



# TECHNICAL BULLETIN

S419-14

01/2004

## Subject

**TELEMATICS ISSUES**

**Model: S-TYPE**

**Year: 2002.5 Onwards**

**VIN M45255 Onwards**

**Section: 419-02**

**Electronic Features**

## Summary

S419-14: This Technical Bulletin has been issued to address customer complaints of telematics issues.

## Action

When telematic issues are experienced, please ensure the latest level operating system software has been installed prior to any hardware being replaced. Should a customer express concern, update the telematics operating system software following 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 by pressing and holding the 'Phone' and 'Menu' keys down at the same time for approximately 5 seconds - A 'PIN Entry' screen will be displayed, enter code 917 and press 'ENTER'. The latest software version can be identified by checking the latest Telematics Software Release Note.**

**Note: Obtain and record the audio unit key code for the Workshop Procedure.**

## Workshop Procedure

### Automatic Telematics Software Updating

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

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

**Note: If the ignition key is turned 'OFF' or the disc is ejected while the software is updating, the unit will lose all software and will display a blank screen. If this happens, leave the system for approximately 20 minutes with the ignition switched 'ON' and the software disc inserted, the system should then recover to complete the update. If the system does not recover the DVD unit will require replacement.**

- 6 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.**

- 7 Remove system software update disc.
- 8 Re-insert the map disc.
- 9 Turn the ignition key to the ' OFF' position.
- 10 Close luggage compartment lid.

**Warranty Information**

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