PRODUCT INVESTIGATION
ELECTRICAL

UPDATE

CAPABLE
OF GREAT
THINGS
PALM SPRINGS 2020

Pop Noise From Audio Output	16 – 20MY E-Pace, F-Pace, I-Pace, F-Type, XE, XF, XJ, Range Rover, RR Sport, RR Velar, RR Evoque, Discovery & Discovery Sport equipped with InControl Touch Pro

Customer Voice:
- Popping sound or crackling noise from the audio system while in use.

Technical Description:
- IMC module clipping sound due to large processing functions.

Status:
- IMC Software 19C contains additional improvements and was released on December 11, 2019 for PATHFINDER, January 9,2020 for SDD and currently available wirelessly via TOPIx.

- If you should encounter a further complaint after 19C software has been installed, please submit a TA case for guidance.

A customer vehicle which was unresolved following the latest software release (North Carolina, Jaguar Raleigh) has now arrived back at Mahwah for further analysis and testing of an updated fix