

**JTB00149v4**

**TECHNICAL BULLETIN**

**20 MAY 2013**



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Information

This reissue replaces all previous versions. Please destroy all previous versions.

This bulletin supersedes TSB JTB00149v3/2011 dated 27 JUL 2011, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this Technical Bulletin in TOPIx.

SECTION:  
415-00 - Entertainment System - General Information

Subject/Concern:  
High Level Display Front (HLDF) Screen Lock-Up

AFFECTED VEHICLE RANGE:  
Model: Model Year: VIN: XF (X250)2008-2011R00001-S07283XK Range (X150)2007-2011B00001-B43851

MARKETS:  
All

CONDITION SUMMARY:

**Situation:**

A customer or dealer may experience one of the following concerns:

- HLDF screen lock-up with message 'Emergency OS please re-load software' displayed.
- HLDF permanently displaying Jaguar leaper.
- HLDF black or blank screen.
- HVAC fan speed pop up may be stuck on screen.

This Version has been issued to add a new symptom and SDD process.

**Cause:**

HLDF 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. Suggested Customer Concern Code - A18.

**Action:**

Configure the front control/display interface module, follow the Service Instruction outlined below.

**WARRANTY:****NOTES:**

- 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 JLR claims submission system to obtain the latest repair time.
- The JLR Claims Submission System requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTIONSROTIMECONDITION CODECAUSAL PART Configure the front control/display interface module86.99.950.2 hours42C2P 16234NOTE:

The JLR Claims Submission System requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

**SERVICE INSTRUCTION:****NOTE:**

The Key fob should be placed in vehicle for the full duration of software download.

**1. CAUTION:**

This procedure requires SDD DVD134.01 with Calibration pack File 134 loaded or later.

**NOTE:**

SDD download time is approximately 2.5 hours or less.

Connect an approved battery support unit / power supply to the vehicle.

2. Ensure the smart key is located in the vehicle and remains there for the duration of the download.
3. Connect SDD to the vehicle and begin a new diagnostic session, by entering the correct VIN for the current vehicle.
4. Follow the SDD prompts to read the vehicle configuration.
  1. Select the Diagnosis Session Type.
  2. Select the Symptoms tab and enter any of the following Symptom (s).
    - 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.
3. Select the Recommendations tab.
  4. Configure existing module - Front control / display interface module (high level display front).
  5. When all tasks are complete, exit the current session by selecting the Session tab and then selecting the Close Session option.
  6. Disconnect SDD and the battery support unit /power supply.