



XJ range

DATE 02/04

XJ419-01

**SERVICE**

## **TECHNICAL BULLETIN**

### Telematics Issues – Check For Latest Software – Update Procedure

MODEL 2004 MY-ON  
XJ range

VIN G00001-ON

#### **Issue:**

When telematic issues are experienced, it is important to ensure that the latest level operating system software has been installed before replacing any hardware.

#### **Action:**

Should a customer express concern, update the telematics operating system software (if necessary) following the workshop procedure outlined below.

**⚠ Caution:** Do not load software that is older than the currently loaded software into a Navigation Module since this can permanently damage the Navigation Module.

**Note:** The software level can be checked by pressing and holding the 'Phone' and 'Menu' keys down at the same time for approximately 5 seconds - A 'PIN Entry' screen will be displayed, enter code 917 and press 'ENTER'. The software should be version 8.00 or later.

**Note:** Obtain and record the 4-digit security code number from the Security Radio Code card for the Workshop Procedure.

#### WORKSHOP PROCEDURE

##### **Automatic Telematics Software Updating**

**Note:** All customer stored locations will be removed when the software is updated (memory points, avoid areas, recent destinations, home positions etc).

1. Open the luggage compartment lid.
2. Turn the ignition key to the accessory position.
3. Remove the map DVD if currently installed.
4. Insert the latest level operating system software CD-ROM.

**NOTE: The information in Technical Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment 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." Do not assume that a condition described affects your car. Contact a Jaguar retailer to determine whether the Bulletin applies to your vehicle.**

- The system should automatically update from the inserted disc.

**Note:** If the ignition key is turned 'OFF' or the disc is ejected while the software is updating, the unit will lose all software and will display a blank screen. If this happens, leave the system for approximately 20 minutes with the ignition switched 'ON' and the software disc inserted, the system should then recover to complete the update. If the system does not recover the DVD unit will require replacement.

- When the update is complete the system will display the 'Leaper' screen and then time out to display one of the sub-systems (Air Conditioning, Radio, Navigation or Phone).

**Note:** The radio PIN entry screen may be displayed first if the radio market setting was changed. At this point enter the 4-digit security code number and the system will function normally. The 4-digit security code number can be found on the Security Radio Code card that came with the vehicle.

- Remove system software update CD-ROM.
- Re-insert the map DVD.
- Turn the ignition key to the 'OFF' position.
- Close luggage compartment lid.

**Warranty Information:**

Description	SRO	Time	Causal Part Number
Update of telematics system software	86.92.81	0.2 hrs.	C2C 3365

