

TECHNICAL BULLETIN
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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

SECTION: 415-00

Navigation Defaults To A Regional Location

AFFECTED VEHICLE RANGE:

XF (X250)

Model Year: 2013-2014
VIN: S71257-U21890

XJ Range (X351)

Model Year: 2013-2014
VIN: V45166-V66066

MARKETS:

NAS

CONDITION SUMMARY:

Situation: On start-up, the Navigation system may experience either an intermittent or permanent concern as described below.

A. Intermittent:

- The current vehicle position displayed is 'Washington D.C.' and not the actual current position. Once a GPS signal is acquired, the current vehicle position will then be correctly displayed.
- Route Guidance is not affected during this intermittent fault mode; if the issue occurred during Route Guidance, the current route will continue to be displayed.

B. Permanent:

- The current vehicle position displayed is 'Washington D.C.' and not the actual current position. The current vehicle position will continue to be incorrectly displayed as 'Washington D.C.' following an ignition cycle ('OFF' / 'ON').
- Route Guidance is affected during this permanent fault mode; if the issue occurred during Route Guidance, the current route will not resume and the destination will be cancelled.
- All Previous Destinations will be deleted (button 'grayed out').

Cause: These may be caused by a software issue or hard fault with the Integrated Audio Module (IAM).

Action: Should a customer express this concern, follow the appropriate Service Instruction [A or B] outlined below.

A. Intermittent: update the Integrated Audio Module (IAM) software.

B. Permanent: replace the Integrated Audio Module (IAM).

PARTS:



NOTE: Please refer to JEPC for any updates to these part numbers.

C2D38020

Integrated Audio Module - NAS

Quantity: 1

TOOLS:

No Tools Required

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
Update Integrated Audio Module software	86.99.72	0.7	42	C2D23065
Integrated Audio Module - Renew - XF (X250)	86.50.06	0.6	42	C2D23065
Integrated Audio Module - Renew - XJ (X351)	86.50.06	0.3	42	C2D23065



NOTE: Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION A



NOTE: Service Instruction 'A' to be performed on vehicles exhibiting the intermittent issue [A].

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



NOTE: SDD must be loaded with DVD137.01 v.163 or later.

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



NOTE: The Integrated Audio Module (IAM) may be also referred to as the Audio Control Module (ACM).

- Turn ignition 'ON' (engine not running).
- Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
- Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.
- Select 'Diagnosis' from the Session Type screen.
- Select the 'Selected Symptoms' tab, and then select:
 - Electrical - Information and entertainment system - Navigation system
- Select 'continue'.
- Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Configure existing module – Audio

front control module' option.

9. Follow all on-screen instructions to complete this task.
10. Exit the current session.
11. Disconnect the SDD and the battery power supply from the vehicle.

SERVICE INSTRUCTION B



NOTE: Service Instruction 'B' to be performed on vehicles exhibiting the permanent issue [B].

1. Replace the Integrated Audio Module (see TOPIx Workshop Manual, section 415-01).