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| Reference | SSM69458 |
| Models | XF / X250 XJ / X351 F-TYPE / X152 |
| Title | Unable to select preferences on the touch screen |
| Category | Electrical |
| Last modified | 06-Nov-2013 00:00:00 |
| Symptom | 207000 Entertainment Systems |
| Content | <p>Issue: A customer may report a concern that when trying to access the preferences on the touchscreen, they may have errors or greyed out buttons.</p> <p>Cause: Software compatibility issues</p> <p>Action: If a customer reports the concern detailed above an HLDF software update will be required using SDD. To complete the update follow the instructions below:-</p> <ul style="list-style-type: none">-Ensure DVD 135 patch 9 or later is loaded-Connect the vehicle to a suitable power supply-Connect SDD to the vehicle-Start a new diagnostic session-Enter symptoms: Electrical - Information and entertainment system - Touch screen display-From the "Extras" tab select "Configure existing module - Front control/display interface module (high level display front)"-When complete end the session, and disconnect SDD.-Disconnect the power supply |