

TECHNICAL BULLETIN  
 JTB00186NAS4  
 27 JAN 2015



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

**This reissue replaces all previous versions. Please destroy all previous versions.**

Changes are highlighted in gray

**SECTION: 415-00**

**Satellite Digital Audio Receiver System: Loss of Pre-set Stations**

**AFFECTED VEHICLE RANGE:**

**XF (X250)**

**Model Year:** 2010-2011  
**VIN:** R47154-R81789

**XK Range (X150)**

**Model Year:** 2010  
**VIN:** B32753-B38829

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** During engine start-up, the Satellite Digital Audio Receiver System (SDARS) pre-set stations may be 'erased'.

**Cause:** This may be caused by the NorthStar chip processing routine.

**Action:** Should a customer express this concern, follow the Service Instruction outlined below.

**PARTS:**

No Parts Required

**TOOLS:**



**NOTE:** This document is an 'Active Bulletin' that will display a functional programming shortcut if accessed within a diagnostic session using SDD.

SDD with latest DVD and Calibration File  
 Jaguar Land Rover-approved Midtronics battery power supply

**WARRANTY:**



**NOTE:** Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.



**NOTE:** DDW requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Update SDARS module software	86.99.81	0.20	N42	C2C37164



**NOTE:** Normal Warranty procedures apply.

**SERVICE INSTRUCTION:**

- CAUTION:** A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during SDD diagnosis / module programming.



**NOTE: SDD must be loaded with DVD137.01 v.163 or later.**

Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

2. Turn ignition 'ON' (engine not running).
3. Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.
5. Select 'Diagnosis' from the Session Type screen.
6. Select the 'Selected Symptoms' tab, and then select:
  - Electrical > Information and entertainment system > Entertainment system > Audio > Radio loses pre-set stations
7. Select 'continue'.
8. Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Configure existing module - Satellite audio unit module' option.
9. Follow all on-screen instructions to complete this task.
10. Exit the current session.
11. Disconnect the SDD and the battery power supply from the vehicle.