

Reference	SSM72012
Models	XK / X150 F-TYPE / X152 XJ / X351 XF / X250
Title	Incorrect diagnosis of Bluetooth connectivity
Category	Electrical
Last modified	02-Oct-2014 00:00:00
Symptom	207000 Entertainment Systems
Attachments	
Content	<p><u>Issue</u> The wrong component maybe replaced when troubleshooting Bluetooth connectivity in car.</p> <p><u>Cause</u> The front control display interface module (Touchscreen) has no effect on Bluetooth connectivity in the car and as such may be incorrectly diagnosed and replaced as the source of the issue.</p> <p><u>Examples of reported customer concerns</u></p> <p>BLUETOOTH AND USB DOES NOT WORK WHEN PLAYING MUSIC.</p> <p>TOUCH SCREEN GOING BLANK AND LOSS OF RADIO AND BLUETOOTH, AFTER A FEW MOMENTS THE RADIO POWERS UP.</p> <p>THE NAVIGATION, RADIO, BLUETOOTH IS NOT WORKING THE SCREEN WON'T EVEN TURN ON</p> <p>BLUETOOTH, PHONE AND RADIO ARE INOP.</p> <p>NAVIGATION, BLUETOOTH RADIO AT TIMES NO VOLUME AND SAYS ERROR HAVE TO TURN OFF AND RESTART TO MAKE WORK</p> <p>BLUETOOTH INTERMITTENTLY WONT CONNECT AND QUALITY OF SOUND IS POOR.</p> <p><u>Action</u> Please refer to the workshop manual in Topix by selecting the model and model year, Then select section 4 :Electrical- 414-01 Information and Entertainment Systems- diagnostic and testing - cellular phone or General information – 100 Service Information-100-00 General information for DTC information on modules. If you are still unsure as to which component maybe at fault you are request to raise a Technical request(TA) through Dealer Technical Support(DTS)</p>