

TECHNICAL BULLETIN
JTB00312NAS1
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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.

SECTION: 415-01

Touch Screen Blank After Starting Engine

AFFECTED VEHICLE RANGE:

XF (X250)

Model Year: 2013
VIN: S61632-U02768

XJ Range (X351)

Model Year: 2013
VIN: V39427-V57491

MARKETS:

NAS

CONDITION SUMMARY:

Situation: The Touch Screen may be blank after starting the engine.

Cause: This may be caused by a voltage handling issue at start up.

Action: Should a customer express this concern, follow the Service Instruction outlined below.

PARTS:

No Parts Required

TOOLS:



NOTE: This document is an 'Active Bulletin' that will display a functional programming shortcut if accessed within a diagnostic session using SDD.

SDD with latest SDD-DVD and Calibration File; first available on DVD135.02 v.146
Jaguar Land Rover-approved Midtronics battery power supply

WARRANTY:



NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.



NOTE: DDW requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Update Touch Screen software - XF	86.99.95	0.6	42	C2D24122
Update Touch Screen software - XJ	86.99.95	0.6	42	C2D31302



NOTE: Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:

1.  **CAUTION: A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during SDD diagnosis / module programming.**



NOTE: SDD must be loaded with DVD135.02 v.146 or later.

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



NOTE: The Touch Screen may also be known as Front control/display interface module (high level display front).

2. Turn ignition 'ON' (engine not running).
3. Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.
5. Select 'Diagnosis' from the Session Type screen.
6. Select the 'Selected Symptoms' tab, and then select the following:

- Electrical > Information and entertainment system > Touch screen display > Display inoperative

7. Select 'continue'.



8. **NOTE: The Touch Screen may also be known as Front control/display interface module (high level display front).**

Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Configure existing module – Front control/display interface module (high level display front) control module' option.

9. Follow all on-screen instructions to complete this task.
10. Exit the current session.
11. Disconnect the SDD and the battery power supply from the vehicle.



12. **NOTE: NOTE: On completion of the download, it may be necessary to reset the state within the Navigation menu.**

Start the engine; check the audio and Navigation systems for correct operation.

- If the state is correct, continue to the next step.
- If the state is not correct, select from the Navigation menu:

- Destination entry > Search country > Select required state

13. Reset the AM / FM / SDARS presets/date/time and other customer configurable options.



14. **NOTE: NOTE: During the software update process, all previously paired Bluetooth® devices will be erased.**

Advise the customer that any previously paired Bluetooth® devices will need to be paired again.