

## Service Action K143: Touch-Screen 'Locks Up' When Using SDARS Presets

## SERVICE BULLETIN

25-JAN-13 | No.: 6-197NAS | Section: GENERAL INFORMATION | Market: CAN / USA

### DESCRIPTION

A limited number of 2012-2013 Jaguar XK vehicles within the listed VIN range may not change Satellite Digital Audio Receiving System (SDARS) channel presets on the Touch-Screen or the audio system may remain on for up to two (2) minutes after the ignition has been turned OFF.

### AFFECTED VEHICLES

The VIN range of affected vehicles is B44940-B50268.

### WORKSHOP PROCEDURES

Retailers are required to check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Retailers are required to **HOLD** all affected vehicles in the above VIN range that are in their control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity. Refer to Technical Bulletin K143NAS: *Service Action: Touch-Screen 'Lock Up' When Using SDARS Presets*, for detailed repair instructions.

### PARTS

No parts required

### TOOLS

IDS with latest IDS-DVD and Calibration File; first available on IDS-DVD131.08 v.119  
Jaguar-approved Midtronics Vehicle Power Supply

### WARRANTY

△ **NOTE:** Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to the Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time. At the time of confirming a booking for vehicle repair, ensure that all outstanding Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

△ **NOTE:** The configuration of the Touch-Screen takes approximately 2.5 hours. The SRO only allows for the actual technician intervention time to commence the configuration and then to disconnect IDS afterwards. No time is given for the non-intervention time period during the configuration.

Warranty claims must be submitted quoting Program Code '**Q143**' together with the relevant Option Code from the table. SRO and parts information is included for information only. The Option Code(s) that allows for the drive in / drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 January 2015** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO.	QTY.
<b>K143</b>	<b>B</b>	Configure Existing HLDF Module Using IDS/SDD	86.99.95	0.20	-	-
<b>K143</b>	<b>C</b>	Configure Existing HLDF Module Using IDS/SDD Drive in/drive out	86.99.95 10.10.10	0.20 0.10	- -	- -

*Normal Warranty policies and procedures apply*