

**ABOVE & BEYOND**

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

**SECTION:**

415-01

**SUBJECT/CONCERN:**

Service Action: InControl Touch Pro Software Updates

**AFFECTED VEHICLE RANGE:**

MODEL:	MODEL YEAR:	VIN:
Discovery Sport (LC)	2019	778795-786998
Discovery (LR)	2019	079584-083663
Range Rover Evoque (LV)	2019	324788-334400
Range Rover Velar (LY)	2019	778653-788811
Range Rover Sport (LW)	2019	414812-819396
Range Rover (LG)	2019	509423-521747

**MARKETS:**

NORTH AMERICA

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

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

## 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/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.

## 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 Range Rover Evoque	LR101589	1
Infotainment Master Controller (IMC) - Mid	Discovery Range Rover Velar Range Rover Sport Range Rover	LR110219	1
Infotainment Master Controller (IMC) - High	Discovery Range Rover Velar Range Rover Sport Range Rover	LR110216	1
Infotainment Master Controller (IMC) with Infotainment Slave Controller (ISC)	Discovery Range Rover Velar Range Rover Sport Range Rover	LR110217	1

## WARRANTY:

### NOTE:

**Use DDW 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, 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 Range Rover Velar Range Rover Sport Range Rover	85.99.02	1.0	-	-
<b>N234</b>	<b>X</b>	Infotainment Master Controller (IMC) - Renew	Discovery Sport 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 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.*

## DIAGNOSTIC PROCEDURE:

### NOTES:

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

This procedure will require the use of the Jaguar Land Rover-approved Universal Serial Bus (USB) memory device DTSE9G2/32GB.

### CAUTION:

The Jaguar Land Rover-approved diagnostic equipment must be connected to the internet at least every 24 hours.

### NOTES:

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 engine Stop/Start button unless instructed to do so.

Before commencing, make sure that the infotainment screens display the 'Home' screen with the ignition 'ON'. If not (display screens show the Land Rover logo or the Touchscreen is blank), lock the vehicle and leave for 5 minutes, then unlock the vehicle. Switch the ignition 'ON' and inspect the display screens again.

Do NOT disturb the Diagnostic Connector (J1962) connection during the download. Any interruption in connection between Vehicle Communications Interface (VCI) and the J1962 connection will result in a failure and may not be recoverable.

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

### CAUTION:

Before commencing, disconnect any customer USB devices that are connected in any of the vehicle front and rear USB ports (as applicable) before connecting the Jaguar Land Rover-approved diagnostic equipment. After successfully completing the update and after disconnecting the diagnostic equipment, connect the customer USB devices back to their original location.

### NOTE:

The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 196 (or later).

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

### 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).

3. Follow the on-screen prompts.

### CAUTION:

At the start of this process, the Jaguar Land Rover-approved 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.

4. Select **ECU Diagnostics**.
5. Select **Infotainment Master Controller [IMC]**.
6. Select **ECU Functions**.
7. Select **Update - InControl Touch Pro**.
  - Follow the on-screen instructions until the application finishes successfully.
  - If the update is successful, go to the next Step.
  - If the update fails, perform 2 additional software download attempts.
  - If still unsuccessful after these 2 attempts, submit a Technical Assistance (TA) request.

**NOTE:**

When the 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 USB port.

The vehicle's ignition must be ON and the Infotainment Master Controller (IMC) must be ON and fully booted. This process can take up to 1.5 minutes.

8. Follow all on-screen instructions until prompted to insert the USB memory device into the diagnostic equipment.
  - 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.
  - 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*'.
  - When all tasks are finished, go to the next Step.
- 11.



Verify the vehicle's media interface panel.

- If '**A**', go to Step 21. Vehicle NOT eligible for Smartphone pack activation.
- If '**B**' or '**C**', go to Step 12. Vehicle eligible for Smartphone pack activation.

**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.

12. Select **ECU Functions**.

- Select **Activation of Smartphone Pack Function**.
- Follow all on-screen instructions until the application finishes successfully.
- Go to the next Step.

## 13. Make sure the Smartphone Pack is activated.

- From the Touchscreen home page, swipe left.
  - The Apple CarPlay® and Android Auto™ icons should now be visible.
- Select an icon and make sure '**Connect Device (with USB)**' is displayed.
- Vehicles without Rear Seat Entertainment (RSE): go to Step 21.
- Vehicles with Rear Seat Entertainment (RSE): go to Step 14.

**CAUTION:**

At the start of this process, the JLR approved diagnostic equipment will transfer a large number of files to the JLR approved 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.

14. Select **ECU Diagnostics**.15. Select **Infotainment Slave Controller [ISC]**.16. Select **ECU Functions**.17. Select **Update - InControl Touch Pro**.

- Follow the on-screen instructions until the application finishes successfully.
- If the update is successful, go to the next Step.
- If the update fails, perform 2 additional software download attempts.
- If still unsuccessful after these 2 attempts, submit a Technical Assistance (TA) request.

**NOTE:**

When the 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 USB port.

The vehicle's ignition must be ON and the Infotainment Master Controller (IMC) must be ON and fully booted. This process can take up to 1.5 minutes.

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

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

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

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

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

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

21. Delete paired Bluetooth® devices:
  - a. Select the phone on the vehicle touchscreen.
  - b. Select **Settings**.
  - c. Select **Bluetooth® Settings**.
  - d. Select **Forget all devices**.
    - Once completed, '*All Devices Forgotten*' will be displayed.
  - e. When all tasks are finished, go to the next Step.
22. Delete Customizable Home Page (CHP):
  - a. Swipe across to the first CHP on the vehicle Touchscreen.
  - b. 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.
  - c. Select the '**Bin**' to delete that page.
  - d. The first Home Page created will not have this 'Bin' option; it requires the user to delete everything one by one.
  - e. Follow all on-screen instructions until the application finishes successfully.
  - f. Go to the next Step.
23. Select the **Settings** icon on the vehicle Touchscreen.
  - a. Select **All settings**.
  - b. Select **Features**.
  - c. Scroll down and select Live.
  - d. Select **Delete Live**.
  - e. Select **Yes** to continue.
  - f. Follow all on-screen instructions until the application finishes successfully.
  - g. Go to the next Step.
24. If the vehicle has navigation trip ETA share contacts set up, the contacts must be deleted.
  - a. Select **Navigation** function.
  - b. Select **Settings**.
  - c. Select **Navigation Settings**.
  - d. Select **Edit profile**.
  - e. Scroll down and select Contacts.
  - f. Select the **Edit** button displayed in line with the contact screen title.
  - g. Select **Check all**.
  - h. Select **Delete**.
  - i. Confirm '**delete action**'.
  - j. Follow all on-screen instructions until the application finishes successfully.
  - k. Go to the next Step.
25. Exit the current session.
  - a. Select the **Session** tab.
  - b. Select the **Close session** option.
  - c. If necessary, set the vehicle to '**Transit mode**'.
  - d. Go to the next Step.
26. Disconnect the diagnostic equipment and battery support unit from the vehicle.
27. Switch the ignition OFF for a minimum of 10 minutes to allow the vehicle modules to shut down.

## TROUBLESHOOTING:

ERROR	CONCERN	ACTION REQUIRED
06 - Media not found	Jaguar Land Rover-approved USB memory device not found in the vehicle.	<p><b>NOTE:</b></p> <p>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.</p> <ol style="list-style-type: none"> <li>1. Follow all on-screen instructions to exit the application.</li> <li>2. Perform a battery hard reset.</li> <li>3. Perform the 'Update - InControl Touch Pro' application again using the Jaguar Land Rover-approved USB memory device.</li> <li>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.</li> <li>5. Potential concerns: <ul style="list-style-type: none"> <li>- Non-JLR-approved USB memory device</li> <li>- Faulty JLR-approved USB memory device</li> <li>- Vehicle concern between module and USB port (USB hub, connector, or cable issue)</li> </ul> </li> </ol>



ERROR	CONCERN	ACTION REQUIRED
02 - File not found	File required by the module has not been found on the Jaguar Land Rover-approved USB memory device due to file transfer issue.	<p><b>NOTE:</b></p> <p>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.</p> <ol style="list-style-type: none"> <li>1. Follow all on-screen instructions to exit the application.</li> <li>2. Perform a battery hard reset.</li> <li>3. Perform the 'Update - InControl Touch Pro' application again using the Jaguar Land Rover-approved USB memory device.</li> <li>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.</li> <li>5. Potential concerns: <ul style="list-style-type: none"> <li>- Non-JLR-approved USB memory device</li> <li>- Faulty JLR-approved USB memory device</li> <li>- Vehicle concern between module and USB port (USB hub, connector, or cable issue)</li> </ul> </li> </ol>
01 - General Failure	Module concern.	<ol style="list-style-type: none"> <li>1. Follow all on-screen instructions to exit the application.</li> <li>2. Submit a TA request titled '01 General Failure Recovery'.</li> </ol> <ul style="list-style-type: none"> <li>- All session files which contain this error must be attached.</li> </ul>

ERROR	CONCERN	ACTION REQUIRED
0A - Invalid signature	Corrupt InControl® Touch Pro™ software files on the Jaguar Land Rover-approved diagnostic equipment or USB memory device.	<ol style="list-style-type: none"> <li>1. Follow all on-screen instructions to exit the application.</li> <li>2. Perform the 'Update - 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.</li> <li>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.</li> </ol>
Module recovery in progress (30-minute process)	The software download has failed and the module is recovering to a previous level.	<ol style="list-style-type: none"> <li>1. Do not touch the vehicle.</li> <li>2. Allow the recovery process to complete fully.</li> <li>3. Follow all on-screen instructions to exit the application.</li> <li>4. Perform the 'Update - InControl Touch Pro' application again.</li> </ol>
NGI_0E08	The software download fails with 'No response from ECU' during update process when Erase CCF (0E08 routine) attempted.	<ol style="list-style-type: none"> <li>1. Follow all on-screen instructions to exit the application.</li> <li>2. Submit a TA request titled '01 General Failure Recovery'.</li> </ol> <p>- All session files which contain this error must be attached.</p>
NGI_09	F121 software download fails (Radio / Volume control not working).	<ol style="list-style-type: none"> <li>1. Follow all on-screen instructions to exit the application.</li> <li>2. Submit a TA request titled '01 General Failure Recovery'.</li> </ol> <p>- All session files which contain this error must be attached.</p>

ERROR	CONCERN	ACTION REQUIRED
NGI_HC_FAIL	PATHFINDER message 'Failed to communicate with ECU' displayed. PATHFINDER will not allow the Infotainment Master Controller (IMC) or Infotainment Slave Controller (ISC) application to continue as the Health Check fails due to a DID response concern.	<ol style="list-style-type: none"> <li>1. Follow all on-screen instructions to exit the application.</li> <li>2. Submit a TA request titled '01 General Failure Recovery'.</li> </ol> <p>- All session files which contain this error must be attached.</p>
NGI_GN	PATHFINDER message 'The software has updated successfully, but a concern with Gracenotes has been detected. If the customer has complained that Gracenotes is not displaying correctly, raise a TA and the Infotainment Master Controller (IMC) recovery team will resolve the concern' displayed.	<ol style="list-style-type: none"> <li>1. Follow all on-screen instructions to exit the application.</li> <li>2. Submit a TA request titled '01 General Failure Recovery'.</li> </ol> <p>- All session files which contain this error must be attached.</p>