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|----------------------|---|
| <b>Reference</b>     | SSM72027  |
| <b>Models</b>        | XK / X150   |
| <b>Title</b>         | Issue with iPhone 5 and 5S, and any iPods that use the lightning connector. |
| <b>Category</b>      | Electrical  |
| <b>Last modified</b> | 16-Oct-2014 00:00:00  |
| <b>Symptom</b>       | 207000 Entertainment Systems  |
| <b>Attachments</b>   |   |

**Content**      **Note: Applicable to vehicles from 10my onwards**

**Issue**

When the customer attempts to connect an Apple device that is equipped with a lightning socket in order to stream music through the car's infotainment system the user will realise that the 30pin iPod link lead supplied by Jaguar is not compatible with the lightning connector. The customer might then attempt to use a 30pin socket to lightning adaptor or 30pin socket to lightning lead. It has been reported that in some of the cases when the customer attempts to use the above mentioned adaptors, they might experience a MOST(Media Orientated System Transport) ring break or the customer might experience reduced functionality of the steering wheel switches due to the way that the signal is decoded by the said adaptors.

**What Apple products:**

Seen on some Verizon CDMA iPhone 5S. Not all devices show this issue.

**Cause**

This is caused due to the way the adaptors decode the signal received by the Apple device.

**Action**

If the user is experiencing the above mentioned symptoms then they should ensure that they are using a genuine Apple adaptor.