TECHNICAL BULLETIN
JTB00266v2
09 AUG 2012

JAGUAR

This reissue replaces all previous versions. Please destroy all previous versions. Only refer to the electronic version of this Technical Bulletin in TOPIx.
This bulletin supersedes TSB JTB00266/2012 dated 07 AUG 2012, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this Technical Bulletin in TOPIx.

SECTION: 415-00

Recovery Process Following High Level Display Front (HLDF) Software Download Failure

AFFECTED VEHICLE RANGE:

XF (X250)	**Model Year:**	**2009**
	VIN:	**R00001-R47153**
XF (X250)	**Model Year:**	**2010-2011**
	VIN:	**R47154-S04549**
The New XK (X150)	**Model Year:**	**2009**
	VIN:	**B27987-B32752**
The New XK (X150)	**Model Year:**	**2010 Onwards**
	VIN:	**B32753 Onwards**

MARKETS:

All

CONDITION SUMMARY:

Situation:

Following a software download, the HLDF screen will display the 'Palmyra screen', as shown in graphic E147678.

This version has been issued for a change in the DSFM link in step 4.

Cause: The software download process via SDD takes 2.5 hours and may fail due to several download issues, such as the battery level dropping below a specified voltage (12.5v), the SDD tool losing connection etc. **Suggested Customer Concern Code - 42**.

Action: If the 'Palmyra Screen' is displayed, follow the Service Instruction outlined below.

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	CONDITION CODE	CAUSAL PART
XF HLDF recovery	**86.94.66**	1.0	04	C2P16234,C2P22549,C2P22718,C2P17716, C2Z11734,C2Z12080,C2Z18539,C2Z19357,C2Z23344
XK HLDF recovery	**86.94.66**	0.6		

⚠ **NOTE: Normal Warranty policies and procedures apply.**

SERVICE INSTRUCTION:
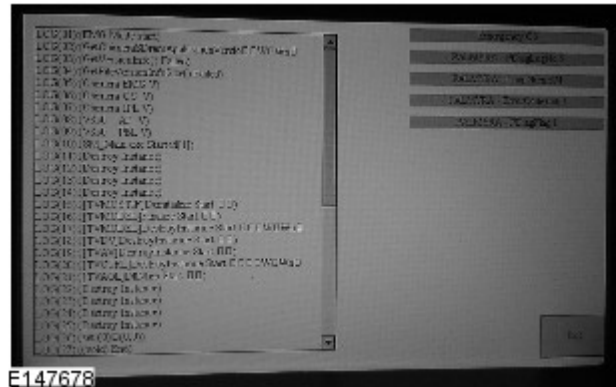
⚠ **NOTE: EQUIPMENT REQUIRED.**

1. Graphic E147678 showing 'Palmyra screen'.

E147678

2. ⚠ **CAUTION: Make sure the surrounding areas are protected from damage when removing the HLDF.**

Remove the HLDF (see TOPIx Workshop Manual section 415-01A) to gain access to the Mini USB port located on top of the unit.

3. Peel back the protective tape as shown in Graphic E147681, do not fully remove.

Home   External 16°c

Audio

E147681

Model	Software File Name
XF (X250) VIN Range R00001 to R47153	XF 09MY HLDF.zip
XF (X250) VIN Range R47154 to S04549	XF 10-11MY HLDF.zip
XK (X150) VIN Range B27987 to B32752	XK 09MY HLDF.zip
XK (X150) VIN Range B32753 Onwards	XK 10MY HLDF.zip

4. ⚠ **NOTE: Only use a formatted USB stick with no software loaded.**

Select the correct software file name from the table above then enter the following link into your browser to access DSFM. http://www.techservice.jlrext.com/vdirs/wds/FileTran/JLR/DSFM_JLR_PatchFiles.asp

1. Type the selected Sofware File Name into the text box and select download.

2. Open the Zip file, select all files and extract to desktop.

3. Copy contents of the folder onto the root directory of the memory stick.

5. Connect a Jaguar approved battery conditioner/power supply.

6. Turn on the vehicle ignition.

⚠ **NOTE: An error message will appear on the HLDF screen if you have more than one file loaded on the memory stick.**

7. ⚠ **NOTE: An audible noise/whistle may be evident during the recovery process, this is considered normal.**

Insert the memory stick and adapter cable into the Mini USB port of the HLDF. The download will automatically start and the red icon will move down the menu on the HLDF screen until the 'Completed updating software' box is highlighted.

8. As soon as the download is complete, turn off the ignition remove the memory stick and adapter lead. Disconnect all power leads from the HLDF then reconnect after 10 seconds.

9. Turn on the ignition, power up the screen.

10. Check that the HLDF screen and audio functions work correctly.

11. Reapply the protective metal tape to the recovery port.

12. Install the HLDF (see TOPIx Workshop Manual section 415-01A).

13. Disconnect Jaguar approved battery conditioner/power supply.