

TECHNICAL BULLETIN  
JTB00328NAS1  
06 JAN 2014



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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.

**SECTION: 415-00**

Touch Screen Reset With DTC U1A4B-48 Stored

**AFFECTED VEHICLE RANGE:**

**XK Range (X150)**

**Model Year:** 2010-2014

**VIN:** B32964-B53839

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** The Touch Screen may reset or be blank on start-up and Diagnostic Trouble Code (DTC) U1A4B-48 may be stored in the Touch Screen.

**Cause:** This may be caused by a software issue within the Touch Screen.

**Action:** Should a customer express this concern, follow the Service Instruction outlined below.

**PARTS:**

No Parts Required

**TOOLS:**



**NOTE: This document is an 'Active Bulletin' that will display a functional programming shortcut if accessed within a diagnostic session using SDD.**

SDD with latest DVD and Calibration File; first available on DVD136.02 v.157  
Jaguar Land Rover-approved Midtronics battery 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
Update Touch Screen software	<b>86.99.95</b>	0.2	42	C2P24868



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

**SERVICE INSTRUCTION:**

1.  **CAUTION: A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during SDD diagnosis / module programming.**



**NOTE: SDD must be loaded with DVD136.02 v.157 or later.**

Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.



**NOTE: The Touch Screen (TS) may also be referred to as Front Control/Display Interface Module (FCDIM) or High Level Display Front (HLDF).**

2. Turn ignition 'ON' (engine not running).
3. Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.
5. Select 'Diagnosis' from the Session Type screen.
6. Select the 'Selected Symptoms' tab, and then select:
  - Electrical - Information and entertainment system - Touch screen display
7. Select 'continue'.
8. Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Configure existing module – Front control/display interface module (high level display front)' option.
9. Follow all on-screen instructions to complete this task.
10. Exit the current session.
11. Disconnect the SDD and the battery power supply from the vehicle.