



N186NAS2

# TECHNICAL BULLETIN

15 AUG 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:

501-10

## SUBJECT/CONCERN:

Service Action: Climate Seat Software Update

## AFFECTED VEHICLE RANGE:

| MODEL:                 | MODEL YEAR: | VIN:          |
|------------------------|-------------|---------------|
| Range Rover Sport (LW) | 2018        | 198399-801259 |

| MODEL:           | MODEL YEAR: | VIN:          |
|------------------|-------------|---------------|
| Range Rover (LG) | 2018        | 359950-506374 |

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**MARKETS:**

NORTH AMERICA

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

An issue has been identified on certain vehicles within the listed Affected Vehicle Range where the InControl® Touch Pro™ front and rear seat heat control functionality does not operate as expected. The ability to control the rear heated seats from the front Touchscreen (TS) may also be affected.

**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 Workshop 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 equipment 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** open Recall and Service Actions are identified to make sure 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. Use 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 August 31, 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) | PART NUMBER/SUNDRY CODE | QUANTITY/VALUE |
|--------------|-------------|--|----------------------|--------------|-------------------------|----------------|
| N186         | B           | Update ECU - HVAC Control Module                       | 85.80.02             | 0.2          | -                       | -              |
| N186         | C           | Update ECU - HVAC Control Module<br>Drive in/drive out | 85.80.02<br>02.02.02 | 0.2<br>0.2   | -<br>-                  | -<br>-         |

Normal Warranty policies and procedures apply.

## DIAGNOSTIC PROCEDURE:

 **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 performed; failure to do so may cause damage to vehicle control modules.

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

**2**  **NOTE:**

The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 180 (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** Select **N186 - Climate Seat Software Update** from the Campaigns section of the main PATHFINDER screen.

- 1** Follow the on-screen instructions until the application finishes successfully.
- 2** Go to the next Step.

5 Exit the current session.

1 If required, reset the vehicle to **Transit mode**.

2 Select the **Exit** icon.

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6 Disconnect the diagnostic equipment and battery power supply from the vehicle.