

Reference	SSM74240
Models	E-PACE / X540 F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260
Title	In-Control Touch Pro diagnosis prior to replacing IMC/ISC
Category	Electrical
Last modified	01-Feb-2019 00:00:00
Symptom	207000 Entertainment Systems
Content	<p>Applicable Models:</p> <p>F-TYPE - X152 (18MY onwards) F-PACE - X761 (18MY onwards) XE - X760 (18MY onwards) XF - X260 (18MY onwards) E-PACE - X540 (18MY onwards)</p> <p>Issue:</p> <p>Increasing numbers of Infotainment Master Controller (IMC) and Infotainment Slave Controller (ISC) have been replaced where a repair could have been completed without replacing the module.</p> <p>Analysis by JLR and the supplier shows:</p> <ol style="list-style-type: none">1. No fault with the hardware as the fault was in a different module or related to software2. Pathfinder guided diagnostics were not used but would have helped to identify the correct repair <ul style="list-style-type: none">• The Pathfinder guided diagnostics have been improved to include all known failure modes within the IMC and ISC plus the additional modules which make up the In-Control Touch Pro system.• This means that when you run the guided diagnostic it will identify concerns that affect the IMC but where the root cause lies in another module or in software• JLR regularly updates guided diagnostics based on market feedback and data analysis to ensure emerging concerns are captured. <p>Cause:</p> <p>Incomplete diagnosis of overall In-Control Touch Pro system.</p> <p>Action:</p> <p>If a fault is suspected in the In-Control Touch Pro system or is reported by the customer then the</p>

Pathfinder guided diagnostic must be followed. This gives the most reliable route to a right first time repair.

Please follow the steps below

CAUTION: This procedure requires a minimum of Pathfinder 210 loaded or later.

NOTE: The Jaguar Land Rover (JLR) approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation mode' if required.

1. Connect the JLR approved battery support unit.
2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
3. Follow the JLR approved diagnostic equipment prompts.
4. Select 'Guided Diagnostics'.
5. Select 'Interior Electronic Features'.
6. Select 'Infotainment System'.
7. Select the related customer concern.
8. Follow all on-screen instruction.
9. When all of the tasks are complete, exit the session.
10. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

Note:

1. Warranty claims for In-Control Touch Pro system parts may be rejected if the guided diagnostic has not been correctly used.
2. Do not follow LTB01108/JTB00593 until you have completed the steps above .
3. LTB01108/JTB00593 also provides additional troubleshooting information where the vehicle software update has failed.
4. Both of the above Technical Bulletins will be updated to include the diagnostic procedure above in the near future.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.