

Reference	SSM69078
Models	XK / X150 F-TYPE / X152 XJ / X351 XF / X250
Title	Bluetooth issues after software updates.
Category	Electrical
Last modified	02-Jan-2014 00:00:00
Symptom	207000 Entertainment Systems
Content	<p><u>Issue:</u> Apple IOS, and Android Phone Issues after software updates. The customer may report a range of problems with their phone connection, audio quality or phonebook which have started to happen after the phone was manually or automatically software updated. The customer may not be aware of an automatic update so this SSM is recommended on any Bluetooth phone issues experienced.</p> <p><u>Cause:</u> Phone software is beyond the control of Jaguar Land Rover and its compatibility with our systems can only be tested and approved / disapproved once released by the phone company. Phones can switch from working well to extremely poor performance or vice versa after an update.</p> <p><u>Action:</u> This action should be carried out as a first response to any Bluetooth Phone issues. Check the phone and software combination are compatible on the Jaguar Website in the Owners section under how-to guides. If a recent release update, this may not be the case until a few months after release. Until this point, it is unknown how the phone /software combination should perform and it should not therefore be considered a vehicle issue.</p> <p>The following action should be carried out which may assist the customer:</p> <ol style="list-style-type: none"> 1. Delete all previously paired devices from Phone and Vehicle 2. Hard reset the phone device. To hard reset an Apple device, press and hold the "Home" button (circle below screen) and the "Sleep/Wake" button (on top of phone) simultaneously. Continue holding both buttons until the phone shuts off, begins to restart and returns to homepage. For Android phones, please consult phone manual. Note: Hard resetting the apple device does not remove apps, songs, contacts or anything stored on the apple device 3. Re-pair the device as per the Owner manual. 4. If the phone is still experiencing issues, phone power may be being diverted due to background apps running on the phone or the phones battery life management – these can be changed by the software update. These should be turned to OFF if not required. 5. If the Phone is still experiencing problems and these have only started since the software update, it is highly unlikely that the vehicle has an issue. This cannot be assessed until software has been tested and is declared 'approved' on the Jaguar owner website. In these instances, the vehicle should not have any repair carried out and it is recommended that the customer review internet forums for similar issues and potential solutions.