H196NAS1

TECHNICAL BULLETIN

11 APR 2019

JAGUAR

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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.

SECTION:

100-00

SUBJECT/CONCERN:

Service Action: Parking Aid Sensors - No Audible Warning

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
E-PACE (X540)	2019	Z43326-Z45540	Graz (Austria)
F-PACE (X761)	2019	364605-393253	Solihull
XE (X760)	2019	P46642-P49258	Castle Bromwich

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

A potential issue has been identified on certain Jaguar vehicles within the listed Affected Vehicle Range where the Parking Aid system audible warning does not function.

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 Diagnostic/Workshop Procedure detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

PARTS:

No parts required.

SPECIAL TOOLS:

Jaguar Land Rover-approved Battery Power Supply

Jaguar Land Rover-approved diagnostic equipment with latest PATHFINDER software

WARRANTY:

> △ **NOTE:**
>
> Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all open Recall and Service Actions are identified to make sure 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 and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only. The

Option Code(s) that allows for 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 April 30, 2021, closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
H196	A	Infotainment Master Controller (IMC) and Infotainment Slave Controller (ISC) - Update ECU	85.87.21	1.0	-	-
H196	B	Infotainment Master Controller (IMC) and Infotainment Slave Controller (ISC) - Update ECU Drive In/drive out	85.87.21 10.10.10	1.0 0.2	- -	- -
H196	C	Infotainment Master Controller (IMC) Vehicles without RSE - Update ECU	85.87.20	0.5	-	-
H196	D	Infotainment Master Controller (IMC) Vehicles without RSE - Update ECU Drive In/drive out	85.87.20 10.10.10	0.5 0.2	- -	- -

Normal Warranty policies and procedures apply.

DIAGNOSTIC PROCEDURE:

> ⚠ **NOTES:**
>
> - This update will result in the navigation trip Estimated Time of Arrival (ETA) share contacts being deleted from the system. Please inform customers that any contacts previously stored in the navigation system (not phone contacts) will need to be entered again upon completion.
>
> - This procedure will require the use of the Jaguar Land Rover-approved Universal Serial Bus (USB) memory device DTSE9G2/32GB.

1

> ⊙ **CAUTIONS:**
>
> - The Jaguar Land Rover-approved diagnostic equipment must be connected to the internet at least every 24 hours.
>
> - This procedure requires a minimum of Pathfinder 227 loaded or later.
>
> - The software transfer process can take some time, please be patient. The vehicle ignition will turn 'OFF 'during this transfer which is normal - do not touch the engine Stop/Start button unless instructed to do so.
>
> - Before commencing, make sure that the infotainment screens display the 'Home' screen with the ignition 'ON'. If not (display screens show the Land Rover logo or the Touchscreen is blank), lock the vehicle and leave for 5 minutes, then unlock the vehicle. Switch the ignition 'ON' and inspect the display screens again.
>
> - Do NOT disturb the Diagnostic Connector (J1962) connection during the download. Any interruption in connection between Vehicle Communications Interface (VCI) and the J1962 connection will result in a failure and may not be recoverable.
>
> - Any interruption in connection between Vehicle Communications Interface (VCI) and the J1962 connection will result in a failure and may not be recoverable.

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

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> ⊙ **CAUTION:**
>
> Disconnect any customer USB devices that are connected in 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 completing the update and after disconnecting the Jaguar Land Rover-approved diagnostic equipment, reconnect the customer USB devices back to their original location.

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 the on-screen prompts.

4   Select **ECU Diagnostics**.

5   Select **Infotainment Master Controller [IMC]**.

6   Select **ECU Functions**.

7   Select **Update - InControl Touch Pro**.

8

△ **NOTES:**

- When the Jaguar Land Rover-approved diagnostic equipment is formatting the 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 USB port.

- The vehicle's ignition must be ON and the IMC (Infotainment Master Controller) must be ON and fully booted. This process can take up to 90 seconds.

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

     1 **Vehicles without Rear Seat Entertainment (RSE):** when all tasks are finished, go to Step 14.

     2 **Vehicles with Rear Seat Entertainment (RSE):** when all tasks are finished, go to Step 10.

9

△ **NOTES:**

- 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 infotainment screen display will go blank or change color during this update; this is normal behavior and is to be expected when the software is being updated in the InControl Touch Pro control module.

Select **ECU Diagnostics**.

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10   Select **Infotainment Slave Controller [ISC]**.

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11   Select **ECU Functions**.

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12   Select **Update - InControl Touch Pro**.

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

> **1** When all tasks are finished, go to the next Step.

14

> ⚠ **NOTES:**
>
> - When the Jaguar Land Rover-approved diagnostic equipment is formatting the 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 USB port.
>
> - The vehicle's ignition must be ON and the IMC must be ON and fully booted. This process can take up to 90 seconds.

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

> **1** When all tasks are finished, go to the next Step.

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15   Delete paired Bluetooth® devices:

> **1** Select the **phone** on the vehicle touchscreen.
>
> **2** Select **Settings**.

3 Select **Bluetooth® Settings**.

4 Select **Forget all devices**.

- When all tasks are finished, 'All Devices Forgotten' will be displayed.

5 When all tasks are finished, go to the next Step.

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16 Delete Customizable Home Page (CHP):

1 Swipe across to the first CHP on the vehicle Touchscreen.

2 Press and hold until you are in 'edit' mode.

- If there is more than one CHP page, scroll to the last page.

- There will be a 'Bin' icon in the footer.

3 Select the '**Bin**' to delete that page.

4 The first Home Page created will not have this 'Bin' option; it requires the user to delete everything one by one.

5 Follow all on-screen instructions.

6 When all tasks are finished, go to the next Step.

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17 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.

6 Follow all on-screen instructions.

7 When all tasks are finished, go to the next Step.

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

1 Select **Navigation** function.

2 Select **Settings**.

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'.

10 Follow all on-screen instructions.

11 When all tasks are finished, go to the next Step.

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19 Exit the current session.

    1 Select the **Session** tab.

    2 Select the **Close session** option.

    3 If necessary, set the vehicle to '**Transit mode**'.

    4 When all tasks are finished, go to the next Step.

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20 Disconnect the diagnostic equipment and battery support unit from the vehicle.

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21 Switch the ignition OFF for a minimum of 10 minutes to allow the vehicle modules to shut down.

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 this error.

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

ERROR	FIRST ACTION	SECOND ACTION

ERROR	FIRST ACTION	SECOND ACTION

'JLR approved Universal Serial Bus (USB) memory device not found in the vehicle' message displayed on PATHFINDER.
• The Jaguar Land Rover-approved diagnostic equipment will prompt the user to swap the 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.
	• Follow all on-screen instructions to exit the application.
	
	• Perform a battery hard reset.
	
	• Perform the 'Update - 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 JLR-approved USB memory device
		  - Vehicle concern between module and USB port (USB hub, connector, or cable issue)

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 complete fully. 3. Follow all on-screen instructions to exit the application. 4. Perform the 'Update - InControl Touch Pro' application again.	-
'No response from ECU' message displayed during update. • The software download fails.	1. Follow all on-screen instructions to exit the application. 2. Submit a TA (Technical Assistance) request titled 'NGI_0EO8'.	-
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 titled 'NGI_09'.	-

ERROR	FIRST ACTION	SECOND ACTION
'Failed to communicate with ECU' message displayed on PATHFINDER. • PATHFINDER will not allow the IMC or ISC (Infotainment Slave Controller) 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 titled 'NGI_HC_FAIL'.	-
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'.	-

Navigation concern - incorrect time or vehicle position
   • Common symptoms:
 	
     - 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'.
		-

System Language concern
   • Language Settings default to English UK after a vehicle shut down.
 	
   • Common symptoms:
 	
     - 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'.
		-

ERROR	FIRST ACTION	SECOND ACTION
'The software has updated successfully, but a concern with Gracenotes has been detected' message displayed on PATHFINDER. • -	1. Follow all on-screen instructions to exit the application. 2. Select 'Infotainment Master Controller (IMC) update - 01 - 'General Failure' as the symptom. 3. Put 'NGI_GN' in the first line of 'Detailed Diagnostics'.	-