TECHNICAL BULLETIN
JTB00218NAS2
01 AUG 2013

JAGUAR

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: 415-00
'No Playable Video' Message Displayed On Touch Screen

AFFECTED VEHICLE RANGE:

XJ Range (X351)
Model Year: 2010-2012
VIN: V00047-V31342

MARKETS:

NAS

CONDITION SUMMARY:

Situation: A 'No Playable Video' message may be displayed on the High Level Display Front (HLDF) Touch Screen and DVD video discs may not be able to be played.

Cause: This may be a result of HLDF software updating and the Audio Control Module (ACM) incorrectly detecting five Car Configuration Code (CCF) DVD region code changes, causing the ACM to permanently set the last region code value as the default code. The correct DVD region code for North America is '1'.

Action: Should a customer express this concern, follow the Service Instruction 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 DVD124.03 v.61
Jaguar Land Rover-approved Midtronics battery power supply
Three (3) 1-4GB USB memory sticks: two with at least 256MB free space; one containing MP3 / WAV / AAC audio files

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

MOST system software download	**86.94.39**	0.40	40	C2D19247

⚠️ **NOTE: Normal Warranty policies and procedures apply.**

SERVICE INSTRUCTION:

1. ⚠️ **CAUTION: A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during IDS / SDD diagnosis / module programming.**

   ⚠️ **NOTE: IDS must be loaded with DVD124.03 v.61 or later.**

   Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

2. Turn ignition 'ON' (engine not running).

3. Connect the Integrated Diagnostic System (IDS) to the vehicle and begin a new Symptom Driven Diagnostics (SDD) session.

4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.

5. Select 'Diagnosis' from the Session Type screen.

6. Select the 'Selected Symptoms' tab, and then select the following:

   - Electrical > Information and entertainment system > Entertainment system

7. Select 'continue'.

8. Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Entertainment system - Infotainment system special applications' option.

9. ⚠️ **NOTE: Ignore the SDD instruction to perform a vehicle lock-down procedure; this will be performed after removing the IDS and the battery power supply.**

   Select 'No Playable Video Message Issue'.

10. Follow all on-screen instructions to complete this task.

11. Exit the current session.

12. Disconnect the IDS and the battery power supply from the vehicle.

13. To ensure new vehicle settings are communicated across required vehicle modules on completion of the software update, carry out the following:

    - Switch the ignition 'OFF'.
    - Lock the vehicle; wait five minutes.
    - Unlock the vehicle.
    - Start the engine; leave running for two minutes.
    - Turn the engine 'OFF'.
    - Lock the vehicle; wait a further five minutes.
    - Unlock the vehicle.
    - Vehicle modules will have been reset successfully.

14. Verify infotainment system (AM / FM / SDARS / VIDEO / USB) operation.