JAGUAR

SECTION: 415

Service Action: Touch-Screen Bluetooth® Pop-up Message Software Update

AFFECTED VEHICLE RANGE:

XF (X250)	VIN:	S51674-S75000
	Model Year:	2013
XJ (X351)	VIN:	V36314-V47000
	Model Year:	2013

CONDITION SUMMARY:

Situation: Portable media devices cannot be used for audio system playback via Bluetooth® when an Apple® portable media device (iPod®, iPhone®, etc.) is connected to the vehicle via the Media Hub USB cable. In an effort to clarify this Gen 2.1 Infotainment system functionality, the Touch-Screen pop-up message 'No connection to Bluetooth Audio device. Please reconnect' will be changed to 'Bluetooth Audio device is disconnected. Connection of an Apple device via USB will disable Bluetooth Audio'.

Action: Retailers are required to before sale **HOLD** all affected vehicles in the above VIN range that are in their control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action detailed in this Technical Bulletin. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

PARTS:

No parts necessary

TOOLS:

IDS with latest IDS-DVD <u>and</u> Calibration File; first available on IDS-DVD132.02 v.122
Jaguar Land Rover-approved Midtronics Vehicle Power Supply

WARRANTY:

⚠ **NOTE: Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to the Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time.**
At the time of confirming a booking for vehicle repair, ensure that all outstanding Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting Program Code '**K139**' together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) that allows for the drive in / drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 January 2015** closure date must be submitted for payment within 30 calendar days of completion of the repair.

Program Code	Option Code	Description	SRO	Time (hours)	Part No.	Qty. / Value
K139	**B**	Configure Existing HLDF Module Using IDS/SDD	86.99.95	0.60	-	-
K139	**C**	Configure Existing HLDF Module Using IDS/SDD Drive in/drive out	86.99.95 10.10.10	0.60 0.10	- -	- -

Normal Warranty policies and procedures apply

REPAIR PROCEDURE

1. Record all customer presets (AM / FM / SDARS / NAV) and personalization options.

⚠ **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.**

2. Connect the Jaguar Land Rover-approved Midtronics Vehicle Power Supply to the vehicle battery.
3. Turn ignition 'ON' (engine not running).

△ **NOTE: IDS must be loaded with IDS-DVD132.02 v.122 or later.**

4. Connect the IDS to the vehicle and begin a new Symptom Driven Diagnostics (SDD) session.
5. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle.
6. From the Session Type selection screen, choose 'Campaigns'.
7. From the Recommendations tab, select '**Run**' to perform the 'Configure existing module - Front control / display interface module (high level display front)' option.
   - Follow all on-screen instructions to complete this task.
8. Exit the current session.
9. Disconnect the IDS and the Midtronics Vehicle Power Supply from the vehicle.

POST PROGRAMMING QUALITY CHECKS

△ **NOTE: After certain Audio system / Touch-Screen module software updates, previously paired Bluetooth® devices (mobile phone, iPod®, etc.) will no longer be paired to the vehicle. The vehicle will need to be deleted from the customer's Bluetooth® device list. Once the vehicle has been deleted, the devices may be paired using the normal pairing procedure.**

10. To ensure vehicle settings are communicated across vehicle modules, on completion of the software update carry out the following:
    a. Switch the ignition 'OFF'.
    b. Lock the vehicle; wait five minutes.
    c. Unlock the vehicle.
    d. Start the engine; leave running for two minutes.
    e. Turn the engine 'OFF'.
    f. Lock the vehicle; wait five minutes.
    g. Unlock the vehicle.
    h. Start the engine.
    i. Restore customer presets (AM / FM / SDARS / NAV), date, time, and personalization options
    j. Check the audio and navigation systems (including USB and iPod®) for proper operation.
       - Ensure the USB memory stick / iPod® is not left in the vehicle.