2017	166843-267152	Halewood	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. Once 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 upgrade 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:

E192494	Jaguar Land Rover-approved Midtronics battery power supply
E179225	Jaguar Land Rover-approved diagnostic equipment with latest SDD Software Management Pack and InControl© Touch Pro™ Software
E194922	**DTSE9G2/32GB** Jaguar Land Rover-approved USB memory device

WARRANTY:

⚠️ **NOTE:**

Use DDW to check for Service Action or Update Prior to Sale notice eligibility requiring an InControl® Touch Pro™ software update. If eligible, perform and claim the update as per that program.

⚠ **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 - IMC - Without RSE	86.90.89.78	2.0	42	LR091126
InControl Touch Pro - Update to Phase 4 - Without RSE	87.01.50	2.0	42	LR091126
Update ECU - InControl Touch Pro - IMC and ISC - With RSE	86.90.89.79	2.5	42	LR091126
InControl Touch Pro - Update to Phase 4 - With RSE	87.01.51	3.3	42	LR091126

⚠ **NOTE:**

Normal Warranty procedures apply.

SERVICE INFORMATION - VEHICLES WITH SINGLE-SCREEN SYSTEM:

⊙ **CAUTION:**

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.

⚠ **NOTE:**

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. Once this software update is finished, it CANNOT be reversed.

E229092

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

- A - Media

- B - Climate Control

- C - Phone

- D - Navigation

2

E229093

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

- A - Navigation
- B - Media
- C - Climate Control

DIAGNOSTIC PROCEDURE:

△ NOTE:

This action will result in the navigation journey 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 re-entered upon completion.

1

⊙ CAUTIONS:

- Make sure that the Jaguar Land Rover-approved diagnostic equipment is connected to the internet at least once every 24 hours.

- This software update is split into 2 separate procedures and it may require an update to the Gateway Control Module (GWM) first depending on the software level.

- Battery support unit: it is extremely critical to use a battery support unit and have a vehicle with a battery that has a good state of health to start. The battery support unit must also be in proper working condition to be able to supply 13v consistently. If the voltage is compromised during the installation of software, the IMC may switch off.

- The software transfer process can take some time, please be patient. The vehicle ignition will switch '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 (the display screens show the Land Rover logo or the front screen is blank), lock the vehicle and leave for 5 minutes, then unlock the vehicle. Switch the ignition 'ON' and check the display screens again.

- Once downloading it is extremely critical 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.

△ NOTES:

- After the GWM programming occurs, a functional CAN reset is sent to the vehicle. The very next step in the process then begins to run Variant Configuration to the IMC. If the Technician is too fast and is pressing green 'tick' (✓) boxes to push the process along, the Variant Configuration process will fail as the IMC is not fully booted. Each time the Technician is instructed to turn the ignition ON they should follow the diagnostic system prompts. The IMC in general takes 90 seconds for full operation. A good check point is pressing the 'Audio' button and then pressing the 'Source' button. When the IMC is booted, all available sources will be displayed on the Source Selection screen. At this time the 'continue' button can now be pressed.

- If a failure occurs when the retry is attempted, the technician must switch the ignition back ON and wait a minimum 90 seconds until the IMC is booted up.

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

2

> ⊙ **CAUTIONS:**
>
> The Jaguar Land Rover-approved diagnostic equipment must be loaded with SDD153.05 Software Management Pack v297 (or later) and InControl® Touch Pro™ Software 005.07 (or later) and the Vehicle Communication Interface (VCI) must be on the latest level as per VCI Update Instructions (available on TOPIx). If a DA VCI device is used for the update, it MUST be on a firmware level of 63 or later.
>
> ■ Remove all customer USB devices from any of the vehicle front and rear USB ports (as applicable) before connecting the Jaguar Land Rover-approved diagnostic equipment and commencing with the software update. After successfully performing the update and after disconnecting the Jaguar Land Rover-approved diagnostic equipment, connect the customer USB devices back to their original location.

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

3 Follow all on-screen instructions, allowing the diagnostic equipment to read the VIN, identify the vehicle, and initiating the data collect sequence.

4

> ⊙ **CAUTIONS:**
>
> At the start of this process, the Jaguar Land Rover-approved diagnostic equipment will transfer a large number of files to the Jaguar Land Rover-approved USB memory device. These will then be transferred to the vehicle.
>
> The Jaguar Land Rover-approved diagnostic equipment may prompt 'No Update Required' in the software resolution screen; however, this software does require updating; select the green 'tick' (✓) to continue the download.
>
> △ **NOTES:**
>
> If the Jaguar Land Rover-approved diagnostic equipment states that the InControl® Touch Pro™ system is already at the latest required software level, exit the

application and go to Step 10.

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

If the hyperlink is not available, the application can be found as follows:

1 Select the **Diagnosis** Session Type.

2 Select **Electrical - Information and entertainment system - Entertainment system**.

3 Run and close the **Datalogger** tool to reveal the 'Extras' tab.

4 Select the **Extras** tab.

5 From 'Recommendations', run the **Configure existing module - InControl Touch Pro** application.

5

△ NOTES:

- This application will begin and the InControl® Touch Pro™ Health Check will display on-screen. The InControl® Touch Pro™ Health Check will make sure that all conditions are correct before the software update can begin. In the event of a failure condition being identified by the InControl® Touch Pro™ Health Check, follow the on-screen instructions to rectify the failure condition and then retry the application. The application will not continue until all conditions are correct; all InControl® Touch Pro™ Health Check failure conditions MUST be rectified.

- When Jaguar Land Rover-approved 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 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 Jaguar Land Rover-approved USB memory device into the Jaguar Land Rover-approved diagnostic equipment. Do as instructed before proceeding.

6

△ NOTE:

Make sure the vehicle ignition is 'ON'. Press the engine START/STOP button to switch it 'ON' if necessary.

Follow all on-screen instructions until prompted to transfer the Jaguar Land Rover-approved USB memory device from the Jaguar Land Rover-approved diagnostic equipment to the vehicle as instructed.

7   Transfer the Jaguar Land Rover-approved USB memory device into the vehicle before proceeding on the Jaguar Land Rover-approved diagnostic equipment.

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

  - If the diagnostic equipment displays an error, refer to the **TROUBLESHOOTING** section below and perform the relevant action to finish the update.

9

△ **NOTE:**

Make sure the vehicle ignition is 'ON'. Press the engine START/STOP button to switch it 'ON' if necessary.

Follow all on-screen instructions until the application finishes successfully.

10

⊙ **CAUTION:**

At the start of this process, the Jaguar Land Rover-approved diagnostic equipment will transfer a large number of files to the Jaguar Land Rover-approved USB memory device. These will then be transferred to the vehicle.

△ **NOTES:**

If the diagnostic equipment states that the InControl® Touch Pro™ system is already at the latest required software level, exit the application and go to Step 16.

The touchscreen will go blank or change color during this update. This is normal behavior and is to be expected when the InControl® Touch Pro™ control module software is being updated.

If the hyperlink is not available, the application can be found as follows:

1　Select the **Diagnosis** session type.

2　Select **Electrical - Information and entertainment system - Entertainment system**.

3　Run and close the **Datalogger** tool to reveal the 'Extras' tab.

4　Select the **Extras** tab.

5　From 'Recommendations', run the **Configure existing module - Update to Phase 4: InControl Touch Pro** application.

6　Follow all on-screen instructions until the application finishes successfully.

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

11

⚠ **NOTES:**

- This application will begin and the InControl® Touch Pro™ Health Check will display on-screen. The InControl® Touch Pro™ Health Check will make sure that all conditions are correct before the software update can begin. In the event of a failure condition being identified by the InControl® Touch Pro™ Health Check, follow the on-screen instructions to rectify the failure condition, then retry the application. The application will not continue until all conditions are correct; all InControl® Touch Pro™ Health Check failure conditions MUST be rectified.

- When the Jaguar Land Rover-approved diagnostic equipment has finished formatting the USB memory device and copying over the software package to the USB memory device, the tool will finish and advise the technician to install the USB memory device into the vehicle's USB port. 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. Do as instructed before proceeding.

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

1　Transfer the USB memory device into the vehicle before proceeding on the diagnostic equipment.

13 Follow all on-screen instructions until the application prompts 'Remove the USB memory device from the vehicle'.

> **1** Follow all on-screen instructions until the application finishes successfully.

>> ■ If the diagnostic equipment displays an error, refer to the **TROUBLESHOOTING** section below and perform the relevant action to perform the update.

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14 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.

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15 If the vehicle has navigation journey ETA share contacts set up, the contacts must be deleted.

> **1** Select **Settings**.
>
> **2** Select **Navigation** function.
>
> **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.

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16 Exit the current session.

> **1** Select the **Session** tab.
>
> **2** Select the **Close session** option.
>
> **3** If necessary, set the vehicle to '**Transit mode**'.

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17 Disconnect the diagnostic equipment, battery support unit, and USB memory device from the vehicle.

TROUBLESHOOTING:

• In the event that an error is experienced during the software update process, the strategy implemented in the Jaguar Land Rover-approved diagnostic equipment can identify an error if the InControl® Touch Pro™ is unable to perform the required process.

• If an error is displayed, refer to the table below and Perform the appropriate Action.

ERROR CODE	CONCERN	ACTION REQUIRED
21 - Communication error	Busy or no response from the module.	21 - Communication error 1. Follow all on-screen instructions to exit the application. 2. Perform a battery hard reset. 3. Perform the 'Configure existing module - InControl Touch Pro' application again.

ERROR CODE	CONCERN	ACTION REQUIRED

06 - Media not found	USB memory device not found in the vehicle.	⚠ **NOTE:**
		
		The Jaguar Land Rover-approved diagnostic equipment will prompt the user to swap the USB memory device to the adjacent USB port in the event that the module is unable to read the USB memory device. When this action is finished and the green 'tick' (✓) selected, the module will attempt to continue the application using the adjacent USB port.
		
		06 - Media not found
		1. Follow all on-screen instructions to exit the application.
		
		2. Perform a battery hard reset.
		
		3. Perform the 'Configure existing module - InControl Touch Pro' application again using the Jaguar Land Rover-approved USB memory device.
		
		4. If the error code '06 - Media not found' is displayed again, further checks will be required to determine if it is a USB memory device concern or a vehicle concern.
		
		5. Potential concerns:
		
		  - Non-JLR-approved USB memory device
		  - Faulty USB memory device
		  - Vehicle concern between module and USB port (USB hub, connector, or cable issue)

ERROR CODE	CONCERN	ACTION REQUIRED

02 - File not found	File required by the module has not been found on the USB memory device due to file transfer issue.	⚠ **NOTE:**
		
		The Jaguar Land Rover-approved diagnostic equipment will prompt the user to swap the USB memory device to the adjacent USB port in the event that the module is unable to read the USB memory device. When this action is finished and the green 'tick' (✓) selected, the module will attempt to continue the application using the adjacent USB port.
		
		02 - File not found
		   1. Follow all on-screen instructions to exit the application.
		
		   2. Perform a battery hard reset.
		
		   3. Perform the 'Configure existing module - InControl Touch Pro' application again using the Jaguar Land Rover-approved USB memory device.
		
		   4. If the error code '02 - File not found' is displayed again, further checks will be required to determine if it is a USB memory device concern or a vehicle concern.
		
		   5. Potential concerns:
		
		     - Non-JLR-approved USB memory device
		     - Faulty USB memory device
		     - Vehicle concern between module and USB port (USB hub, connector, or cable issue)

01 - General Failure	Module concern.	01 - General failure
		   1. Follow all on-screen instructions to exit the application.
		
		   2. Submit a Technical Assistance (TA) request titled '01 General Failure Recovery'.
		
		     - All session files which contain this error must be attached.

ERROR CODE	CONCERN	ACTION REQUIRED

0A - Invalid signature	Corrupt InControl® Touch Pro™ software files on the Jaguar Land Rover-approved diagnostic equipment or USB memory device.	0A - Invalid signature
		  1. Follow all on-screen instructions to exit the application.
		
		  2. Perform the 'Configure existing module - InControl Touch Pro' application again on the same Jaguar Land Rover-approved diagnostic equipment and use a different Jaguar Land Rover-approved USB memory device.
		
		  3. If error code '0A - Invalid signature' is displayed again, the relevant Jaguar Land Rover-approved diagnostic equipment has a corrupt file installed and the Jaguar Land Rover-approved diagnostic equipment would require F2 recovery procedure and another Jaguar Land Rover-approved diagnostic equipment should be used to perform the update.

Module recovery in progress (30-minute process)	The software download has failed and the module is recovering to a previous level.	Module recovery in progress
		  1. Do not touch the vehicle.
		
		  2. Allow the recovery process to complete fully.
		
		  3. Follow all on-screen instructions to exit the application.
		
		  4. Perform the 'Configure existing module - InControl Touch Pro' application again.

1

△ **NOTE:**

In the event that an error is displayed which is not listed in the above table, then select green 'tick' (✓) when prompted 'Would you like to retry?' if the update fails to complete successfully.

Submit a Technical Assistance (TA) request in the following instances:

- If the software update fails due to an error listed in the TROUBLESHOOTING table and the recommended actions do not resolve the concern.

- If the software update fails due to an error which is not listed in the TROUBLESHOOTING table and repeated retries have proved unsuccessful.

When submitting a TA request, include in the heading the relevant Technical Bulletin/Service Action number related to the software update. State the error and actions finished and attach the relevant

session file to the TA.

2 Submit a Diagnostic Product Quality Report in the following instances:

- If assistance is required to perform the F2 Recovery procedure to the Jaguar Land Rover-approved diagnostic equipment.