

Reference	SSM72598
Models	F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260 XJ / X351
Title	False flagging of DTC B14AD-96 when diagnosing the Touch Screen(TS)
Category	Electrical
Last modified	16-May-2018 00:00:00
Symptom	207000 Entertainment Systems
Content	<p><u>Vehicles affected</u> XE (X760) 16MY assured vin 939446 New XF(X260) 16MY assured vin Y15064 F Type (X152) 16MY assured vin K35226 XJ(X351)16MY assured vin V95248 FPace(X761) 17my onwards</p> <p><u>Issue</u> When diagnosising the touch screen the DTC B14AD-96 is displayed.</p> <p><u>Cause</u> Issue with LED algorithm raising the DTC without an actual issue with the component.</p> <p><u>Action</u> Check and confirm that DTC B14AD-96 is the only issue reported from the display and check if there are other display related issues reported (eg. no backlight, low brightness, etc). If there are other display related issues reported, please refer to the workshop manual section,</p> <p>For XJ(X351 16my) 1, General Information- 100, Service Information-100-00, General Information- Description and Operation- DTC Information Master Controller.</p> <p>For XF(X260), XE(X760), F Type(X152) 1,General Information-100, Service Information-100-00, General Information-Description and Operation _DTC Audio Head Unit (AHU)- NLI</p> <p>If there aren't any other DTC reported, clear the DTC and <u>Do not</u> replace the display as the DTC B14AD-96 is raised in error.</p>

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.