

H056NAS2

**TECHNICAL BULLETIN**

16 NOV 2017



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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 Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

**INFORMATION**

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Changes are highlighted in blue

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**SECTION:**

413-01: Instrument Cluster

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**SUBJECT/CONCERN:**

SAFETY RECALL: Virtual Instrument Cluster (IC) Going Blank

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**AFFECTED VEHICLE RANGE:**

<b>MODEL:</b>	<b>MODEL YEAR:</b>	<b>VIN:</b>	<b>ASSEMBLY PLANT:</b>
F-PACE (X761)	2018	099558-099607	Solihull
F-PACE (X761)	2018	240011-266899	Solihull
XE (X760)	2018	P16868-P28021	Castle Bromwich
XF (X260)	2018	Y53235-Y62702	Castle Bromwich
XJ Range (X351)	2017	W03740-W12691	Castle Bromwich

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## **MARKETS:**

NORTH AMERICA

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## **CONDITION SUMMARY:**

## **SITUATION:**

An issue has been identified on certain vehicles within the listed Affected Vehicle Range where the Virtual Instrument Cluster (IC) has been going blank intermittently. The IC will not display anything in this condition but will reset while driving.

Without the IC displaying important information such as the vehicle's speed, there would be an increased risk of a crash.

## **NOTES:**

Instrument Cluster (IC) software is currently available for only 2017MY XJ and 2018MY F-PACE, XE, and XF vehicles listed within the Affected Vehicle Range.

2017MY F-PACE and XF and 2016MY XJ vehicles affected by Safety Recall H056 cannot be repaired using this Technical Bulletin. These vehicles will be included in an updated Technical Bulletin when the necessary IC software is available and until then all unsold, new vehicles must remain on HOLD.

**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 Diagnostic Procedure 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.

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**PARTS:**

No parts required.

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**SPECIAL TOOLS:**

Jaguar Land Rover-approved Midtronics Battery Power Supply

**NOTES:**

This Diagnostic Procedure/software update includes a very large file transfer that is very demanding of the Jaguar Land Rover-approved diagnostic tool.

Do not perform this Diagnostic Procedure/software update with any Jaguar Land Rover-approved diagnostic tool which has additional, non-Jaguar Land Rover-approved software installed.

Anti-Virus/Firewall applications should be disabled when performing this Diagnostic Procedure/software update where possible.

Contact your local Systems support if necessary.

Jaguar Land Rover-approved diagnostic tool with latest PATHFINDER software **OR**

Jaguar Land Rover-approved diagnostic tool with latest Symptom Driven Diagnostics (SDD) software

**WARRANTY:****NOTE:**

Check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that **all** outstanding Recall and Service Actions are identified to ensure 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. Refer to 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)	PARTS/SUNDRY CODE	QTY./VALUE
H056	B	Virtual Instrument Cluster - Update	88.91.18	2.0	-	-
H056	C	Virtual Instrument Cluster - Update	88.91.18	2.0	-	-
		Drive in/drive out	10.10.10	0.20	-	-

Normal Warranty policies and procedures apply.

DIAGNOSTIC PROCEDURE: SDD

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**This Diagnostic Procedure is only for vehicles requiring the Jaguar Land Rover-approved diagnostic tool with Symptom Driven Diagnostics (SDD).**

**CAUTIONS:**

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during diagnosis / module programming.
- All ignition ON/OFF requests must be carried out; failure to perform these steps may cause damage to control modules in the vehicle.

**NOTES:**

This Diagnostic Procedure/software update includes a very large file transfer that is very demanding of the Jaguar Land Rover-approved diagnostic tool. This could lead to software update errors if the following care points are not followed:

1. The Jaguar Land Rover-approved diagnostic tool **MUST** be shut down and restarted in Step 1 of this Diagnostic Procedure/software update.
2. No other applications other than Symptom Driven Diagnostics (SDD) may be running during this Diagnostic Procedure/software update. **All other applications MUST be shut down before Step 1 of this Diagnostic Procedure/software update.**
3. In the event an error occurs during this Diagnostic Procedure/software update, select '**Retry**' and the procedure will resume with no need to start from the beginning.

Symptom Driven Diagnostics (SDD) Instrument Cluster (IC) software is currently available for only 2017 model year XJ vehicles listed within the Affected Vehicle Range.

2017MY F-PACE and XF and 2016MY XJ vehicles affected by Safety Recall H056 cannot be repaired using this Technical Bulletin. These vehicles will be included in an updated Technical Bulletin when the necessary IC software is available and until then all unsold, new vehicles must remain on HOLD.

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- 1 Restart the Jaguar Land Rover-approved diagnostic tool.

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  - 2 Log in to the diagnostic tool.

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  - 3 Select **Continue** on the Warning screen.

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  - 4 Select **Settings** tab.

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  - 5 Select **System Utilities**.

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  - 6 Select **Manual Patch Update**.
    - A pop-up will be displayed for Manual Patch selection dialog box.

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  - 7 Enter '**MP\_JLR\_D0020**' in the Manual patch selection dialog box.

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  - 8 Select **OK**.
    - The 'Software Management Wizard' will then download the fix file.

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  - 9 Select **OK** when the Manual Patch update information pop up displays 'Do you want to install the update now?'.

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**NOTE:**

Do NOT shut down the diagnostic tool when the message 'Please shut down SDD before continuing' is displayed.

Select **OK** when the message 'Please shut down SDD before continuing' is displayed, but **DO NOT SHUT DOWN THE DIAGNOSTIC TOOL/PC**.

- 'Please wait' message is displayed.

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- 11 Select **OK** when the 'Package has been installed' message is displayed.

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12 Select **OK** in the Manual Patch update information pop-up.

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13 Close the Internet Explorer window where the diagnostic tool program runs.

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14 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

- 1 If required, remove the transit relay.

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**NOTE:**

The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD151.04 v.282 (or later) AND the Manual Patch.

Connect the diagnostic tool to the vehicle and begin a new session.

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16 Follow the on-screen prompts, allowing the tool to read the VIN and identify the vehicle and initiating the data collect sequence.

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17 If the hyperlink is not available:

- 1 Select **Diagnosis** from the Session Type screen.
- 2 Select the **Selected Symptoms** tab.
- 3 Select the following:
  - **Electrical - Instruments - Information and message center - Message display area**
- 4 Run and close the **Datalogger** tool to reveal the **Extras** tab.
- 5 Select the **Extras** tab.
- 6 Select **Run** to perform the '**Configure existing module - Instrument cluster control module**' option.
  - Follow all on-screen instructions until the application completes successfully.

7 When all tasks are complete, go to the next Step.

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18 Exit the current session.

- 1 If necessary, set the vehicle to '**Transit mode**'.
  - 2 Select the **Session** tab.
  - 3 Select the **Close session** option.
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19 Disconnect the diagnostic tool and battery support unit from the vehicle.

- 1 If required, install the transit relay.
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**CAUTION:**

DO NOT restart the Jaguar Land Rover-approved diagnostic tool until the manual patch has been used. The manual patch is removed on restart.

Restart the diagnostic tool.

**DIAGNOSTIC PROCEDURE: PATHFINDER**

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**This Diagnostic Procedure is only for vehicles requiring the Jaguar Land Rover-approved diagnostic tool with PATHFINDER.**

**CAUTIONS:**

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during diagnosis / module programming.
- All ignition ON/OFF requests must be carried out; failure to perform these steps may cause damage to control modules in the vehicle.

**NOTES:**

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This Diagnostic Procedure/software update includes a very large file transfer that is very demanding of the Jaguar Land Rover-approved diagnostic tool. This could lead to software update errors if the following care points are not followed:

1. The Jaguar Land Rover-approved diagnostic tool **MUST** be shut down and restarted before Step 1 of this Diagnostic Procedure/software update.
2. No other applications other than PATHFINDER may be running during this Diagnostic Procedure/software update. **All other applications MUST be shut down before Step 1 of this Diagnostic Procedure/software update.**
3. In the event an error occurs during this Diagnostic Procedure/software update, select '**Retry**' and the procedure will resume with no need to start from the beginning.

PATHFINDER Instrument Cluster (IC) software is currently available for only 2018 model year F-PACE, XE, and XF vehicles listed within the Affected Vehicle Range.

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- 1 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

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**NOTE:**

The Jaguar Land Rover-approved diagnostic tool must be loaded with PATHFINDER version 118 (or later).

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

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**NOTE:**

The Jaguar Land Rover-approved diagnostic tool will read the correct Vehicle Identification Number (VIN) for the current vehicle and automatically take the vehicle out of Transit mode if required.

Follow the on-screen prompts.

4 Select **ECU Diagnostics**.

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5 Select **Instrument Panel Cluster Control Module [IPC]**.

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6 Select **Update ECU**.

- 1 Follow all on-screen instructions until the application completes successfully.
  - 2 When all tasks are complete, go to the next Step.
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7 Exit the current session.

- 1 If required, reset the vehicle to **Transit mode**.
  - 2 Select the **Exit** icon.
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8 Disconnect the diagnostic tool and battery power supply from the vehicle.