

LTB01297NAS1



TECHNICAL BULLETIN

01 MAY 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.

SECTION:

413-01

SUBJECT/CONCERN:

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

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
New Range Rover Evoque (LZ)	2020 Onwards	000269 Onwards	Halewood

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

On vehicles with a partial Thin Film Transistor (TFT)IPC (Instrument Cluster) and the 'Smart Settings' personalization feature only, the selected language settings may revert back to English after an ignition cycle.

CAUSE:

This may be caused by an IPC software concern.

ACTION:

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

PARTS:

No Parts Required

TOOLS:

Jaguar Land
Rover-approved
battery power
supply



Jaguar Land
Rover-approved
diagnostic
equipment with
latest
PATHFINDER
software

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	85.88.08	0.3	04	LR115495, LR115496, LR115497, LR115498

 **NOTE:**

Normal Warranty procedures apply.

SERVICE INFORMATION:

- 1 Inform the customer that all user profiles from the 'Smart Settings Center' will be deleted as a result of this software update and new profiles will need to be created.

SERVICE INSTRUCTION:

1  **NOTE:**

All user profiles must be deleted before the IPC software is updated.

Delete all user profiles from the 'Smart Settings Center'.

- 1 Select the **Settings** icon on the vehicle Touchscreen (TS).
- 2 Select **All settings**.
- 3 Select **Smart settings**.
- 4 Select **Delete all profiles**.

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

3  **NOTE:**

The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 230 (or later).

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

4

 **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.

5

Select **ECU Diagnostics**.

6

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

7

Select **Update ECU**.

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

8

Exit the current session.

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

2 Select the **Exit** icon.

9

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