N268 UPS12618-2BNAS1

TECHNICAL BULLETIN

19 DEC 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

SECTION:

415-01

SUBJECT/CONCERN:

Update Prior to Sale: InControl Touch Pro Update

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	APPLICABILITY:
Discovery Sport (LC)	2018-2019	684395 Onwards	Vehicles With: InControl Touch Pro
Discovery (LR)	2018-2019	014201-089537	Vehicles With: InControl Touch Pro
Range Rover Evoque (LV)	2018-2019	226560 Onwards	Vehicles With: InControl Touch Pro

MODEL:	MODEL YEAR:	VIN:	APPLICABILITY:
Range Rover Velar (LY)	2018-2019	000001-900023	Vehicles With: InControl Touch Pro
Range Rover Sport (LW)	2018-2019	146054-830355	Vehicles With: InControl Touch Pro
Range Rover (LG)	2018-2019	002000-532034	Vehicles With: InControl Touch Pro

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

Certain Land Rover vehicles within the listed Affected Vehicle Range require an update to the infotainment software to make sure customers receive their new vehicles with the latest infotainment features and enhancements.

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.

This program does not apply to any vehicle already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed necessary will be communicated through a separate bulletin.

PARTS:

> ⚠️ **NOTE:**
>
> Order only the expected percentage demand of parts as identified.

MODEL	DESCRIPTION	TYPE	PART NUMBER/SUNDRY CODE	QUANTITY/VALUE	EXPECTED PERCENTAGE DEMAND
Discovery Sport Range Rover Evoque	Infotainment Master Controller (IMC)	High	LR101589	1	1
Discovery Range Rover Velar Range Rover Sport Range Rover	Infotainment Master Controller (IMC)	Base	LR110221	1	1
Discovery Range Rover Velar Range Rover Sport Range Rover	Infotainment Master Controller (IMC)	High without Rear Seat Entertainment (RSE)	LR110219	1	1
Discovery Range Rover Velar Range Rover Sport Range Rover	Infotainment Master Controller (IMC)	High with Rear Seat Entertainment (RSE)	LR110216	1	1

SPECIAL TOOLS:

Jaguar Land Rover-approved Battery Power Supply

Jaguar Land Rover-approved diagnostic equipment with latest PATHFINDER software

Jaguar Land Rover-approved USB memory device [DTSE9G2/32GB]

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, Option Code 'X', and the relevant SRO and Parts information. 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 TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the December 19, 2019, closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	MODEL	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER/SUNDRY CODE	QUANTIT
N268	X	All with Rear Seat Entertainment	Infotainment Master Controller (IMC) and Infotainment Slave Controller (ISC) - Update ECU	85.87.21	1.0	-	-
N268	X	All without Rear Seat Entertainment	Infotainment Master Controller (IMC) - Update ECU	85.87.20	0.5	-	-

PROGRAM CODE	OPTION CODE	MODEL	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER/SUNDRY CODE	QUANTIT
N268	X	Discovery Sport	Infotainment Master Controller (IMC) - Renew	87.01.41	0.5	See Parts table	1
N268	X	Discovery	Infotainment Master Controller (IMC) - Renew	87.01.41	0.6	See Parts table	1
N268	X	Range Rover Evoque	Infotainment Master Controller (IMC) - Renew	86.80.88	0.5	See Parts table	1
N268	X	Range Rover Velar	Infotainment Master Controller (IMC) - Renew	87.01.41	1.2	See Parts table	1
N268	X	Range Rover Sport	Infotainment Master Controller (IMC) - Renew	87.01.41	0.9	See Parts table	1
N268	X	Range Rover	Infotainment Master Controller (IMC) - Renew	86.80.88	0.9	See Parts table	1
N268	X	All	Infotainment Master Controller (IMC) - Replace ECU	85.87.20	0.5	-	-
N268	X	All	Drive in/drive out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.

DIAGNOSTIC PROCEDURE:

⚠ **NOTES:**

- This update 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.

1

⚠ **CAUTIONS:**

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

- This procedure requires a minimum of Pathfinder 207 loaded or later.

- 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.

- Any interruption in connection between Vehicle Communications Interface (VCI) and the J1962 connection will result in a failure and may not be recoverable.

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

2

⚠ **CAUTION:**

Disconnect any customer USB devices that are connected in any of the vehicle front and rear USB ports (as applicable) before connecting the JLR approved diagnostic equipment and commencing with the software update. After successfully completing

the update and after disconnecting the JLR approved diagnostic equipment, reconnect the customer USB devices back to their original location.

> ⚠ **NOTE:**
>
> The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 207 (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 **ECU Diagnostics**.

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

6   Select **ECU Functions**.

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

8

> ⚠ **NOTES:**
>
> - 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 90 seconds.
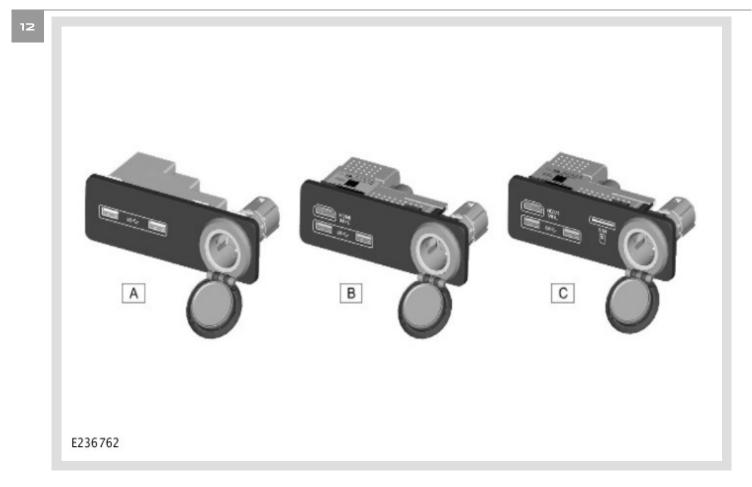
Follow all on-screen instructions until prompted to transfer the USB memory device from the diagnostic equipment to the vehicle.

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

9 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.

10 Select **ECU Functions**.

11 Select **Update Speech Database**.

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

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

12

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Verify the media interface panels.

1 If '**A**', go to Step 24. Vehicle NOT eligible for Smartphone pack activation.

2 If '**B**' or '**C**', go to Step 13. Vehicle eligible for Smartphone pack activation.

13

> ⚠ **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.

Select **ECU Functions**.

1 Select **Activation of Smartphone Pack Function**.

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

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

14 Make sure the Smartphone Pack is activated.

- From the Touchscreen (TS) 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 24.
- **Vehicles with Rear Seat Entertainment (RSE):** go to Step 15.

15

> ⚠ **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.

> ⚠ **NOTES:**
>
> - Vehicles with Rear Seat Entertainment (RSE) only.
> - 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**.

16

> ⚠ **NOTE:**
>
> Vehicles with Rear Seat Entertainment (RSE) only.

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

17

> ⚠ **NOTE:**
>
> Vehicles with Rear Seat Entertainment (RSE) only.

Select **ECU Functions**.

18

> ⚠ **NOTE:**
>
> Vehicles with Rear Seat Entertainment (RSE) only.

Select **Update - InControl Touch Pro**.

19

> ⚠ **NOTES:**
>
> - Vehicles with Rear Seat Entertainment (RSE) only.
>
> - 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 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.

20

> ⚠ **NOTE:**
>
> Vehicles with Rear Seat Entertainment (RSE) only.

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.

21

> △ **NOTE:**
>
> Vehicles with Rear Seat Entertainment (RSE) only.

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.

22

> △ **NOTE:**
>
> Vehicles with Rear Seat Entertainment (RSE) only.

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

23

> △ **NOTE:**
>
> Vehicles with Rear Seat Entertainment (RSE) only.

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

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

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24 Delete paired Bluetooth® devices:

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

2 Select **Settings**.

3 Select **Bluetooth® Settings**.

4 Select **Forget all devices**.

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

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

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

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

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

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

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

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

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28 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.

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

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

TROUBLESHOOTING:

> ⚠ **CAUTIONS:**
>
> - If the vehicle software level is at a lower level than 17C, the vehicle's speech database will need to be updated for the speech system to continue working. This is done after the main software update has completed by running the separate 'Update Speech Database' application from ECU functions and following the on-screen instructions.
>
> - If the vehicle software level is at a lower level than 17C, 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. If the maps are already at the latest level the customer will have to wait until the next map update is available to activate this feature.

In the event that an error is experienced during the software update process, the strategy implemented in the Jaguar Land Rover (JLR) approved diagnostic equipment can identify this error.

If an error is displayed, refer to the table below and complete the appropriate Action:

ERROR	FIRST ACTION	SECOND ACTION
'JLR approved Universal Serial Bus (USB) memory device not found in the vehicle' message displayed on PATHFINDER. 　• 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.	• Follow all on-screen instructions to exit the application. • Perform a battery hard reset. • Perform the 'Update - InControl Touch Pro' application again using the Jaguar Land Rover-approved USB memory device.	• If the error is displayed again, further checks will be required to determine if it is a USB memory device concern or a vehicle concern. • Potential concerns: 　- Non-JLR-approved USB memory device 　- Faulty JLR-approved USB memory device 　- Vehicle concern between module and USB port (USB hub, connector, or cable issue)
Module recovery in progress (30 minute process). 　• The software download has failed and the module is recovering to the previous level.	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 'Update - InControl Touch Pro' application again.	-
No response from ECU 　• The software download fails.	1. Follow all on-screen instructions to exit the application. 2. Submit a TA (Technical Assistance) request titled 'NGI_0EO8'.	-

ERROR	FIRST ACTION	SECOND ACTION
Software download fails and the Radio / Volume control is not working.	1. Follow all on-screen instructions to exit the application. 2. Submit a TA request titled 'NGI_09'.	-
Failed to communicate with ECU • PATHFINDER will not allow the IMC or ISC application to continue as the update fails due to a DID response concern.	1. Follow all on-screen instructions to exit the application. 2. Submit a TA request titled 'NGI_HC_FAIL'.	-
InControl Touch Pro system constantly restarting • The system will constantly start, shut down, and restart before an InControl Touch Pro Software Update	• Submit a TA detailing the concern. • Select 'Infotainment Master Controller (IMC) update - 01 - 'General Failure' as the symptom. • Put 'NGI_REBOOT' in the first line of 'Detailed Diagnostics'.	-

Voice / Speech concern - no voice inputs or outputs functionality.
   • Common symptoms:
 	
     - Voice commands are not recognized
     - Voice output such as spoken navigation guidance is inoperative
     - Voice Recognition menu is blank
	Make sure you have run the 'Update Speech Database' application from ECU functions.	• Submit a TA detailing the concern.
		
		• Select 'Infotainment Master Controller (IMC) update - 01 - 'General Failure' as the symptom.
		
		• Put 'NGI_VOICE' in the first line of 'Detailed Diagnostics'.

ERROR	FIRST ACTION	SECOND ACTION
Navigation concern - incorrect time or vehicle position 　• Common symptoms: 　　- Incorrect time displayed 　　- Navigation vehicle position away from current location 　　- Navigation vehicle position shows the correct location and Navigation works as expected, except the road names are missing	• Submit a TA detailing the concern. • Select 'Infotainment Master Controller (IMC) update - 01 - 'General Failure' as the symptom. • Put 'NGI_TIME / NAV' in the first line of 'Detailed Diagnostics'.	-
System Language concern 　• Language Settings default to English UK after a vehicle shut down. 　• Common symptoms: 　　- User sets relevant system market language and the language setting defaults back to English UK after vehicle shut down 　　- User unable to set their language as not available to select since the update	• Submit a TA detailing the concern. • Select 'Infotainment Master Controller (IMC) update - 01 - 'General Failure' as the symptom. • Put 'NGI_SYS_LANG' in the first line of 'Detailed Diagnostics'.	-
'The software has updated successfully, but a concern with Gracenotes has been detected' message displayed on PATHFINDER. 　•	1. Follow all on-screen instructions to exit the application. 2. Select 'Infotainment Master Controller (IMC) update - 01 - 'General Failure' as the symptom. 3. Put 'NGI_GN' in the first line of 'Detailed Diagnostics'.	-