

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 74590 - InControl Touch Pro (NGI) Bluetooth connection issues with iOS 13.0 & above

Models : E-Pace / X540

F-Pace / X761

F-Type / X152

I-Pace / X590

XE / X760

XF / X260

XJ / X351

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Name :

Last 29 OCT 2019 10:59:26

Modified :

Category : Electrical

Symptom : 207000 Entertainment Systems

Content : Issue:

Customers can experience Bluetooth connection issues after updating their Apple devices to Apple iOS 13.0 or later versions.

Cause:

Modifications in the design of the Bluetooth protocol in iOS 13.0 have caused incompatibilities with NGI. This issue is currently under investigation by engineering, we will update this SSM when we have more information.

Action:

Do **not** replace the Infotainment Master Controller (IMC) for this concern.

To confirm the software version installed on the device, go to '*Settings*' press '*General*', then tap '*About*', it will be listed alongside '*Software Version*'.

After confirming the software version please follow the below steps as a temporary work around:

1. Delete any prior Bluetooth pairing between the

- NGI system & Apple device.
2. Start a new Bluetooth pairing between the NGI system & Apple device.

Note: The Bluetooth connection to NGI will take approx. one minute, during which time ‘Bluetooth Pairing Failed’ messages may be displayed. However the pairing will be registered in the NGI System Bluetooth Devices menu.

1. Wait for two minutes
2. Tap on the device within the NGI Bluetooth menu and the Apple device will connect properly, any subsequent connections will also occur normally from this point.

Markets Affected:

All Markets