



SERVICE ACTION

Global Service Action
Number: N735

Subject: InControl Touch Pro Wired Update	Publication No.: N735
	Model: Range Rover (LG)
	Model Year: 2017 - 2019
	Model: Discovery (LR)
	Model Year: 2017 - 2019
	Model: Range Rover Sport (LW)
	Model Year: 2017 - 2019
	Model: Range Rover Evoque (LV)
	Model Year: 2016 - 2019
	Model: Discovery Sport (LC)
	Model Year: 2017 - 2019
	Model: Range Rover Velar (LY)
	Model Year: 2018 - 2019
	Date of Issue: 06 February 2025
	Expiry Date: 06 February 2026

To:	Jaguar Land Rover North America, LLC.
For the Attention of:	The approved JLR retailer / authorized repairer.
Important:	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer / authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer / authorized repairer to determine if this campaign applies to a specific vehicle. This campaign has been issued to provide the relevant repair instructions, parts and warranty information. This campaign is valid for one year only. Repairs must be completed prior to the expiry date at the top of this campaign.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

This Customer Satisfaction Program is being made available as a benefit under a Class Action settlement agreement, to certain vehicle owners, who own or lease a Settlement Class vehicle that requires a wired software update to the Infotainment system to enable future [Software Over The Air \(SOTA\)](#) updates.

A potential concern has been identified on specific vehicles within the above vehicle range.

Customers with pre-18B InControl® Touch Pro versions are unable to receive the latest infotainment updates over the air. The latest version (22A) provides a significant number of bug fixes over pre-18B and will provide customers with the smartphone pack and provision of [SOTA](#) through [Infotainment Master Controller \(IMC\)](#) WiFi, where conventional vehicle WiFi hardware has not been installed.

ACTION TO BE TAKEN

At the next opportunity, you are requested to repair the vehicle.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

JLR retailers / authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your JLR retailer / authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

- N735

Parts Information

NOTE:

If a new [Infotainment Master Controller \(IMC\)](#) is required, claim as part of the 'Related Damage Process'.

SROs

Description	SRO	Time
IMC software update	85.87.20	0.5
IMC software update with Rear Seat Entertainment (RSE)	85.87.21	1.0
Software Over The Air (SOTA) - Connection	85.87.99	0.1
Drive in / drive out	02.02.02	0.2

NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code N735 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time
N735	A	IMC software update	85.87.20	0.5
		SOTA - Connection	85.87.99	0.1
N735	B	IMC software update	85.87.20	0.5
		SOTA - Connection	85.87.99	0.1
		Drive in / drive out	02.02.02	0.2
N735	C	IMC software update with RSE	85.87.21	1.0
		SOTA - Connection	85.87.99	0.1
N735	D	IMC software update with RSE	85.87.21	1.0
		SOTA - Connection	85.87.99	0.1
		Drive in / drive out	02.02.02	0.2

NOTE:

The option that contains the drive in / drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current JLR Global Warranty Manual, and its amendments, unless stated otherwise in this campaign.

Related Damage Process

NOTE:

If there is a requirement to claim for related / consequential damage, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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REMOVAL AND INSTALLATION: Diagnostic Instruction C

DIAGNOSTIC INSTRUCTION A - USING TOPIX CLOUD DIAGNOSTICS

NOTES:

- This action will result in the navigation journey Estimated Time of Arrival (ETA) share contacts being deleted from the system. You must 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 JLR approved [Universal Serial Bus \(USB\)](https://jlrequipment.service-solutions.com/en-GB/Pages/ItemDetail.aspx?SKU=JLR-NGI-32GB) memory device DTSE9G2/32GB. The device can be obtained from the following website: <https://jlrequipment.service-solutions.com/en-GB/Pages/ItemDetail.aspx?SKU=JLR-NGI-32GB>.
- The latest NDU and NGI files **MUST** be downloaded from the TOPIX Links page and saved to the JLR approved diagnostic equipment before starting the update.

1. Connect the JLR approved diagnostic equipment and the JLR approved battery support unit.
2.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.
3.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.
4. Select the link to complete the application -
5. Follow all on-screen instructions to complete the task.
6. Delete all paired Bluetooth® devices:
 - Select the 'phone' on the vehicle Touchscreen.
 - Select 'Settings'.
 - Select 'Bluetooth® Settings'.
 - Select 'Forget all devices'.
 - 'All Devices Forgotten' will be displayed when completed.
7. Delete Customizable Home Page (CHP):
 - Swipe across to the first CHP on the vehicle Touchscreen.
 - Press and hold until you are in 'edit' mode.
 - If there is more than one CHP page scroll to the last.
 - There will be a 'Bin' icon in the footer.
 - The first Home Page created will not have this 'Bin' option, it requires the user to delete everything one by one.
8. Select the 'Settings' icon on the vehicle Touchscreen:
 - Select 'All settings'.
 - Select 'Features'.
 - Scroll down and select 'Live'.
 - Select 'Delete Live'.
 - Select 'Yes'.

9. If the vehicle has 'navigation journey ETA share contacts setup', the contacts will need to be deleted:

- Select the 'Navigation' function.
- Select the 'Settings' button.
- Select 'Navigation Settings'.
- Select the 'Settings' button.
- Select 'Navigation Settings'.
- Select 'Edit profile'.
- Scroll down and select 'Contacts'.
- Select the 'Edit' button displayed in line with the contact screen title.
- Select 'Check all'.
- Select 'Delete'.
- Confirm 'Delete Action'.

10.

NOTE:

If required.

Select the link to enable transit mode.

11.

NOTE:

If required.

Select the link to enable transit mode.

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

13. Turn 'OFF' the vehicle for a minimum of 10 minutes, to allow the vehicle modules to shut down.

14. Continue to Service Instruction C.

TROUBLESHOOTING

CAUTIONS:

- If the vehicle software level is at a lower level than 17C the vehicle's speech database will need to be updated for the speech system to continue working. This is done after the main software update has completed by running the separate 'Update Speech Database' application from ECU functions and following the on-screen instructions.
- If the vehicle software level is at a lower level than 17C then this software update enables a new InControl® Touch Pro feature - Voice control of the navigation system. In order to utilize this feature, the vehicle owner will need to update their navigation maps to the latest version. Specific information on how to do this can be found in the Owner's Handbook. If the maps are already at the latest level the customer will have to wait until the next map update is available to activate this feature.

In the event that an error is experienced during the software update process, the strategy implemented in the JLR 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
'JLR approved USB memory device not found in the vehicle' error message will be displayed. This error message will be displayed: The JLR approved diagnostic equipment will prompt the user to swap the JLR approved USB memory device to the adjacent USB port in the event that the module is unable to read the JLR approved USB memory device. When this action is completed and the green tick selected, the module will attempt to continue the application using the adjacent USB port.	• In the event that this error is displayed, follow all on-screen instructions to exit the application. • Complete a battery hard reset. • Complete the Configure existing InControl® Touch Pro application again using the JLR approved USB memory device.	• If the error is displayed again, further inspection will be required to determine if it is a JLR approved 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 cabling issue).
Module recovery in progress (30 minute process). The software download has failed and the module is recovering to the previous level.	• Do not touch the vehicle.	-

Error	First Action	Second Action
	- Allow the recovery process to complete fully. - Follow all on-screen instructions to exit the application. - Retry the 'Update - InControl® Touch Pro' application again.	
The software download fails with 'No response from ECU' message during update.	Retry the 'Update - InControl® Touch Pro' application again.	In the event that this error is displayed, follow all on-screen instructions to exit the application. Submit a Technical Assistance (TA) request.
Software download fails and the Radio / Volume control is not working.	In the event that this error is displayed, follow all on-screen instructions to exit the application. Submit a TA request.	-
'Failed to communicate with ECU' is displayed by Pathfinder to the user. Pathfinder will not allow the IMC or IMC application to continue as the update fails due to a Data Identifier (DiD) response concern.	In the event that this error is displayed, follow all on-screen instructions to exit the application. Submit a TA request.	-
InControl® Touch Pro system constantly restarting - The system will constantly start, shut down and restart before an InControl® Touch Pro Software Update.	Retry the 'Update - InControl® Touch Pro' application again.	- Submit a TA detailing the concern. - Select '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 are reported as: - 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.	Position the vehicle outside to allow communication with satellites.	- Submit a TA detailing the concern. - Select '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. The symptom is reported as: - 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 'IMC update - 01 - 'General Failure' as the symptom. - Put 'NGI_SYS_LANG' in the first line of 'Detailed Diagnostics'.	-
'The software has updated successfully, but a concern with Gracenotes has been detected' is displayed by Pathfinder to the user.	- In the event that this error is displayed, follow all on-screen instructions to exit the application. - Select 'IMC update - 01 - 'General Failure' as the symptom. - Put 'NGI_GN' in the first line of 'Detailed Diagnostics'.	-

1.

NOTE:

In the event that an error is displayed which is not listed in the above table, follow all on-screen instructions to exit the application and complete the InControl® Touch Pro application again.

Submit a [TA](#) in the following instances:

If the software update fails due to an above error and the actions do not resolve the concern.

If the software update fails due to an error which is not listed in the above table, and repeated retries have proved unsuccessful.

When submitting a [TA](#), include in the heading, the relevant bulletin/service action number related to the software update. State the error and actions completed and attach the relevant session file to the [TA](#).

DIAGNOSTIC INSTRUCTION B - USING SDD

NOTES:

- This action will result in the navigation journey ETA share contacts being deleted from the system. You must 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 JLR approved [USB](#) memory device DTSE9G2/32GB. The device can be obtained from the following website: <https://jlrequipment.service-solutions.com/en-GB/Pages/ItemDetail.aspx?SKU=JLR-NGI-32GB>.
- The latest NDU and NGI files **MUST** be downloaded from the TOPIx Links page and saved to the JLR approved diagnostic equipment before starting the update.

1.

CAUTIONS:

- Make sure that the JLR approved diagnostic equipment is connected to the internet daily.
- This procedure requires SDD 164.00 and Software management pack 347, InControl® Touch Pro Software 007.11.001 loaded and the [Vehicle Communication Interface \(VCI\)](#) on the latest level as per [VCI](#) Update Instructions available on TOPIx.
- If a DA [VCI](#) device is used for the update, it MUST be on a firmware level of 63 or later.
- The software transfer process can take some time, you must wait. The vehicle ignition will turn 'OFF' during this transfer which is normal – Do not touch the Stop/Start switch unless instructed to do so.
- Before commencing, make sure that the infotainment screens display the 'Home' screen with the ignition 'ON'. If not (for example the display screens show the Jaguar logo or the Touchscreen is blank), lock the vehicle and leave for 5 minutes, then unlock the vehicle. Switch the ignition 'ON' and check the display screens again.
- When downloading it is critical NOT to disturb the diagnostic connector connection. Any interruption in connection between [VCI](#) and the diagnostic connector will result in a failure and may not be recoverable.

Connect the JLR approved battery support unit.

2.

CAUTION:

Disconnect any customer [USB](#) devices that are connected in any of the vehicle front and rear [USB](#) ports (as applicable) before connecting the JLR approved diagnostic equipment and commencing with the software update. After successfully completing the update and after disconnecting the JLR approved diagnostic equipment, reconnect the customer [USB](#) devices back to their original location.

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 diagnostic equipment to the vehicle and begin a new session.

3. Follow the JLR approved diagnostic equipment prompts.

4.

CAUTION:

At the start of this process, the JLR approved diagnostic equipment will transfer a large number of files to the JLR approved [USB](#) memory device. These will then be transferred to the vehicle.

The JLR approved diagnostic equipment may prompt 'No Update Required' in the software resolution screen. This software does require updating; select the green tick to continue the download.

5.

NOTE:

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.

If the hyperlink is not available, the application can be found as follows:

- Select the 'Diagnosis' Session Type.
- Select the following symptom:
- Electrical - Information and entertainment system - Entertainment system.
- Run and close the 'Datalogger' tool to reveal the 'Extras' tab, select the 'Extras' tab.
- From 'Recommendations', run: Configure existing module - Update to Phase 4: InControl® Touch Pro.

6.

CAUTION:

At the start of this process, the JLR approved diagnostic equipment will transfer a large number of files to the JLR approved [USB](#) memory device. These will then be transferred to the vehicle.

NOTE:

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'.

- Select 'Infotainment Slave Controller ([IMC](#))'.
- Select 'ECU Functions'.
- Select 'Update - InControl® Touch Pro'.

7.

NOTE:

When the JLR approved diagnostic equipment has completed formatting the JLR approved [USB](#) memory device and copying over the software to the JLR approved [USB](#) memory device, the JLR approved diagnostic equipment will finish and advise the technician to install the JLR approved [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 insert the JLR approved [USB](#) memory device into the JLR approved diagnostic equipment. Do as instructed before proceeding.

8. Follow all on-screen instructions until prompted to transfer the JLR approved [USB](#) memory device from the JLR approved diagnostic equipment to the vehicle as instructed.
9. Transfer the JLR approved [USB](#) memory device into the vehicle before proceeding on the JLR approved diagnostic equipment.
10. Follow all on-screen instructions until the application prompts 'Remove the Jaguar Land Rover approved [USB](#) memory device from the vehicle'.

11.

NOTE:

If the JLR approved diagnostic equipment displays an error, refer to the troubleshooting section below and complete the relevant action to complete the update.

Follow all on-screen instructions until the application completes successfully.

12. Select the 'Settings' icon on the vehicle Touchscreen, then select 'all settings', select 'Features', scroll down and select 'Live', select 'Delete Live', select 'Yes' to continue.
13. If the vehicle has navigation journey ETA share contacts setup, the contacts will need to be deleted. Select the 'Navigation' function, select the 'Settings' button, select 'Navigation Settings', select 'Edit profile', scroll down and select 'Contacts', select the 'Edit' button displayed in line with the contact screen title, Select 'Check all', select 'Delete', confirm 'delete action'.
14. If required, reset the vehicle to 'Transportation mode'.
15. When all of the tasks are complete, exit the session.
16. Disconnect the JLR approved diagnostic equipment, the JLR battery support unit and the JLR approved [USB](#) memory device from the vehicle.
17. Continue to Service Instruction C.

Note: This software update enables a new InControl® Touch Pro feature - Voice control of the navigation system. In order to utilize this feature, the vehicle owner will need to update their navigation maps to the latest version. Specific information on how to do this can be found in the Owner's Handbook. If the maps are already at the latest level the customer will have to wait until the next map update is available to activate this feature.

TROUBLESHOOTING

In the event that an error is experienced during the software update process, the strategy implemented in the JLR approved diagnostic equipment can identify this error.

If an error is displayed, refer to the table below and complete the appropriate action:

Error	Concern	Action Required
21 - Communication error.	Busy or no response from the module.	- In the event that this error is displayed, follow all on-screen instructions to exit the application. - Complete a battery hard reset and complete the Configure existing module - InControl® Touch Pro application again.
06 - Media not found.	JLR approved USB memory device not found in the vehicle.	NOTE: The JLR approved diagnostic equipment will prompt the user to swap the JLR approved USB memory device to the adjacent USB port in the event that the module is unable to read the JLR approved USB memory device. When this action is completed and the green tick selected, the module will attempt to continue the application using the adjacent USB port. - In the event that this error is displayed, follow all on-screen instructions to exit the application. - Complete a battery hard reset. - Complete the Configure existing InControl® Touch Pro application again using the JLR approved USB memory device. - If the error is displayed again, further inspection will be required to determine if it is a JLR approved 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 cabling issue).
02 - File not found.	File required by the module has not been found on the JLR approved USB memory device.	NOTE: The JLR approved diagnostic equipment will prompt the user to swap the JLR approved USB memory device to the adjacent USB port in the event that the module is unable to read the JLR approved USB memory device. When this action is completed and the green tick selected, the module will attempt to continue the application using the adjacent USB port. - In the event that this error is displayed, follow all on-screen instructions to exit the application. - Complete a battery hard reset. - Complete the Configure existing InControl® Touch Pro application again using the JLR approved USB memory device. - If the error is displayed again, further inspection will be required to determine if it is a JLR approved USB memory device concern or a vehicle concern. - Potential concerns: - Non JLR approved USB memory device.

Error	Concern	Action Required
		- Faulty JLR approved USB memory device. - Vehicle concern between module and USB port (USB hub, connector or cabling issue).
01 - General Failure.	Module concern.	• In the event that this error is displayed, follow all on-screen instructions to exit the application. Submit a TA request, titled '01 General Failure Recovery'. Make sure to attach all session files which contain this error.
0A - Invalid signature.	Corrupted InControl© Touch software files on the JLR approved diagnostic equipment or JLR approved USB memory device.	• In the event that this error is displayed, follow all on-screen instructions to exit the application. • Complete the Configure existing InControl© Touch Pro application again using the JLR approved USB memory device. • If 0A - Invalid signature error is displayed - the relevant JLR approved diagnostic equipment machine has a corrupt file installed and the JLR approved diagnostic equipment machine would require F2 recovery procedure and another JLR approved diagnostic equipment machine should be used to complete the update to the InControl© Touch Pro.
Module recovery in progress (30 minute process).	The software download has failed and the module is recovering to a previous level.	• Do not touch the vehicle. • Allow the recovery process to complete fully. • Follow all on-screen instructions to exit the application. • Complete the Configure existing module - InControl© touch Pro application again.
NGI_0EO8.	The software download fails with 'No response from ECU' during update process when Erase Car Configuration File (CCF) (0E08 routine) attempted.	• In the event that this error is displayed, follow all on-screen instructions to exit the application. Submit a TA request, titled '01 General Failure Recovery'. Make sure to attach all session files which contain this error.
NGI_09.	F121 software download fails (Radio / Volume control not working).	• In the event that this error is displayed, follow all on-screen instructions to exit the application. Submit a TA request, titled '01 General Failure Recovery'. Make sure to attach all session files which contain this error.
NGI_F121.	F121 software download does not complete (pass or fail) and keeps downloading for extended time period (hours) - User has to force close pathfinder to exit the application.	• In the event that this error is displayed, follow all on-screen instructions to exit the application. Submit a TA request, titled '01 General Failure Recovery'. Make sure to attach all session files which contain this error.

1.

NOTE:

In the event that an error is displayed which is not listed in the above table, follow all on-screen instructions to exit the application and complete the InControl© Touch Pro application again.

Submit a [TA](#) in the following instances:

If the software update fails due to an above error and the actions do not resolve the concern.

If the software update fails due to an error which is not listed in the above table, and repeated retries have proved unsuccessful.

When submitting a [TA](#), include in the heading, the relevant bulletin/service action number related to the software update. State the error and actions completed and attach the relevant session file to the [TA](#).

2. You must submit a Diagnostic Product Quality Report in the following instances:

If assistance is required to complete the F2 Recovery procedure to the JLR approved diagnostic equipment.

DIAGNOSTIC INSTRUCTION C

1. Update the InControl© Touch Pro system to the latest level using [SOTA](#) (see TOPIx Workshop Manual section 100-12: Software Over The Air - Description and Operation - Software Over The Air Update - Vehicles With: [IMC](#)).