LTB01108NAS5

TECHNICAL BULLETIN

04 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 Land Rover 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:	ASSEMBLY PLANT:
Discovery Sport (LC)	2018 Onwards	721748 Onwards	Vehicles With: InControl Touch Pro	
Discovery (LR)	2017 Onwards	000523 Onwards	Vehicles With: InControl Touch Pro	
Range Rover Evoque (LV)	2018 Onwards	267153 Onwards	Vehicles With: InControl Touch Pro	
Range Rover Velar (LY)	2018 Onwards	700000 Onwards	Vehicles With: InControl Touch Pro	Solihull
Range Rover Sport (LW)	2017 Onwards	124031 Onwards	Vehicles With: InControl Touch Pro	
Range Rover (LG)	2017 Onwards	320324 Onwards	Vehicles With: InControl Touch Pro	

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

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 update designed to enhance the robustness of a range of system features and functions.

CAUSE:

These may be caused by a software issue. Refer to the full release note on TOPIx:

1. Enter the Vehicle Identification Number (VIN) in TOPIx.

2. Select the **'View all vehicle details'** hyperlink in the top right corner of the home screen.

3. Select the **'Vehicle Software'** tab.

4. Select the software part number to view the release note.

ACTION:

Should a Customer express any of the concerns listed in the release notes, follow the Workshop Procedure outlined below to update the infotainment system software.

PARTS:

No Parts Required

TOOLS:

Refer to Workshop Manual for any required special tools.

WARRANTY:

△ **NOTES:**

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Use TOPIx 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) - Vehicles without Rear Seat Entertainment (RSE) - Update ECU	85.87.20	0.5	42	LR091126
Infotainment Slave Controller (ISC) and Infotainment Master Controller (IMC) - Vehicles with Rear Seat Entertainment (RSE) - Update ECU	85.87.21	1.0	42	LR091126

△ **NOTE:**

Normal Warranty procedures apply.

WORKSHOP PROCEDURE:

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⚠ **NOTE:**

The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 209 (or later).

Update the infotainment system software (see TOPIx Workshop Manual section 415-00: Information and Entertainment system – General Information - General Procedures).

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 then 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-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' error message displayed. This Error message will be displayed: The JLR-approved diagnostic equipment will prompt the user to swap the JLR-approved USB memory device to the adjacent USB port in the event that the module is unable to read the JLR-approved USB memory device. When this action is completed and the green 'tick' (✓) selected, the module will attempt to continue the application using the adjacent USB port.	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.	• 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 USB memory device 　- Vehicle concern between module and USB port (USB hub, connector, or cable issue)

ERROR	FIRST ACTION	SECOND ACTION
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 finish fully. 3. Follow all on-screen instructions to exit the application. 4. Perform the 'Configure existing module - InControl Touch Pro' application again.	-
The software download fails with 'No response from ECU' message during update.	1. Follow all on-screen instructions to exit the application. 2. Submit a TA (Technical Assistance) request with 'NGI_0EO8' in the first line.	-
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 with 'NGI_09' in the first line.	-

ERROR	FIRST ACTION	SECOND ACTION
'Failed to communicate with ECU' is displayed by PATHFINDER to the user. PATHFINDER will not allow the Infotainment Master Controller (IMC) or Infotainment Slave Controller (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 with 'NGI_HC_FAIL' in the first line.	-
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'.	-

ERROR	FIRST ACTION	SECOND ACTION
Voice / Speech concern - no voice inputs or outputs functionality. Common symptoms are reported as: • 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.	• If a TA is raised for the above symptoms: • Select 'Infotainment Master Controller (IMC) update - 01 - General Failure' as the symptom. • Put 'NGI_VOICE' in the first line of 'Detailed Diagnostics'.
Navigation concern - incorrect time or vehicle position. Common symptoms are reported as: • 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'.	-

ERROR	FIRST ACTION	SECOND ACTION
System Language concern. Language Settings default to English UK after a vehicle shut down. The symptom is reported as: • 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' is displayed by PATHFINDER to the user.	• Follow all on-screen instructions to exit the application. • Select 'Infotainment Master Controller (IMC) update - 01 - 'General Failure' as the symptom. • Put 'NGI_GN' in the first line of 'Detailed Diagnostics'.	-

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⚠ **NOTE:**

In the event that an error is displayed which is not listed in the above table, follow all on-screen instructions to exit the application and perform the InControl Touch Pro application again.

Submit a TA if:

- The software update fails due to an error which is listed in the Troubleshooting table and the actions do not resolve the concern.

- The software update fails due to an error which is not listed in the Troubleshooting table and repeated retries do not resolve the concern.

- Include in the heading the relevant Technical Bulletin/Service Action number related to the software update; state the error and actions completed; and attach the relevant session file to the TA