

JLRTB02004NAS3

TECHNICAL BULLETIN

10 MAY 2021



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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 bulletin supersedes TSB JLRTB02004NAS2/2020 dated 16 SEP 2020, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page).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:

413-01

SUBJECT/CONCERN:

Temperature Displayed Incorrectly

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
E-PACE (X540)	2019-2020	Z33581-Z88941	Graz (Austria)
New Range Rover Evoque (LZ)	2020	000120-072289	Halewood

MARKETS:NORTH AMERICA

CONDITION SUMMARY:**NOTES:**

- This technical bulletin only applies to vehicles installed with a partial Thin Film Transistor (TFT) Instrument Panel Cluster Control Module (IPC).
- This technical bulletin is only applicable to vehicles installed with 'smart settings center'.

SITUATION:

The Ambient Air Temperature (AAT) displayed on the IPC is displayed in °C, instead of °F as required.

CAUSE:

Software error.

ACTION:

Follow the instructions below.

TOOLS:



Jaguar Land Rover (JLR)
approved diagnostic equipment



JLR approved battery support
unit

WARRANTY:

NOTE:

* When submitting your Warranty claim within the Warranty portal, use the Condition Code list shown to select the Condition Code which best describes the vehicle defect.

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
E-PACE - IPC - Virtual - Update - Replace ECU	85.88.10	1.2	*	J9C2791/J9C5280/J9C5281/J9C5282
Evoque - IPC - Virtual - Update - Replace ECU	85.88.10	1.2	*	LR133838/LR133839/LR133840/LR133841

NOTE:

Normal Warranty procedures apply.

DIAGNOSTIC INSTRUCTION

1.

NOTE:

All user profiles need to be deleted before the JLR software is updated.

Delete all user profiles from the 'smart settings center'.

2. Select the 'Settings' icon on the vehicle touchscreen.

- Select 'All settings'.
- Select 'Smart settings'.
- Select 'Delete all profiles'.

3.

CAUTIONS:

- This procedure requires a minimum of Pathfinder 326 installed or later.
- All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.

NOTE:

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.

Connect the JLR approved battery support unit.

4. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

5. Follow the JLR approved diagnostic equipment prompts.
 - Select 'Guided Diagnostics'.
 - Select 'Interior electrical features > Information and message center > Instrument cluster fault'.
 - Follow all on-screen instructions to complete the task.

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

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

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

SERVICE INFORMATION:

1. On release of the vehicle, inform the customer that all user profiles from the 'Smart Settings Center' were deleted as a result of completing this technical bulletin, and new profiles will need to be created.