

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Jaguar and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Jaguar technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 74490 - XCL IMC - Polar Switch Issue

Models : E-Pace / X540

F-Pace / X761

F-Type / X152

I-Pace / X590

XE / X760

XF / X260

XJ / X351

Engineer Shilvock Matthew

Name :

Last 26 JUL 2019 12:29:36

Modified :

Category : Electrical

Symptom : 207000 Entertainment Systems

Content : Issue

Customers may report that no audio can be heard in the vehicle. Examples of this may include:

- No infotainment audio
- No audio from Park Aid
- No audio from Rear Seat Entertainment

Customers with Telematics fitted may also report that internet connectivity is inoperative.

Cause

Currently under investigation by JLR engineering.

Action

If the customer reports any of the above issues, please carry out following steps:

1. CAUTION: This procedure requires a minimum of Pathfinder 239 loaded or later.
2. NOTE: The Jaguar Land Rover (JLR) approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and

- automatically take the vehicle out of ‘Transportation mode’ if required.
3. Connect the JLR approved battery support unit.
 4. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
 5. Follow the JLR approved diagnostic equipment prompts.
 6. Run Autoscan and export pdf
 7. On homescreen, press on left of the clock for 10 seconds and go into engineering screen. Scroll down on the system information, ‘Feature not fitted’ will be updated against polar switch firmware.
 8. Check part numbers for AAM and ISC (If fitted)
 9. If the AAM and ISC part numbers cannot be read, please raise a FRED case for IMC (Infotainment Master Controller) replacement.

Markets Affected:

All Markets

Models Affected:

Jaguar

XCL 16/17/18/19/20 MY vehicles

File : [No audi issue SSM.jpg](#)