JLRTB02017NAS2
TECHNICAL BULLETIN
18 MAR 2020

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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.

INFORMATION

This reissue replaces all previous versions. Please destroy all previous versions.

This bulletin supersedes TSB JLRTB02017NAS1/2020 dated 14 JAN 2020, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this Technical Bulletin in TOPIx.

Changes are highlighted in blue

SECTION:

415-00

SUBJECT/CONCERN:

Interactive Control Display Module (ICDM) - Purple Line Flickering

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover (LG)	2018-2020	343646-582956	Solihull

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover Sport (LW)	2018-2020	146054-898046	Solihull
Range Rover Velar (LY)	2018-2020	700001-252139	Solihull
New Range Rover Evoque (LZ)	2020-2021	000001-053961	Halewood

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

The Interactive Control Display Module (ICDM) may not be operating as expected **(see the video below)**. A purple line can be seen flickering on the lower edge of the ICDM.
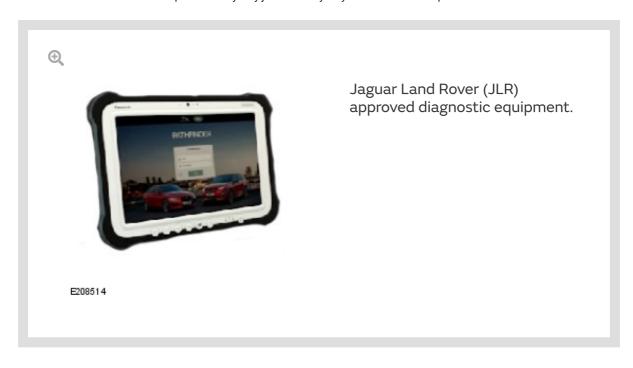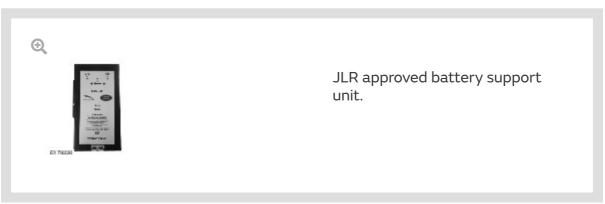
CAUSE:

Software error.

ACTION:

Follow the instructions below.

TOOLS:

Jaguar Land Rover (JLR) approved diagnostic equipment.

E208514

JLR approved battery support unit.

E179226

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
All except Range Rover Evoque – ICDM – Update - Replace ECU	86.95.04	0.3	04	LR099149 / LR090931

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Range Rover Evoque - ICDM - Update - Replace ECU	85.88.12	0.3	04	LR099149 / LR090931

NOTE:

Normal Warranty procedures apply.

SERVICE INFORMATION:

1.

0:00

The video above shows an example of the purple line flickering on the lower edge of the JCDM.

DIAGNOSTIC INSTRUCTION:

1.

> **CAUTION:**
>
> This procedure requires a minimum of Pathfinder 267 installed or later.

> **NOTES:**
>
> - The 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.
>
> - All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.

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.

   - Select 'Guided Diagnostics'.

   - Select 'Interior electrical features / Infotainment system / Touchscreen / Lower screen'.

   - When prompted to 'Select from the following customer concerns', select either 'Blank screen or screens' or 'Screen flickering or jumping'.

   - Follow all on-screen instructions to complete the task.

4. If required, reset the vehicle to 'Transportation Mode'.

5. When all of the tasks are complete, exit the session.

6. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.