

N367NAS1



TECHNICAL BULLETIN

20 SEP 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.

INFORMATION

SECTION:

415-01

SUBJECT/CONCERN:

SAFETY RECALL - Proximity Camera System Stability

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Range Rover Sport (LW)	2018	162191-813920
Range Rover (LG)	2018	361214-516164

MARKETS:

USA

CONDITION SUMMARY:

SITUATION:

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range equipped with the Surround Camera System which may fail to display the rearview image when a vehicle is about to reverse or is reversing.

Failure to display the rearview image will reduce the driver's visibility and, should the driver not check their surroundings appropriately, may increase the risk of a crash.

ACTION:

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

WARRANTY:

NOTE:

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all open Recall and Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting the Program Code and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

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

Warranty claims must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
N367	A	InControl Touch Pro update	85.87.20	0.5
N367	B	InControl Touch Pro update Drive in/drive out	85.87.20 02.02.02	0.5 0.2
N367	C	InControl Touch Pro update using Software Over The Air (SOTA)	85.87.99	0.1
N367	D	InControl Touch Pro update using SOTA Drive in/drive out	85.87.99 02.02.02	0.1 0.2

Normal Warranty policies and procedures apply.

DIAGNOSTIC INSTRUCTION 'A': SOTA

1.

 **NOTE:**

To verify a vehicle is SOTA capable, identify if there is a 'Vehicle Software' menu within the vehicle Touchscreen settings.

Update the InControl Touch Pro system using SOTA (see TOPIx Workshop Manual section 100-12: SOTA).

2.

If not able to update the Infotainment Master Controller (IMC) using SOTA, go to Diagnostic Instruction 'B'.

All vehicles

NOTES:

- This action will result in the navigation journey Estimated Time of Arrival (ETA) share contacts being deleted from the system. Please 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 Jaguar Land Rover-approved USB memory device DTSE9G2/32GB.

⚠ CAUTIONS:

- Make sure that the Jaguar Land Rover-approved diagnostic equipment is connected to the internet daily.
- This procedure requires a minimum of PATHFINDER 250 loaded or later.
- The software transfer process can take some time; please be patient. 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 (i.e. the display screens show the Land Rover 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 (J1962) connection. Any interruption in connection between Vehicle Communications Interface (VCI) and the J1962 connection will result in a failure and may not be recoverable.

⚠ NOTE:

The Jaguar Land Rover-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 Jaguar Land Rover-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 Jaguar Land Rover-approved diagnostic equipment and commencing with the software update. After successfully completing the update and after disconnecting the Jaguar Land Rover-approved diagnostic equipment, connect the customer USB devices to their original location.

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

3.

Follow the Jaguar Land Rover-approved diagnostic equipment prompts.

4.

ⓘ CAUTION:

At the start of this process, the Jaguar Land Rover-approved diagnostic equipment will transfer a large number of files to the Jaguar Land Rover-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 'IMC'.
- ■ Select 'ECU Functions'.
- ■ Select 'Update - InControl Touch Pro'.

5.

 **NOTE:**

When the Jaguar Land Rover-approved diagnostic equipment has completed formatting the Jaguar Land Rover-approved USB memory device and copying over the software to the Jaguar Land Rover-approved USB memory device, the Jaguar Land Rover-approved diagnostic equipment will finish and advise the technician to install the Jaguar Land Rover-approved USB memory device into the vehicle's USB port. The vehicle's ignition must be ON, and the JMC must be ON and fully booted, this process can take up to 90 seconds.

Follow all on-screen instructions until prompted to insert the Jaguar Land Rover-approved USB memory device into the Jaguar Land Rover-approved diagnostic equipment. Do as instructed before proceeding.

6. Follow all on-screen instructions until prompted to transfer the Jaguar Land Rover-approved USB memory device from the Jaguar Land Rover-approved diagnostic equipment to the vehicle as instructed.

7. Transfer the Jaguar Land Rover-approved USB memory device into the vehicle before proceeding on the Jaguar Land Rover-approved diagnostic equipment.

8. Follow all on-screen instructions until the application prompts 'Remove the Jaguar Land Rover approved USB memory device from the vehicle'.

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

10. If prompted, select 'ECU Functions'.

- **1.** Select 'Update Speech Database'.
- **2.** Follow all on-screen instructions until the application completes successfully.
 - ■ Vehicles without Rear Seat Entertainment (RSE) only: go to Step 17.
 - ■ Vehicles with RSE only: go to Step 11.

Steps 11-16: vehicles with RSE only

11.

 **CAUTION:**

At the start of this process, the Jaguar Land Rover-approved diagnostic equipment will transfer a large number of files to the Jaguar Land Rover-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 (ISC)'.
- ■ Select 'ECU Functions'.
- ■ Select 'Update - InControl Touch Pro'.

12.

 **NOTE:**

When the Jaguar Land Rover-approved diagnostic equipment has completed formatting the Jaguar Land Rover-approved USB memory device and copying over the software to the Jaguar Land Rover-approved USB memory device, the Jaguar Land Rover-approved diagnostic equipment will finish and advise the technician to install the Jaguar Land Rover-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 Jaguar Land Rover-approved USB memory device into the Jaguar Land Rover-approved diagnostic equipment. Do as instructed before proceeding.

13.

Follow all on-screen instructions until prompted to transfer the Jaguar Land Rover-approved USB memory device from the Jaguar Land Rover-approved diagnostic equipment to the vehicle as instructed.

14. Transfer the Jaguar Land Rover-approved USB memory device into the vehicle before proceeding on the Jaguar Land Rover-approved diagnostic equipment.

15. Follow all on-screen instructions until the application prompts 'Remove the Jaguar Land Rover approved USB memory device from the vehicle'.

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

All vehicles

17. 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.
-

18. 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 pages please 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.
-

19. Select the 'Settings' icon on the vehicle touchscreen:

- ■ Select 'All settings'.
- ■ Select 'Features'.
- ■ Scroll down and select 'Live'.
- ■ Select 'Delete Live'.
- ■ Select 'Yes'.

20. 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'.

21. If required, reset the vehicle to 'Transportation mode'.

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

23. Disconnect the Jaguar Land Rover-approved diagnostic equipment and the Jaguar Land Rover-approved battery support unit.

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

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 use 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 Jaguar Land Rover-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
<p>'Jaguar Land Rover-approved USB memory device not found in the vehicle' error message will be displayed. This Error message will be displayed: The Jaguar Land Rover-approved diagnostic equipment will prompt the user to swap the Jaguar Land Rover-approved USB memory device to the adjacent USB port in the event that the module is unable to read the Jaguar Land Rover-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.</p>	<ul style="list-style-type: none"> • In the event that this error is displayed, follow all on-screen instructions to exit the application. • Complete a battery hard reset. 	<ul style="list-style-type: none"> • If the error is displayed again, further inspection will be required to determine if it is a Jaguar Land Rover-

ERROR	FIRST ACTION	SECOND ACTION
	<ul style="list-style-type: none"> • Complete the Configure existing InControl Touch Pro application again using the Jaguar Land Rover-approved USB memory device. 	<p>approved USB memory device concern or a vehicle concern. Potential concerns:</p> <ul style="list-style-type: none"> • Non Jaguar Land Rover-approved USB memory device. • Faulty Jaguar Land Rover-approved USB memory device. • Vehicle concern between module and USB port (USB hub, connector or cabling issue).

ERROR	FIRST ACTION	SECOND ACTION
<p>Module recovery in progress (30 minute process). The software download has failed and the module is recovering to the previous level.</p>	<ul style="list-style-type: none"> • Do not touch the vehicle. • Allow the recovery process to complete fully. • Follow all on-screen instructions to exit the application. • Retry the 'Update - InControl Touch Pro' application again. 	-
<p>The software download fails with 'No response from ECU' message during update.</p>	<p>In the event that this error is displayed, follow all on-screen instructions to exit the application. Submit a Technical Assistance (TA) request.</p>	-
<p>Software download fails and the Radio / Volume control is not working.</p>	<p>In the event that this error is displayed, follow all on-screen instructions to exit the application. Submit a TA request.</p>	-
<p>'Failed to communicate with ECU' is displayed by PATHFINDER to the user. PATHFINDER will not allow the IMC or ISC application to continue as the update fails due to a DID response concern.</p>	<p>In the event that this error is displayed, follow all on-screen instructions to exit the application. Submit a TA request.</p>	-

ERROR	FIRST ACTION	SECOND ACTION
<p>InControl Touch Pro system constantly restarting - The system will constantly start, shut down and restart before an InControl Touch Pro Software Update.</p>	<ul style="list-style-type: none"> • 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'. 	-
<ul style="list-style-type: none"> • Navigation concern - incorrect time or vehicle position. Common symptoms are reported as: <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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'. 	-
<ul style="list-style-type: none"> • System Language concern - Language Settings default to English UK after a vehicle shut down. The symptom is reported as: <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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'. 	-

ERROR	FIRST ACTION	SECOND ACTION
<p>'The software has updated successfully, but a concern with Gracenotes has been detected' is displayed by PATHFINDER to the user.</p>	<ul style="list-style-type: none"> • 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 Technical Bulletin/Service Action number related to the software update. State the error and actions completed and attach the relevant session file to the [.TA](#).