

# 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 74814 - XCL InControl Touch (NLI) - Bluetooth Streaming Issues

**Models :** F-Pace / X761  
F-Type / X152  
XE / X760  
XE / X760 (China L2C)  
XF / X260  
XF / X260 (China L2C)

**Engineer :** Chris Davies

**Date Last** 05 MAY 2020 14:14:30

**Updated :**

**Content :**Issue:

- XF - 16/17/18MY
- XE - 16/17/18MY
- F-Pace - 17/18MY
- F-Type - 18MY Onwards

JLR is investigating an issue on Incontrol Touch (NLI) infotainment systems, where the 'Browse' and 'Track list' tiles are greyed out (see attachment) when streaming music on Bluetooth with Apple handsets using iOS 13.0 and above.

**Cause:**

This is suspected to be an Apple software issue and not related to any JLR components.

**Action:**

**Please do not replace any components in an attempt to resolve this issue.**

The initial course of action to take is for the customer to contact Apple Support direct via apple.com, for further assistance and advice. Please advise the customer the resolution will be provided via an iOS update, the timing determined by Apple.

JLR will update this SSM once the iOS update has been released.

Please raise an ePQR with the details of the customer issue, stating this SSM number.

Thank you in advance for your assistance with this matter.

**Version :** 1

**Attachments :** [NLI Browse & Track list Tiles Greyed Out.PNG](#)