

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 74557 - Voice cannot be heard during a received telephone call

Models : E-Pace / X540

F-Pace / X761

F-Type / X152

I-Pace / X590

XE / X760

XF / X260

XJ / X351

Engineer Shilvock Matthew

Name :

Last Modified 24 SEP 2019 14:27:04

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Category : Electrical

Symptom : 207000 Entertainment Systems

Content : **Issue:** Apple devices with iOS version 12.2 & 12.3 may experience any of the following concerns when connected to the infotainment system using the USB cable and CarPlay mode active.

1. When a call is received the driver cannot hear the third party caller although the caller can hear the driver with the USB cable connected.
2. Possible satellite navigation map display concerns with USB cable connected.

Cause: Potential Apple Software concern introduced since the release of iOS 12.2

Action: JLR has implemented a work around to correct this for our customers;

- For SOTA enabled vehicles, update the IMC using the instructions in TOPIx Workshop Manual Section **100-12: Software Over The Air.**
- For non SOTA enabled vehicles, re-configure the IMC using **Pathfinder P240 or later** or **Symptom Driven Diagnostics SDD_157.03 or later.**

Note: Please do not replace the Infotainment Master Controller or related components for the above concern

unless otherwise directed by Jaguar Land Rover.

Vehicle Lines:

Jaguar: X540, X761, X152, X590, X760, X260, X351