

Reference SSM59617

Models XJ / X351
XF / X250

Title GEN2.1 Infotainment System AV button greyed out

Category Electrical

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Symptom 207000 Entertainment Systems

Issue:

A customer may report that the Audio/ Video (AV) button is permanently greyed out.

Cause:

A greyed out AV button can be caused by a variety of concerns with the infotainment system and are normally attributed to a Media Orientated Systems Transport (MOST) ring break or continuity of connections to the Audio or Video modules.

Action:

If the Audio Control Module (ACM) or Audio Amplifier Module (AAM) is considered to be at fault and the power supplies/ earth paths have correct continuity, the simplest form of check for a module concern is to disconnect the power supplies to the module for a period of two minutes, then reconnect the power supplies. Using the MOST tester, check to see if light is being emitted from the output side of the MOST port on the module with the ignition on. If not the module is likely to be at fault and require replacement. If the light source is present then the module is functioning correctly.

Content

Following analysis of Audio Control Modules that have been replaced in warranty a wire bonding issue has been identified on a small number of units that may have caused the AV button to be greyed out permanently. This concern would normally be evident at PDI or early in vehicle life. Counter measures have been implemented in the module production process for ACMs from serial number H10722139/ BVJG904A onwards fitted to the following VIN range:

XF/X250: S20753 - S32000

XJ/X351: V00001 – V29000

Note: All wiring/ cabling issues should be ruled out before consideration is given to module replacement as any modules replaced that are found not to have a fault during supplier inspection may result in rejection of the warranty claim. Symptom Driven Diagnostics can be used as a guide during the diagnostic process in conjunction with the TOPIX.