

TECHNICAL BULLETIN
JTB00273NAS2
10 MAY 2013



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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.

This reissue replaces all previous versions. Please destroy all previous versions. Only refer to the electronic version of this Technical Bulletin in TOPIx.

Changes are highlighted in gray

SECTION: 415-01A

No Sound / Loud Static Noise from Sound System on Ignition 'ON'; Touch Screen 'Freezes' / Cuts Out / Inoperative; Audio/Video Button Grayed Out

AFFECTED VEHICLE RANGE:

**XF (X250) - with Jaguar 400W
sound system only**

Model Year:

2012

VIN:

S20753-S63461

MARKETS:

NAS

CONDITION SUMMARY:

Situation:

Only vehicles fitted with the Jaguar 400W Sound System may exhibit one or more of the following issues when turning the ignition 'ON' or starting the engine:

- no sound or a loud static noise;
- Touch Screen 'freezes', cuts out, or is inoperative;
- the Audio/Video button is 'grayed' out.

Cause: This may be caused by Audio amplifier software.

Action: In the event of a customer concern of the above, refer to the Repair Procedure 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.

IDS with latest IDS-DVD and Calibration File; first available on DVD131.07 v.118
Jaguar Land Rover-approved Midtronics Vehicle 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
Configure Amplifier Module Using W.D.S.	86.99.42	0.40	42	C2D22264



NOTE: Normal Warranty policies and procedures apply.

REPAIR PROCEDURE:

- CAUTION:** Ensure all ignition 'ON' / ignition 'OFF' requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.



CAUTION: A Jaguar Land Rover-approved Midtronics Vehicle Power Supply must be connected to the vehicle battery during IDS / SDD diagnosis / module programming.



NOTE: IDS must be loaded with DVD131.07 v.118 or later.

Connect the Jaguar Land Rover-approved Midtronics Vehicle Power Supply to the vehicle battery.

- Turn ignition 'ON' (engine not running).
- Connect the Integrated Diagnostic System (IDS) to the vehicle and begin a new Symptom Driven Diagnostics (SDD) session.
- Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle.
- Select 'Diagnosis' from the Session Type screen.
- Select the 'Selected Symptoms' tab, and then select the following:
 - Electrical > Information and entertainment system > Entertainment system
- Select the 'Recommendations' tab.
- Select 'continue'.
- From the Recommendations tab, select '**Run**' to perform the 'Configure existing module – Audio amplifier module' option.
- Follow all on-screen instructions to complete this task.
- Exit the current session.
- Disconnect the IDS and the vehicle power supply from the vehicle.