

Reference SSM63037

Models XJ / X351  
XF / X250

Title Touch Screen Display Programming - New Generation  
2.1 Systems

Category Electrical

Last modified 07-Feb-2013 00:00:00

Symptom 207000 Entertainment Systems

2010 - 2013 XJ

2012 - 2013 XF

The above list of vehicles has the new generation or "Gen 2.1" infotainment systems.

**Concern:**

Jaguar is currently investigating an emerging concern which may occur during a Touch Screen programming routine in SDD. Preliminary reports and testing has revealed that the ignition may shut off while the Touch Screen is downloading which may corrupt the Touch Screen download.

**Cause:**

Suspected - The Body Control Module's 'ignition timer' limits the ignition on time to only 10 minutes from the ignition being switched on. The timer is not being disabled properly during the programming routine which may be causing the concern.

Content

**Correction:**

Run a timer to aid in identifying exactly when the ignition will shut off during the programming routine. Progress through the programming routine and adhere to all of the ignition on and ignition off prompts. Just prior to starting the download routine, SDD shows the software about to be programmed. At this point, cycle the ignition one more time and then start the timer. Continue with the programming routine and follow all on screen instructions. As the timer nears 10 minutes prepare to turn the ignition back on. Allow the ignition to turn off and switch the ignition on. Avoid stepping on the Data Link connection and the brake pedal. The download routine will continue successfully.

If any concerns are encountered during the programming routine submit a Technical Assistance case with the sessions attached.