

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 74780 - XCL InControl Touch Pro (NGI) - No Audio Heard from Radio Feature (FM, AM & DAB)

Models : E-Pace / X540
E-Pace / X540 (China L2C)
F-Pace / X761
F-Type / X152
I-Pace / X590
XE / X760
XE / X760 (China L2C)
XF / X260
XF / X260 (China L2C)
XJ / X351

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Date Last 10 APR 2020 14:02:20

Updated :

Content :Issue:

- XJ - 16MY Onwards
- XF - 16MY Onwards
- XE - 17MY Onwards
- F-Pace - 17MY Onwards
- F-Type - 18MY Onwards
- E-Pace - 18MY Onwards
- I-Pace - 19MY Onwards

JLR is investigating reports of Customers experiencing no audio available from the radio feature (FM, AM & DAB), specifically relating to reports of the touchscreen displaying "Radio not available" from vehicle start-up and continues for the entire drive.

Please confirm the issue with the following steps:

1. On start-up, audio is not heard for the radio feature
2. Press "Media" tile and it displays "Radio not available"
3. Wait for 2 minutes
4. Press "Media" tile again to go to the radio screen and to confirm audio is still not available.

Cause:

Unknown at this time.

Action:

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

Once the issue is confirmed, please follow the below steps as a temporary workaround;

Pathfinder vehicles:

1. Ensure your Pathfinder tool is on PF277 or later

2. Connect a JLR approved Battery Support Unit
3. Follow the Guided Diagnostics in Pathfinder for this concern.
4. Please raise an ePQR, stating this SSM.

SDD vehicles:

1. Change the radio station or to another media, then go back to the radio source
2. Inform customer about the above steps of recovery
3. Please raise an ePQR, stating this SSM.

Thank you in advance for your assistance with this matter.

Version : 2