

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Jaguar and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Jaguar technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 74447 - Bluetooth connectivity using Android operating system devices

Models : F-Pace / X761
F-Type / X152
XE / X760
XF / X260

Engineer :Richard Attwood

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Updated :

Content :**Issue:** Inconsistent Bluetooth connectivity for Android based operating systems following an Android software update to PIE 9. The concern will only affect New Low line Infotainment (NLI) systems.

Cause: Software compatibility issue.

Action:

Symptom Driven Diagnostics (SDD) instructions:

1. This procedure requires a minimum of SDD 158.01 and Software Management Pack v326 loaded or later.
2. Connect the Jaguar Land Rover (JLR) approved battery support unit.
3. Connect SDD and begin a new session.
4. Follow the SDD on screen prompts.
5. Select 'Diagnosis' session type.
6. Select the following symptom: 'Electrical - Information and entertainment system - Touch Screen Display'.
7. Run and close the 'Datalogger' tool to reveal the 'Extras' tab, select the 'Extras' tab.
8. Run 'Configure existing module – Audio Head Unit – Low Line'.
9. Follow all on screen instructions to complete the task.
10. When the task is complete, exit the session.
11. Disconnect SDD and battery support unit.

Note: There will be an update in the near future to this SSM, when a solution has been released for vehicles requiring use of the Pathfinder diagnostic tool.

Note: SDD will read the Vehicle Identification Number (VIN) and automatically take the vehicle out of transport mode where applicable.

Version : 2