

TECHNICAL BULLETIN
JTB00149NAS4
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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.

This reissue replaces all previous versions. Please destroy all previous versions. Only refer to the electronic version of this Technical Bulletin in TOPIx.

Changes are highlighted in gray

SECTION: 415-00

Touch Screen Lock-Up

AFFECTED VEHICLE RANGE:

XK Range (X150)

Model Year: 2007-2011

VIN: B00001-B43851

XF (X250)

Model Year: 2009-2011

VIN: R00001-S07283

MARKETS:

NAS

CONDITION SUMMARY:

Situation:

The Touch Screen may experience one or more of the following concerns:

- Touch Screen lock-up with message 'Emergency OS please re-load software' displayed
- Touch Screen permanently displaying Jaguar leaper
- Touch Screen is black or blank
- Climate Control fan speed pop up is stuck on screen

Cause: Touch Screen software corruption caused by one of the following:

- The vehicle power supply interrupted or disconnected
- Vehicle power dropped below 12.5 volts during an SDD software download
- SDD disconnected or shut down during a software download



NOTE: Perform the software update only if any of the above concerns is evident. Refer to TOPIx Workshop Manual section 415-00 for further assistance in diagnosing the Information and Entertainment System.

Action: In the event of a customer concern of any of the above, follow the Service Instruction outlined below.

PARTS:

No Parts Required

TOOLS:

IDS with latest IDS-DVD and Calibration File; first available on DVD134.01 v.134
Jaguar Land Rover-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 TOPIx to obtain the latest repair time.**

 **NOTE: 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
Configure Existing Hldf Module Using IDS/SDD	86.99.95	0.20	42	C2P16234

 **NOTE: Normal Warranty policies and procedures apply.**

SERVICE INSTRUCTION:

-  **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 Land Rover-approved Midtronics Vehicle Power Supply must be connected to the vehicle battery during IDS / SDD diagnosis / module programming.**

 **NOTE: IDS must be loaded with IDS-DVD134.01 v.134 or later.**

 **NOTE: Software download time is approximately 2.5 hours.**

 **NOTE: The Key fob must be placed inside the vehicle for the full duration of software download.**

Connect the Jaguar Land Rover-approved Midtronics Vehicle Power Supply to the vehicle battery.

- Turn ignition 'ON' (engine not running).
- Connect the Integrated Diagnostic System (IDS) to the vehicle and begin a new Symptom Driven Diagnostics (SDD) session.
- Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle.
- Select 'Diagnosis' from the Session Type screen.
- Select the 'Selected Symptoms' tab, and then select one of the following:
 - Electrical - Climate control system - Air conditioning controls - Touch screen display **or**
 - Electrical - Information and entertainment system - Touch screen display - Reduced function **or**
 - Electrical - Information and entertainment system - Touch screen display - Control function inoperative
- Select the 'Recommendations' tab.

- 8.** Select 'continue'.
- 9.** From the Recommendations tab, select '**Run**' to perform the 'Configure existing module – Front control / display interface module (high level display front)' option.
- 10.** Follow all on-screen instructions to complete this task.
- 11.** Exit the current session.
- 12.** Disconnect the IDS and the vehicle power supply from the vehicle.