

Reference	SSM69458
Models	XF / X250 XJ / X351 F-TYPE / X152
Title	Unable to select preferences on the touch screen
Category	Electrical
Last modified	19-Nov-2013 00:00:00
Symptom	207000 Entertainment Systems
Content	<p>Issue: A customer may report a concern that when trying to access the preferences on the touchscreen, they may have errors or greyed out buttons.</p> <p>Cause: Software compatibility issues</p> <p>Action: If a customer reports the concern detailed above an HLDF software update will be required using SDD. To complete the update follow the instructions below:-</p> <ul style="list-style-type: none"> <li>-Ensure DVD 135 patch 9 or later is loaded</li> <li>-Connect the vehicle to a suitable power supply</li> <li>-Connect SDD to the vehicle</li> <li>-Start a new diagnostic session</li> <li>-Enter symptoms: Electrical - Information and entertainment system - Touch screen display</li> <li>-From the "Extras" tab select "Configure existing module - Front control/display interface module (high level display front)"</li> <li>-When complete end the session, and disconnect SDD.</li> <li>-Disconnect the power supply</li> </ul>