

Reference	SSM69558
Models	XF / X250 XJ / X351
Title	Navigation errors or freezing on the `Initialization` screen
Category	Electrical
Last modified	19-Nov-2013 00:00:00
Symptom	207000 Entertainment Systems
Content	<p>Issue: A customer may report that when trying to access the Navigation system they have errors or the system freezes on the "Initializing" screen.</p> <p>Cause: Software compatibility issues</p> <p>Action: If a customer reports the concern detailed above an IAM 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 - Entertainment System</li> <li>-From the "Extras" tab select "Configure existing module - Audio front control module"</li> <li>-When complete end the session, and disconnect SDD.</li> <li>-Disconnect the power supply</li> </ul>