



JTB00690NAS1

TECHNICAL BULLETIN

19 MAR 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

SECTION:

413-01

SUBJECT/CONCERN:

Instrument Cluster (IC) And 'Smart Settings' Language Reverts Back To English

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
E-PACE (X540)	2019	Z33578-Z99999	Graz (Austria)

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:**SITUATION:**

Only on vehicles with a partial Thin Film Transistor (TFT) Instrument Cluster (IC) and the 'smart settings' personalization feature, the selected language settings may revert back to English after an ignition cycle.

CAUSE:

This may be caused by an Instrument Cluster software concern.

ACTION:

Should a customer express this concern, follow the procedure(s) below.

PARTS:

No Parts Required

TOOLS:

E208514

Jaguar Land Rover-
approved
diagnostic
equipment



E192494

Jaguar Land Rover-
approved battery
support unit

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
Instrument Cluster (IC) - Update ECU	88.9117	0.2	04	J9C2791, J9C5280, J9C5281, J9C5282

NOTE:

Normal Warranty procedures apply.

DIAGNOSTIC PROCEDURE:

CAUTIONS:

- A Jaguar Land Rover-approved battery power supply must be connected to the vehicle startup battery.
- All ignition ON/OFF requests MUST be performed; failure to do these steps may cause damage to vehicle control modules.

NOTE:

Use the Jaguar Land Rover claims submission system for Field Service Action program eligibility requiring a Instrument Cluster software update. If eligible, perform and claim the update as per that program using the latest PATHFINDER software.

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

2

NOTE:

The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 224 (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 all on-screen instructions.

4

Select **ECU Diagnostics**.

5

Select **Instrument Panel Cluster Control Module [IPC]**.

6

Select **Update ECU**.

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

7

Exit the current session.

1 If required, reset the vehicle to **Transit mode**.

2 Select the **Exit** icon.

8

Disconnect the diagnostic equipment and battery power supply from the vehicle.