

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 74620 - Navigation Instructions missing from Head Up Display (HUD)

Models : I-Pace / X590

Engineer Shilvock Matthew

Name :

Last Modified 14 NOV 2019 12:22:41

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Category : Electrical

Symptom : 204000 Instrumentation

Content : Issue

Navigation instructions not displayed on the Head up Display (HUD)

Note:

This Special Service Message is only applicable to vehicles installed with the Smart Settings Center on the InControl Touch Pro/Duo system.

Cause

A Smart Settings specification error in the HUD results in the HUD latching into full map mode instead of turn by turn guidance which is not supported by the Infotainment Master Controller (IMC), resulting in no navigation data being displayed on the HUD.

Action

This procedure requires a minimum of Pathfinder 253 installed or later.

Note: **All** user profiles need to be deleted before the Instrument Panel Cluster (IPC) software is updated.

1. Select the 'Settings' icon on the vehicle touchscreen.
 1. Select 'All settings'.
 2. Select 'Smart settings'.
 3. Select 'Delete all profiles'.
2. Connect the JLR approved battery support unit
3. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
 1. The JLR approved diagnostic tool will read the

correct VIN for the current vehicle and automatically take the vehicle out of 'Transportation mode' if required.

4. Follow the JLR approved diagnostic equipment prompts
 1. Select 'ECU Diagnostics'
 2. Select 'Instrument Panel Cluster Control Module [IPC]'
 3. Select 'Update ECU'
 4. Follow all on-screen instructions to complete this task
5. When the task is completed, exit the session
6. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit
7. On release of the vehicle, inform the customer that all user profiles from the 'Smart Settings Center' were deleted as a result of completing this technical bulletin, and new profiles will need to be created.