

H056NAS3

TECHNICAL BULLETIN

18 DEC 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

Changes are highlighted in blue

SECTION:

413-01: Instrument Cluster

SUBJECT/CONCERN:

SAFETY RECALL: Virtual Instrument Cluster Going Blank

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
F-PACE (X761)	2017	081291-099996	Solihull
F-PACE (X761)	2018	099558-099607	Solihull
F-PACE (X761)	2018	240011-266899	Solihull
XE (X760)	2018	P16868-P28108	Castle Bromwich
XF (X260)	2017-2018	Y40353-Y62702	Castle Bromwich
XJ Range (X351)	2016-2017	W03265-W12691	Castle Bromwich

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

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

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

NOTE:

Instrument Cluster (IC) software is available for all vehicles listed within the Affected Vehicle Range.

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 appropriate 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.

PARTS:

No parts required.

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 Management Pack

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, make sure 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	D	Virtual Display Instrument Cluster - Update - F-PACE, XE, XF	88.91.17	0.2	-	-
H056	E	Virtual Display Instrument Cluster - Update - F-PACE, XE, XF Drive in/drive out	88.91.17 10.10.10	0.2 0.2	- -	- -
H056	F		88.91.18	2.0	-	-

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
		Virtual Display Instrument Cluster - Update - XJ				
H056	G	Virtual Display Instrument Cluster - Update - XJ Drive in/drive out	88.91.18 10.10.10	2.0 0.2	- -	- -

Normal Warranty policies and procedures apply.

DIAGNOSTIC PROCEDURE 'A': SDD

This Diagnostic Procedure is for 2017MY F-PACE and XF 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.

NOTE:

This Diagnostic Procedure/software update includes a very large file transfer that is very demanding of the Jaguar Land Rover-approved diagnostic tool. No other applications other than Symptom Driven Diagnostics (SDD) may be running during this Diagnostic Procedure/software update and **all other applications MUST be shut down before Step 1 of this Diagnostic Procedure/software update.**

1

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.

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

2

NOTE:

The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD152.00 and Software Management Pack 285 (or later).

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

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

4 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 - Information graphic display - Graphic display blank**
- 4 Run and close the **Datalogger** tool to reveal the **Extras** tab.
- 5 Select the **Extras** tab.
- 6 Select **Run** to perform the '**Special Application - Instrument Cluster Blank Screen Update**' 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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- 5 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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- 6 Disconnect the diagnostic tool and battery power supply from the vehicle.

DIAGNOSTIC PROCEDURE 'B': SDD

This Diagnostic Procedure is for 2016-17MY XJ 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.

NOTE:

This Diagnostic Procedure/software update includes a very large file transfer that is very demanding of the Jaguar Land Rover-approved diagnostic tool. No other applications other than Symptom Driven Diagnostics (SDD) may be running during this Diagnostic Procedure/software update and **all other applications MUST be shut down before Step 1 of this Diagnostic Procedure/software update.**

1

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.

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

2

NOTE:

The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD152.00 and Software Management Pack 285 (or later).

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

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

4 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 - Information graphic display - Graphic display blank**
- 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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- 5 Exit the current session.
 - 1 If necessary, set the vehicle to **'Transit mode'**.
 - 2 Select the **Session** tab.
 - 3 Select the **Close session** option.
-
- 6 Disconnect the diagnostic tool and battery power supply from the vehicle.

DIAGNOSTIC PROCEDURE 'C': PATHFINDER

This Diagnostic Procedure is for 2018MY F-PACE, XE, and XF 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.

NOTE:

This Diagnostic Procedure/software update includes a very large file transfer that is very demanding of the Jaguar Land Rover-approved diagnostic tool. No other applications other than PATHFINDER may be running during this Diagnostic Procedure/software update and **all other applications MUST be shut down before Step 1 of this Diagnostic Procedure/software update.**

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- 1 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.
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2

NOTE:

The Jaguar Land Rover-approved diagnostic tool must be loaded with PATHFINDER version 123 (or later).

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

3**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**.

5 Select **H056 - Virtual Display Instrument Cluster (IC) Going Blank** from the 'Campaigns' section.

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

6 Exit the current session.

- 1 If required, reset the vehicle to **Transit mode**.
- 2 Select the **Exit** icon.

7 Disconnect the diagnostic tool and battery power supply from the vehicle.