

## DESCRIPTION OF ISSUE

Potential issues have been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range. The list of issues include the following:

- HMI stuck in installation for the entire drive cycle and there is no 'check for update' button shown within settings
- Comfort controller option is not available in the connectivity screen
- Installation failed pop-up should be removed for NGISOTA
- Voice command feature is unavailable in Mandarin, but other languages such as English, Cantonese, or Sichuanese are OK
- No response from HMI when 'check for update' is pressed and there is no connectivity
- HMI stuck in touchscreen throughout the cycle after abortive start-up
- NGI and TCU SOTA enable/disable option
- Pre-loaded Electric Vehicle (EV) layout incorrect - My EV panel is displayed on right side instead of displaying in center
- HMI improvement for EV features related to: - Customer Home page (CHP) - EV Setting - Vehicle Pre-Conditioning/Departure settings
- Translations required for 'My EV Panel', the title of EV CHP widget

## AFFECTED VEHICLE RANGE

Discovery Sport (L550)

Model Year: ..... 2019

VIN: ..... 778795-786998

Discovery (L462)

Model Year: ..... 2019

VIN: ..... 079584-083663

Range Rover Evoque (L538)

Model Year: ..... 2019

VIN: ..... 324788-334400

Range Rover Velar (L560)

Model Year: ..... 2019

VIN: ..... 778653-788811

Range Rover Sport (L494)

Model Year: ..... 2019

VIN: ..... 414812-819396

Range Rover (L405)

Model Year: ..... 2019

VIN: ..... 509423-521747

Visit the Land Rover InfoTrail website for a list of affected unsold vehicles (as of October 25, 2018).

## SERVICE PROGRAM / REWORK ACTION

An authorized Land Rover retailer will update the InControl® Touch Pro™ software to the latest level and also install and activate the Smartphone Pack to enable an Apple CarPlay® and Android Auto™ functionality.

**NOTE: Smartphone Pack Activation - Eligible vehicles require 10" Touch Pro or Touch Pro Duo with Connect Pro, Pro Services, and WI-FI for Smartphone Pack to be added.**

Refer to Retailer Bulletin 181908.025, *Smartphone Pack Launch*, and the latest vehicle Owner's Handbooks (<http://www.ownerinfo.landrover.com/>) for more information. For more information about Apple CarPlay® or Android Auto™ such as compatible phones, software versions and available apps, please visit [www.apple.com/ios/carplay/](http://www.apple.com/ios/carplay/) or [www.android.com/auto/](http://www.android.com/auto/).

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 N234NAS, *Service Action: InControl Touch Pro Software Updates*, for detailed repair instructions.

### **PARTS**

**NOTE: only order parts if directed to by the Local Technical Support (LTS) team. Normal Warranty policies and procedures apply.**

| DESCRIPTION  | MODEL  | PART NUMBER | QUANTITY |
|--|--|-------------|----------|
| Infotainment Master Controller (IMC) - High                                      | Discovery Sport<br>Range Rover Evoque                              | LR101589    | 1        |
| Infotainment Master Controller (IMC) - Mid                                       | Discovery<br>Range Rover Velar<br>Range Rover Sport<br>Range Rover | LR110219    | 1        |
| Infotainment Master Controller (IMC) - High                                      | Discovery<br>Range Rover Velar<br>Range Rover Sport<br>Range Rover | LR110216    | 1        |
| Infotainment Master Controller (IMC) with<br>Infotainment Slave Controller (ISC) | Discovery<br>Range Rover Velar<br>Range Rover Sport<br>Range Rover | LR110217    | 1        |

### **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.**

At the time of confirming a booking for vehicle repair, make sure that all outstanding 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, Option Code 'X', and the relevant parts. The SRO 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 TOPlx to obtain the latest repair time.

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

| PROGRAM CODE | OPTION CODE | DESCRIPTION                                       | MODEL  | SRO      | TIME | PART NUMBER     | QUANTITY |
|--------------|-------------|---|--|----------|------|-----------------|----------|
| <b>N234</b>  | <b>X</b>    | Infotainment Master Controller (IMC) - Update ECU | All  | 85.99.01 | 0.5  | -               | -        |
| <b>N234</b>  | <b>X</b>    | Infotainment Slave Controller (ISC) - Update ECU  | Discovery<br>Range Rover Velar<br>Range Rover Sport<br>Range Rover | 85.99.02 | 1.0  | -               | -        |
| <b>N234</b>  | <b>X</b>    | Infotainment Master Controller (IMC) - Renew      | Discovery Sport<br>Range Rover Evoque                              | 87.01.41 | 0.5  | See Parts table | 1        |
| <b>N234</b>  | <b>X</b>    | Infotainment Master Controller (IMC) - Renew      | Discovery  | 87.01.41 | 0.6  | See Parts table | 1        |
| <b>N234</b>  | <b>X</b>    | Infotainment Master Controller (IMC) - Renew      | Range Rover Velar  | 87.01.41 | 1.2  | See Parts table | 1        |
| <b>N234</b>  | <b>X</b>    | Infotainment Master Controller (IMC) - Renew      | Range Rover Sport<br>Range Rover                                   | 87.01.41 | 0.9  | See Parts table | 1        |
| <b>N234</b>  | <b>X</b>    | Drive in/drive out                                | All  | 02.02.02 | 0.2  | -               | -        |

*Normal Warranty policies and procedures apply.*