

# RETAILER BRIEFING - SERVICE ACTIONS H251 / N377 - INCONTROL® TOUCH PRO™ SOFTWARE UPDATES - 2016-18MY VEHICLES



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CAN/USA

AFTERSALES BULLETIN

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## What will this campaign do??

Service Actions H251 and N377 are Owner Notified Programs (ONP) to update InControl® Touch Pro™ software in 2016-18MY vehicles to version 19B from earlier levels. This upgrade will be free of charge and delivered via the standard campaign process. Included in this software update is the Smartphone Pack, comprising of Apple CarPlay® and Android Auto™ (subject to minimum vehicle specifications). Vehicles will also receive Software-Over-The-Air (SOTA) functionality.

## Why are we running this campaign?

The 19B software update is a significant step forward in our infotainment functionality and quality. It also provides our latest touchscreen interface.

With this campaign we have a great opportunity to enhance the customer experience and their perception of our technology. This increased satisfaction will lead to improved brand loyalty.

This is an ideal opportunity to engage with your customers, enabling you to assess their current vehicle, and offer demonstrations and test drives of the latest models.

## When are we starting the campaign?

The campaign will begin October 4, 2019, with customer notification by mail shortly thereafter.

## What are the advantages to tell customers about?

- **Improved experience:** InControl Touch Pro version 19B makes the infotainment system quicker and easier to use and delivers new features and over 1,400 fixes to previous InControl Touch Pro version 18A, which most of these cars currently have.
- **Includes Smartphone Pack:** The Smartphone Pack gives customers the latest vehicle connectivity technology, making their lives more convenient, familiar, and enjoyable:
  - Apple CarPlay® and Android Auto™ enable customers to access many familiar smartphone apps through their vehicle's touchscreen
  - Voice control functions are enabled through Siri or OK Google
- **Enables SOTA:** SOTA enables customers to receive future InControl Touch Pro software updates, if they wish, by connecting their vehicle to a Wi-Fi hotspot or through a SIM card mobile data connection if their vehicle has this capability.

## What are the advantages for the retailer?

- **Customer satisfaction:** Improved quality of our fleet, leading to enhanced customer satisfaction and loyalty.
- **Future workshop efficiency:** Retailers can focus on more profitable jobs by freeing up workshop space from infotainment diagnosis. Additionally, future SOTA updates could be delivered to the customer directly, or if done by the Retailer, will be more efficient as they can be delivered via Wi-Fi.

For questions regarding the content of this publication, please contact:

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- **Sales opportunity:** A great opportunity for customer contact with business opportunities for Sales and Service. Please also refer to a related Sales Bulletin that will be published to GRP2.0 in early October.

**What vehicles are eligible for this Infotainment system software update and Smartphone Pack?**

The update is only relevant for the following 2016-18MY vehicles with InControl Touch Pro:

MODEL	2016MY	2017MY	2018MY
E-PACE	-	-	Y
F-PACE	-	Y	Y
F-TYPE	Y	Y	Y
I-PACE (19MY)	-	-	-
XE	-	Y	Y
XF	Y	Y	Y
XJ	Y	Y	Y
Discovery	N	Y	Y
Discovery Sport	N	Y	Y
Range Rover Evoque	Y	Y	Y
Range Rover Velar	-	-	Y
Range Rover Sport	N	Y	Y
Range Rover	N	Y	Y

**Smartphone Pack: Vehicle Hardware Requirements**

The Smartphone Pack will be a standard feature for Jaguar Land Rover vehicles with InControl Touch Pro software from 19B onwards for eligible vehicles (see below). However, to make use of the Smartphone Pack requires the following:

- InControl Touch Pro with 10.2-inch touchscreen. The Smartphone Pack is not compatible with the 8-inch touchscreen.
- Front User Interface Panel (UIP) with On-The-Go-enabled USB ports.

**What is the process for updating vehicles to the new software?**

- 1) Eligible customers will **receive a letter** via the standard campaign process with news of the software update, free Smartphone Pack, and SOTA functionality.
- 2) Customer books an **appointment** with their Retailer. An eligible vehicle may already be coming in for other service or warranty work and this campaign should be carried out during the same visit.
- 3) The update will remove stored radio favorites and Bluetooth® phone connections. Advise the customer of this, **note the stored radio favorites to reinstate** them following the update and **offer to assist the customer with pairing their Bluetooth devices**. Bluetooth pairing is one of the improvements in 19B software. Map data including stored locations, speech recognition database, and media content (e.g. music) stored in the system will be retained.
- 4) Retailer technicians perform the **software update for InControl Touch Pro using the latest process and USB stick** (procedures to be published to TOPIx), enabling technicians to quickly and robustly update older vehicles.

Technicians must follow the step-by-step instructions within the Jaguar Land Rover-approved diagnostic tool to complete the vehicle software update by USB.

#### **What if customers have already paid for the Smartphone Pack?**

Previously, the Smartphone Pack had a recommended retail price of \$300.00(CAD) / \$299.00(USD). However, we are now providing it free of charge.

Any customer who previously paid for the Smartphone Pack will have a later level of vehicle software and therefore is not included in this campaign. If such a customer asks you for a refund, claims should be made via a separate Goodwill claim using Program Code 'CE' with a Goodwill Reason Code of 'SPP'.

Please note that all claims will be audited. Customer must provide a receipt or evidence of a prior purchase of the Smartphone Pack. Retailers must retain copies of customer receipts and a record of refund by the Retailer

#### **Summary**

This campaign is a great opportunity to reconnect with existing customers by offering them an exciting upgrade at no cost. Please tell your customer about the benefits of this InControl Touch Pro software update, the Smartphone Pack (where applicable), and SOTA functionality and how these will enhance their ownership experience. The customer must explicitly agree to the campaign being carried out by approving the repair order per usual process.