



TECHNICAL BULLETIN

S419-13

12/2002

Subject

TELEMATIC CONCERNS

Model: S-TYPE

Year: 2002.5 Onwards

VIN M45255 Onwards

Section: 419

Electronic Feature Group

Sub-Section: 419-05

Telematics

Summary

This Technical Bulletin has been issued to address customer complaints of Telematics concerns.

Action

When telematic concerns are experienced please ensure the latest level operating system software has been installed prior to any hardware being replaced. On a customer complaint basis only, to update the telematics operating system software, follow the workshop procedure outlined below.

CAUTION: SOFTWARE THAT IS OLDER THAN THE CURRENTLY LOADED SOFTWARE SHOULD NOT BE LOADED ONTO A NAVIGATION MODULE AS THIS COULD PERMANENTLY DAMAGE THE NAVIGATION MODULE.

Note: The software level can be checked on the audio system by pressing AM/FM and Eject to put the audio system in set-up mode. Then press Eject and Mix. Each press will reveal software levels for modules on the D2B network.

Workshop Procedure

Automatic Telematics Software Updating

Note: All user-stored locations will be removed when the software is updated (memory points, avoid areas, recent destinations, home positions etc).

- 1 Turn the ignition key to the accessory position.
- 2 Remove Map DVD if currently installed.
- 3 Insert latest level operating system software disc.
- 4 The system should automatically update from the inserted disc.

Note: If the ignition key is turned 'OFF' or the system disc is ejected while the software is updating, the unit will lose all software and will display a blank screen. If this happens, carry out the Manual Telematics Software Updating steps 7 to 15.

- 5 When the update is complete the system will display the 'Leaper' screen and then time out to display one of the sub-systems (Air Conditioning, Radio, Navigation or Phone).

Note: The radio PIN entry screen may be displayed first. At this point enter the radio PIN and the system will function normally.

- 6 Re-insert the Map Disc.

Manual Telematics Software Updating. (Only necessary if automatic updating fails).

- 7 Turn the ignition key to the accessory position.

- 8 Remove Map DVD if currently fitted.
- 9 Insert latest level operating system software disc.
- 10 Press and hold the Phone and Menu keys down at the same time for 5 seconds - A 'PIN Entry' screen will be displayed.
- 11 Enter code 917 and press 'ENTER'.
- 12 On-screen diagnostics page will be displayed.
- 13 Press the software Update button and follow the on-screen prompts.

Note: If the ignition key is turned 'OFF' or the system disc is ejected while the software is updating, the unit will lose all software and will display a blank screen. If this happens, carry out the Manual Telematics Software Updating steps 7 to 15.

- 14 When the update is complete the system will display the 'Leaper' screen and then time out to display one of the sub-systems (Air Conditioning, Radio, Navigation or Phone).

Note: The radio PIN entry screen may be displayed first. At this point enter the radio PIN and the system will function normally.

- 15 Re-insert the Map Disc.

Note: If the ignition key is turned 'OFF' or the system disc is ejected while the software is updating, the unit will lose all software and will display a blank screen. If this happens, carry out the Manual Telematics Software Updating steps 7 to 15.

Warranty Information

Description	SRO	Labor Time Allowance	Warranty Code	Causal Part
Update of telematics system software	86 92 81	0.2 Hours	MH-BX-42	C2C 3365