

UPDATE PRIOR TO SALE N268 UPS12618: INCONTROL TOUCH PRO UPDATE



NAS18.08.015 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

DECEMBER 19, 2018

DESCRIPTION OF ISSUE

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.

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 Field Action or Technical Bulletin.

AFFECTED VEHICLE RANGE

Discovery Sport (L550)

Model Year: 2018-2019

VIN: 708389-794829

Discovery (L462)

Model Year: 2018-2019

VIN: 032671-089294

Range Rover Evoque (L538)

Model Year: 2018-2019

VIN: 256731-343362

Range Rover Velar (L560)

Model Year: 2018-2019

VIN: 700070-799632

Range Rover Sport (L494)

Model Year: 2018-2019

VIN: 162191-199952; 400373-421179; 695623-699609; 800013-830352

Range Rover (L405)

Model Year: 2018-2019

VIN: 361214-532029

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

SERVICE PROGRAM / REWORK ACTION

Retailers will update the InControl® Touch Pro™ software to the latest level prior to delivery to the customer.

ACTION TO BE TAKEN

Use DDW to make sure that a 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.

Refer to Technical Bulletin N268 UPS12618-2bNAS, *Update Prior to Sale: InControl Touch Pro Update*, for detailed repair instructions.

PARTS

NOTE: only order the expected percentage demand of parts identified.

MODEL	DESCRIPTION	TYPE	PART NUMBER	QUANTITY	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 without Rear Seat Entertainment (RSE)	LR110216	1	1

TOOLS

Refer to Technical Bulletin noted above for any required tools.

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 outstanding Recall and Service Actions are identified to ensure 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 for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	MODEL	DESCRIPTION	SRO	TIME	PARTS	QUANTITY
N268	X	All with Rear Seat Entertainment (RSE)	Infotainment Master Controller (IMC) and Infotainment Slave Controller (ISC) - Update ECU	85.87.21	1.0	-	-
N268	X	All without Rear Seat Entertainment (RSE)	Infotainment Master Controller (IMC) - Update ECU	85.87.20	0.5	-	-

PROGRAM CODE	OPTION CODE	MODEL	DESCRIPTION	SRO	TIME	PARTS	QUANTITY
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	87.01.41	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	87.01.41	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.

CUSTOMER COMMUNICATION

Should this Program mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.'

'Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any Update Prior to Sale program.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to this specific activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.