

Special Service Message



NOTE: A Special Service Message is a formal communication issued by Jaguar and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Jaguar technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 64737 - Bluetooth device ID not displayed on Touch Screen.

Models : X152 - F-Type

X250 - XF

X351 - XJ

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Category : Electrical

Symptom : 207000 Entertainment Systems

Content : Issue:

Bluetooth ID (Identification) names do not appear in device list on the Touch Screen from Bluetooth device.

EG: "My Bluetooth telephone"

Cause:

On X250 12MYonwards, All X351 MY and F-Type.

User has paired bluetooth device to vehicle for either music streaming or hands free phone.

However, once paired and connected, the touch screen is still asking to pair device and device names are not displayed in device list. When this occurs, the device can not be selected or deleted from the list.

Note, the device will still successfully make/ receive phone calls and stream music.

If the Bluetooth device name contains an emotion icon, e.g. face, , favourites star etc.....then these symbols will not be recognised by the vehicle system.

Action:

NOTE: During the software download process all Bluetooth® paired devices will be erased.

Advise the customer that any previously paired Bluetooth® devices will need to be paired again and to remove emotion characters in device name on Bluetooth device to avoid further disruption.

1. Reconfigure Audio Control Module Existing to clear device list.

2. Advise customer to remove emotion characters within device name on Bluetooth device.

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