

Reference	SSM44191
Models	XJ V8 / X308 XJ / X350 XF / X250 XJ / X351 S-TYPE / X200 X-TYPE / X400 F-TYPE / X152 XK / X150
Title	Check customers phone compatibility using the Jaguar website
Category	Electrical
Last modified	22-Apr-2013 00:00:00
Symptom	205000 Electrical Accessories
Content	<p><b>Issue</b> A number of Audio Control Modules(ACM) are being replaced due to "Unable to Pair", "No Phonebook", "Phone Echo", and "Loss of connection" issues. When tested by the supplier, these modules often pass the tests with no fault found. The majority of these cases are due to the incompatibility of the Customers phone and not a vehicle fault.</p> <p><b>Cause</b> The phone echo issue is caused when the echo cancelling (EC) software and noise cancelling (NC) software in both the Intergrated Audio Module(IAM) and the phone are 'ON'. The normal operation method is when the IAM is connected to the phone the EC and NC in the IAM is ON while the phone switches it's EC and NC OFF. But when the issue was seen it has been observed that the phone has switched it's EC/NC ON causing interference with the ACM's (Audio Control Module) EC/NC and thus causing the echo.</p> <p><b>Action</b> This SSM is to inform dealers of how to check the compatibility of a customer's phone and assist in determining the customer's phone software level. To save un-necessary visits by the customer to the dealer, the dealer should advise the customer to check his/her phone on the Jaguar website. To check phone compatibility please follow the instructions below:- Go to <a href="http://www.jaguar.com">www.jaguar.com</a> Select "Continent" (Europe, Asia etc) Select "Country" Select "Owner Support" Select "How to" Select "Jaguar Bluetooth connectivity" Select "Visit Jaguar Bluetooth connectivity centre" Select the vehicle model Enter the last 6 characters of the VIN (Vehicle Identification Number) Enter the phone details on the drop down menus NOTE: If it is necessary to investigate an issue further, it is essential the customer's phone is the phone used to try to replicate the fault. Different phones have different levels of compatibility and the issue may be with the phone or its</p>

software level and not the vehicle. Once the issue has been replicated, the ACM should be checked against a phone which is known to be compatible.

**Replacing the ACM will give no improvement in connectivity if the customer's phone is not compatible.**