

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 75415 - InControl Touch Pro - Post 21A Update Apple Carplay Navigation Voice Guidance Not Heard

Models : E-Pace / X540
 E-Pace / X540 (China L2C)
 F-Pace / X761
 F-Type / X152
 I-Pace / X590
 XE / X760
 XE / X760 (China L2C)
 XF / X260
 XF / X260 (China L2C)
 XJ / X351

Engineer Name : Chris Davies

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Category : Electrical

Symptom : 207000 Entertainment Systems

Content : Issue:

- XJ (X351) 18 - 19MY
- XF (X260) 16 - 20MY
- XE (X760) 17 - 20MY
- F-Pace (X761) 17 - 20MY
- F-Type (X152) 19 - 21MY
- E-Pace (X540) 18 - 20MY
- I-Pace (X590) 19 - 20MY

JLR is investigating the voice guidance is not heard from the Apple CarPlay navigation post-IMC 21A update.

Cause:

Unknown at this time.

Action:

Do not replace Infotainment Master Controller (IMC) for this concern.

Before following the steps below, please check the IMC is at the latest level (21A);

1. Connect Apple CarPlay device to InControl Touch Pro

2. Launch any Map application within CarPlay
3. Enter a destination and start navigation using CarPlay maps
4. Start driving the vehicle
5. Confirm turn by turn voice guidance is not heard, but navigation guidance is shown on the screen

There is currently no resolution for this concern, and once a repair is available, this SSM will be updated.

Jaguar Land Rover Limited 2000 - 2020 (Rel. 2691)