

**S-TYPE**

DATE 12/02

S419-13

**SERVICE****TECHNICAL BULLETIN****Telematics Concerns –  
Navigation System Software –  
Installing Latest Level**MODEL 2003 MY-ON  
S-TYPE

VIN M44998-ON

**Issue:**

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

When telematic concerns are experienced, make sure the latest level operating system software has been installed before replacing any hardware.

**Action:**

In case of a **verified** customer complaint, follow the workshop procedure outlined below to update the telematics operating system software.

**⚠ 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. Refer to Administration Bulletin 1-144 Amended.

**Note:** The software level can be checked by pressing and holding the Phone and Menu keys down at the same time for 5 seconds - A 'PIN Entry' screen will be displayed. Enter code 917 and press 'ENTER'. The software level will be displayed in the lower left corner of the screen.

UPDATE 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. Locate the radio PIN card. 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 procedure on the next page.

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

**Note:** The radio PIN entry screen may be displayed first if the radio market setting was changed. At this point enter the radio PIN and the system will function normally.

6. Reinsert the Map Disc.

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

1. Turn the ignition key to the accessory position.
2. Remove Map DVD if currently fitted.
3. Insert latest level operating system software disc.
4. Press and hold the Phone and Menu keys down at the same time for 5 seconds - A 'PIN Entry' screen will be displayed.
5. Enter code 917 and press 'ENTER'.
6. On-screen diagnostics page will be displayed.
7. 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, repeat the Manual Telematics Software Updating steps.

8. When the update is complete the system will display the 'Leaper' screen and then time out to display one of the subsystems (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.

9. Reinsert 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, repeat the Manual Telematics Software Updating steps.

**Warranty Information:**

Warranty claims should be submitted quoting the information found in the table below. This will result in payment of the stated time and, where applicable parts/miscellaneous expense codes as listed.

Description	SRO	Time	Causal Part Number	Causal Part Description
Update of telematics system software	86.92.81	0.2 hrs.	C2C 3365	Navigation Module