

Reference	SSM64737
Models	XF / X250 XJ / X351 F-TYPE / X152
Title	Bluetooth device ID not displayed on Touch Screen.
Category	Electrical
Last modified	23-Apr-2013 00:00:00
Symptom	207000 Entertainment Systems
Content	<p><u>Issue:</u> Bluetooth ID (Identification) names do not appear in device list on the Touch Screen from Bluetooth device. EG: "My Bluetooth telephone"</p> <p><u>Cause:</u> On X250 12MY onwards, All X351 MY and F-Type. User has paired bluetooth device to vehicle for either music streaming or hands free phone. However, once paired and connected, the touch screen is still asking to pair device and device names are not displayed in device list. When this occurs, the device can not be selected or deleted from the list. Note, the device will still successfully make/ receive phone calls and stream music.</p> <p>If the Bluetooth device name contains an emotion icon, e.g. face, , favourites star etc.....then these symbols will not be recognised by the vehicle system.</p> <p><u>Action:</u> NOTE: During the software download process all Bluetooth® paired devices will be erased. Advise the customer that any previously paired Bluetooth® devices will need to be paired again and to remove emotion characters in device name on Bluetooth device to avoid further disruption.</p> <ol style="list-style-type: none"> <li>1. Reconfigure Audio Control Module Existing to clear device list.</li> <li>2. Advise customer to remove emotion characters within device name on Bluetooth device.</li> </ol>