XJ_Touch Screen switches off momentarily and resets.wmv

Reference	SSM65337
Models	XJ / X351
Title	XJ - Touch Screen switches off momentarily and resets
Category	Electrical
Last modified	04-Jun-2013 00:00:00
Symptom	207000 Entertainment Systems
Content	**Vehicles Affected** 2011 XJ 2012 XJ *only* with the old HMI version of Touch Screen software. If *K121 / UPS6111 - 6 Row HMI Update* has been performed, the vehicle will not experience this concern. If a vehicle has had the HMI update and is experiencing a concern submit a Technical Assistance case for further diagnostic support. **Concern** A customer may report while utilizing the navigation map or while under route guidance, the vehicle's Touch Screen switches off momentarily, and resets as if the vehicle were just started. A tell tale symptom might include "the system went blank momentarily, then the Jaguar leaper appeared, and a few seconds later the Infotainment System was operational again." A short 45 second video of the concern has been attached to help validate the specific customer's concern. **Cause** The software in the vehicle's Touch Screen has a limited buffer size for navigation/map information. If the Touch Screen's buffer is exceeded, the Infotainment System will restart as depicted in the attached video. The concern is location and traffic density dependent, and can be replicated at will when passing through the specific area. **NOTE:** Not all problematic areas are known or have been reported. A few of the troublesome areas are noted immediately following. The problem may occur in other regions and is not specific to California. Intersection of the 101 and 134 - California Intersection of the 170 and 101- California Intersection of the 60 and 5 - California 405 traveling through Van Nuys - California **Correction** After validating the customer's concern matches the description and video, use IDS with DVD134.01 and calibration file v.133 or later and perform the 'Configure existing module – Front control/display interface module (high level display front)' option. If you require further technical support for any reason, submit a Technical Assistance inquiry with session files attached.