



JTB00552NAS7

TECHNICAL BULLETIN

02 JAN 2019

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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 Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

INFORMATION

This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in blue

SECTION:

415-01:

SUBJECT/CONCERN:

InControl® Touch Pro™ Features May Not Function As Expected

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	APPLICABILITY:
F-PACE (X761)	2017	046944-899840	Vehicles With: InControl Touch Pro

MODEL:	MODEL YEAR:	VIN:	APPLICABILITY:
XE (X760)	2017	921222-995971	Vehicles With: InControl Touch Pro
XE (X760)	2017	P10187-P16863	Vehicles With: InControl Touch Pro
XF (X260)	2016-2017	Y00124-Y53221	Vehicles With: InControl Touch Pro
XJ Range (X351)	2016-2018	V90866 Onwards	Vehicles With: InControl Touch Pro

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

A major part of this update is to the of the single-screen InControl® Touch Pro™ system, which will change to match that of the InControl® Touch Pro Duo™ system. The customer must be aware that after this software update is finished, they will be required to sign back in to any vehicle applications that were being used prior to the software update.

SITUATION:

In response to customer feedback on the performance of the InControl® Touch Pro™ system, Jaguar Land Rover has developed a software upgrade designed to enhance the robustness of a range of system features and functions.

CAUSE:

These may be caused by a software issue.


ACTION:

Should a Customer express any of the concerns listed in the software tab of the TOPIx vehicle summary pop-up, accessible from TOPIx after entering the VIN, follow the Diagnostic Procedure below.

PARTS:

No Parts Required

TOOLS:



Jaguar Land Rover-approved battery power supply

E192494



Jaguar Land Rover-approved diagnostic tool with latest SDD Software Management Pack and InControl® Touch Pro™ Software

E179225



DTSE9G2 /32GB

Jaguar Land Rover-approved Universal Serial Bus (USB) memory device

E194922

WARRANTY:

- NOTES:**
- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to JLR claims submission system to obtain the latest repair time.
 - The JLR Claims Submission System requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Infotainment Master Controller (IMC) - Update ECU	85.87.20	0.5	42	T2H22097
Infotainment Slave Controller (ISC) - Update ECU	85.87.21	1.0	42	T2H22097

 **NOTE:**

Normal Warranty procedures apply.

SERVICE INFORMATION - VEHICLES (EXCEPT XJ) WITH SINGLE-SCREEN SYSTEM: **CAUTION:**

Single screen system only. Due to this important and irreversible change to the way the customer directly interacts with their vehicle, retailers must inform the customer of this change before performing this update. Perform the update **ONLY** after the customer is informed and in agreement.

 **NOTE:**

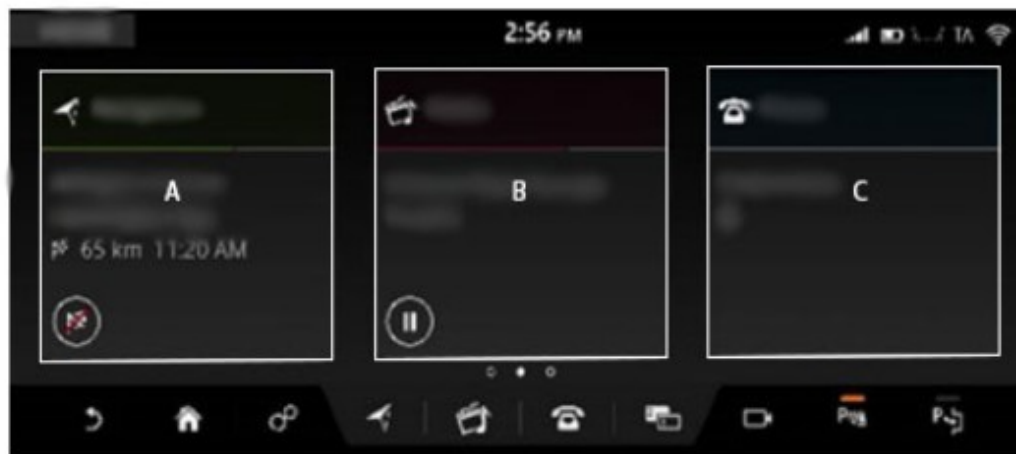
The look and feel of the single-screen InControl® Touch Pro™ system will, if not already updated with Phase 4 '18B' software, change to match that of the InControl® Touch Pro Duo™ system. When this software update is finished, it **CANNOT** be reversed. Refer to the latest InControl Touch Pro Release Notes on TOPIx for more information.



E229092

Vehicles with Single-Screen System current 4-tile home screen:

- **A** - Media
- **B** - Climate
- **C** - Phone
- **D** - Navigation



E229093

Vehicles with Single-Screen System updated 3-tile home screen:

- A - Navigation
- B - Media
- C - Phone

DIAGNOSTIC PROCEDURE:

ⓘ CAUTIONS:

- Make sure that the Jaguar Land Rover-approved diagnostic equipment is connected to the internet every 24 hours.
- This software update is split into 2 separate procedures and, depending on the software level, it may first require an update to the Gateway Control Module (GWM).

- Battery support unit: it is extremely critical to use a battery support unit and have a vehicle with a battery that has a good state of health to start. The battery support unit must also be in proper working condition to be able to supply 13v consistently. If the voltage is compromised during the installation of software, the Infotainment Master Controller (IMC) may switch off.
- The software transfer process can take some time, please be patient. The vehicle ignition will switch OFF during this transfer which is normal -- do not touch the engine START/STOP button unless instructed to do so.
- Before starting, make sure that the Infotainment screens display the 'Home' screen with the ignition switched ON. If not (the display screens show the Jaguar logo or the front screen is blank), lock the vehicle and leave for 5 minutes, then unlock the vehicle. Switch the ignition ON and view the Infotainment screens again.
- It is extremely critical NOT to disturb the Data Link Connector (DLC) connection. Any interruption in connection between Vehicle Communication Interface (VCI) and the DLC connection will result in a failure and may not be recoverable.
- Remove all customer Universal Serial Bus (USB) devices from any of the vehicle front and rear USB ports (as applicable) before connecting the Jaguar Land Rover-approved diagnostic equipment and commencing with the software update. After successfully performing the update and after disconnecting the Jaguar Land Rover-approved diagnostic equipment, connect the customer USB devices back to their original location.

NOTES:

- After the Gateway Control Module (GWM) programming occurs, a functional CAN reset is sent to the vehicle. The very next step in the process then begins to run Variant Configuration to the Infotainment Master Controller (IMC). If the Technician is too fast and is pressing green 'tick' (✓) boxes to push the process along, the Variant Configuration process will fail as the IMC is not fully booted. Each time the Technician is instructed to turn the ignition ON they should follow the diagnostic system prompts. The IMC in general takes 90 seconds for full operation. A good point is pressing the 'Audio' button and then pressing the 'Source' button. When the IMC is booted, all available sources will be displayed on the Source Selection screen. At this time the 'continue' button can now be pressed.
- If a failure occurs when the retry is attempted, the technician must switch the ignition back ON and wait a minimum 90 seconds until the Infotainment Master Controller (IMC) is booted up.

- This action will result in the navigation ETA share contacts being deleted from the system. Inform customers that any contacts previously stored in the navigation system (not phone contacts) will need to be re-entered upon completion.
- 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.

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

2  **CAUTION:**

The Jaguar Land Rover-approved diagnostic equipment must be loaded with SDD155.03 Software Management Pack v308, InControl Touch Pro Software 005.07 [or later], and the Vehicle Communication Interface (VCI) must be on the latest level as per VCI Update Instructions (available on TOPIx). If a DA VCI device is used for the update, it **MUST** be on a firmware level of 63 or later.

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

3 Follow all on-screen instructions.

XF (X260) VIN Y24769-Y42791 ONLY

4 If the hyperlink is not available:

- 1 Select the **Service Functions** session type.
- 2 From **Car configuration management - Session active Car configuration** selection, update the vehicle CCF (Car Configuration File) using ASBUILT data.

5  **CAUTIONS:**

- At the start of this process, the Jaguar Land Rover-approved diagnostic equipment will transfer a large number of files to the Jaguar Land Rover-approved USB memory device. These will then be transferred to the vehicle.
- The Jaguar Land Rover-approved diagnostic equipment may prompt 'No Update Required' in the software resolution screen; however, this software does require updating; select the green 'tick' (✓) to continue the download.

NOTES:

- If the Jaguar Land Rover-approved diagnostic equipment states that the InControl® Touch Pro™ system is already at the latest required software level, exit the application and go to Step 11.
- The infotainment screen display will go blank or change color during this update. This is normal behavior and is to be expected when the InControl® Touch Pro™ control module software is being updated.

If the hyperlink is not available:

- 1 Select the **Diagnosis** Session Type.
- 2 Select **Electrical - Information and entertainment system - Entertainment system**.
- 3 Run and close the **Datalogger** tool to reveal the 'Extras' tab.
- 4 Select the **Extras** tab.
- 5 From 'Recommendations', run the **Configure existing module - InControl Touch Pro** application.

6

NOTES:

- This application will begin and the InControl® Touch Pro™ Health Check will display on-screen. The InControl® Touch Pro™ Health Check will make sure that all conditions are correct before the software update can begin. In the event of a failure condition being identified by the InControl® Touch Pro™ Health Check, follow the on-screen instructions to rectify the failure condition and then retry the application. The application will not continue until all conditions are correct; all InControl® Touch Pro™ Health Check failure conditions **MUST** be rectified.

- When the Jaguar Land Rover-approved diagnostic equipment is formatting the Jaguar Land Rover-approved Universal Serial Bus (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 socket. 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 Jaguar Land Rover-approved Universal Serial Bus (USB) memory device into the Jaguar Land Rover-approved diagnostic equipment. Do as instructed before proceeding.

7

 **NOTE:**

Make sure the vehicle ignition is ON. Press the engine START/STOP button to switch it ON if necessary.

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

8

Transfer the USB memory device into the vehicle before proceeding on the diagnostic equipment.

9

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

- If the diagnostic equipment displays an error, refer to the **TROUBLESHOOTING** section below and perform the relevant action to finish the update.

10

 **NOTE:**

Make sure the vehicle ignition is ON. Press the engine START/STOP button to switch it ON if necessary.

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

 **CAUTION:**

At the start of this process, the Jaguar Land Rover-approved diagnostic equipment will transfer a large number of files to the Jaguar Land Rover-approved Universal Serial Bus (USB) memory device. These will then be transferred to the vehicle.

 **NOTES:**

- If the Jaguar Land Rover-approved diagnostic equipment states that the InControl® Touch Pro™ system is already at the latest required software level, exit the application and go to Step 18.
- The touchscreen will go blank or change color during this update. This is normal behavior and is to be expected when the InControl® Touch Pro™ control module software is being updated.

If the hyperlink is not available:

- 1 Select the **Diagnosis** session type.
- 2 Select **Electrical - Information and entertainment system - Entertainment system**.
- 3 Run and close the **Datalogger** tool to reveal the 'Extras' tab.
- 4 Select the **Extras** tab.
- 5 From 'Recommendations', run the **Configure existing module - Update to Phase 4: InControl Touch Pro** application.
- 6 Follow all on-screen instructions until the application finishes successfully.

 **NOTES:**

- This application will begin and the InControl® Touch Pro™ Health Check will display on-screen. The InControl® Touch Pro™ Health Check will make sure that all conditions are correct before the software update can begin. In the event of a failure condition being identified by the InControl® Touch Pro™ Health Check, follow the on-screen instructions to rectify the failure condition, then retry the application. The application will not continue until all conditions are correct; all InControl® Touch Pro™ Health Check failure conditions **MUST** be rectified.

- When the Jaguar Land Rover-approved diagnostic equipment has finished formatting the Jaguar Land Rover-approved Universal Serial Bus (USB) memory device and copying over the software 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. Do as instructed before proceeding.

- 13 Follow all on-screen instructions until prompted to transfer the USB memory device from the diagnostic equipment to the vehicle as instructed.

- 1 Transfer the USB memory device into the vehicle before proceeding on the diagnostic equipment.

- 14 Follow all on-screen instructions until the application prompts 'Remove the USB memory device from the vehicle'.

- 1 Follow all on-screen instructions until the application finishes successfully.
 - If the diagnostic equipment displays an error, refer to the **TROUBLESHOOTING** section below and perform the relevant action to perform the update.

15  **NOTE:**

Smartphone Pack Activation - The Smartphone pack is an additional feature that is not part of any warranty repair, unless purchased separately by the customer. If the Smartphone Pack has not been purchased by the customer, go to the next Step.

Select **Service Functions** session type.

- 1 Run the **Entertainment system - InControl Touch Pro - Activation of Smartphone Pack - Market X** application.
 - Market 'X' = 1, 2, 3, or 4 (depending on Market).
- 2 Follow all on-screen instructions until the application finishes successfully.

- 16 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.

17 If the vehicle has navigation ETA share contacts set up, the contacts must be deleted.

- 1 Select **Settings**.
- 2 Select **Navigation** function.
- 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'.

18 Exit the current session.

- 1 Select the **Session** tab.
- 2 Select the **Close session** option.
 - If necessary, set the vehicle to '**Transit mode**'.


19 Disconnect the diagnostic equipment, battery support unit, and USB memory device from the vehicle.


TROUBLESHOOTING:

In the event that an error is experienced during the software update process, the strategy implemented in the Jaguar Land Rover-approved diagnostic equipment can identify an error if the InControl® Touch Pro™

is unable to perform the required process.

If an error is displayed, refer to the table below and perform the appropriate Action Required.

ERROR CODE	CONCERN	ACTION REQUIRED
21 - Communication error	Busy or no response from the module.	<p>21 - Communication error</p> <ol style="list-style-type: none"> 1. Follow all on-screen instructions to exit the application. 2. Perform a battery hard reset. 3. Perform the 'Configure existing module - InControl Touch Pro' application again.
06 - Media not found	USB memory device not found in the vehicle.	<div data-bbox="683 653 1528 982" style="border: 1px solid #00a0c0; padding: 5px;"> <p> NOTE:</p> <p>The Jaguar Land Rover-approved diagnostic equipment will prompt the user to swap the Jaguar Land Rover-approved Universal Serial Bus (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> </div> <p>06 - Media not found</p> <ol style="list-style-type: none"> 1. Follow all on-screen instructions to exit the application. 2. Perform a battery hard reset. 3. Perform the 'Configure existing module - InControl Touch Pro' application again using the Jaguar Land Rover-approved USB memory device. 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. 5. Potential concerns: <ul style="list-style-type: none"> - Non-JLR-approved USB memory device - Faulty USB memory device - Vehicle concern between module and USB port (USB hub, connector, or cable issue)

ERROR CODE	CONCERN	ACTION REQUIRED
02 - File not found	File required by the module has not been found on the USB memory device due to file transfer issue.	<div data-bbox="688 170 1528 499" style="border: 1px solid #00a0c0; padding: 5px; margin-bottom: 10px;">  NOTE: The Jaguar Land Rover-approved diagnostic equipment will prompt the user to swap the Jaguar Land Rover-approved Universal Serial Bus (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. </div> <p>02 - File not found</p> <ol style="list-style-type: none"> 1. Follow all on-screen instructions to exit the application. 2. Perform a battery hard reset. 3. Perform the 'Configure existing module - InControl Touch Pro' application again using the Jaguar Land Rover-approved USB memory device. 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. 5. Potential concerns: <ul style="list-style-type: none"> - Non-JLR-approved USB memory device - Faulty USB memory device - Vehicle concern between module and USB port (USB hub, connector, or cable issue)
01 - General Failure	Module concern.	<p>01 - General failure</p> <ol style="list-style-type: none"> 1. Follow all on-screen instructions to exit the application. 2. Submit a TA (Technical Assistance) request titled '01 General Failure Recovery'. <ul style="list-style-type: none"> - All session files which contain this error must be attached.

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

ERROR CODE	CONCERN	ACTION REQUIRED
NGI_F121	F121 software download does not complete (pass or fail) and continues to download for an extended time period (hours). User has to force close SDD to exit the application.	NGI_F121 1. Follow all on-screen instructions to exit the application. 2. Submit a T.A request titled '01 General Failure Recovery'. - All session files which contain this error must be attached.

1

 **NOTE:**

In the event that an error is displayed which is not listed in the above table, select the green 'tick' (✓) when prompted 'Would you like to retry?' if the update fails to complete successfully.

Submit a [T.A](#) request if:

- The software update fails due to an error which is listed in the TROUBLESHOOTING table and the recommended actions do not resolve the concern; **or**
- The software update fails due to an error which is not listed in the TROUBLESHOOTING table and repeated retries have proved unsuccessful.
 - When submitting a [T.A](#) request, include in the heading the relevant Technical Bulletin/Service Action number related to the software update. State the error and actions finished and attach the relevant session file to the [T.A](#).

2

Submit a Diagnostic Product Quality Report if assistance is required to perform the F2 Recovery procedure to the Jaguar Land Rover-approved diagnostic equipment.