

TECHNICAL BULLETIN

JTB00264NAS2
4-DEC-12



ISSUE '2' CHANGES ARE HIGHLIGHTED IN GRAY

SECTION: 415-00

Satellite Digital Audio Receiver System 'Locks Up'

AFFECTED VEHICLE RANGE:

XK (X150)

VIN: **B44678-B50269**
Model Year: **2012-2013**

CONDITION SUMMARY:

Situation: The Satellite Digital Audio Receiver System (SDARS) may be unable to change between pre-sets ('locks up') when using the Touch-Screen Display (TSD) or the SDARS remains 'on' for up to two minutes after the ignition has been turned 'off'.

Cause: This may be caused by a software issue within the TSD.

Action: In the event of a customer concern of the above, refer to the Repair Procedure outlined below to update the HLDF software.

PARTS:

No parts required

TOOLS:

IDS with latest IDS-DVD and Calibration File; first available on **IDS-DVD132.01 v.120**
Jaguar-approved Midtronics Vehicle Power Supply

WARRANTY:

- △ **NOTE:** Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time.
- △ **NOTE:** The configuration of the TSD takes approximately 2.5 hours. The SRO only allows for the actual technician intervention time to commence the configuration and then to disconnect SDD afterwards. No time is given for the non-intervention time period during the configuration.

DDW requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Update Touch-Screen Display software	86.99.95	0.20	42	C2P22718

Normal Warranty policies and procedures apply

NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

REPAIR PROCEDURE

UPDATE THE HIGH LEVEL DISPLAY FRONT SOFTWARE

⚠ CAUTION: Ensure all ignition 'ON' / ignition 'OFF' requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.

⚠ CAUTION: A Jaguar-approved Midtronics Vehicle Power Supply must be connected to the vehicle battery during IDS diagnosis / module programming.

⚠ During this repair the vehicle will be immobilized and require no technician intervention for over 2 hours; make sure that vehicle is not positioned in a manner that obstructs lifts, work bays, etc.

1. Connect the Jaguar-approved Midtronics Vehicle Power Supply to the vehicle battery.
2. Turn ignition 'ON' (engine not running).

⚠ NOTE: IDS must be loaded with **IDS-DVD132.01 v.120 or later.**

3. Connect the IDS to the vehicle and begin a new Symptom Driven Diagnostics (SDD) session.
4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle.
5. From the Session Type selection screen, choose 'Diagnosis'.
6. Select the 'Selected Symptoms' tab, and then select:
 - Electrical > Information and entertainment system > Entertainment system > Audio > Radio function locks up
7. Select 'continue'.
8. Select the 'Recommendations' tab.
9. From the Recommendations tab, select 'Run' to 'Configure existing module – Front control/display interface module (high level display front)'.
10. Follow all on-screen instructions to complete this task.
11. Exit the current session.
12. Disconnect the IDS and the Midtronics Vehicle Power Supply from the vehicle.