

TECHNICAL SERVICE BULLETIN

reissue
No. JTB00031v2/2009
10 March 2009

Circulate to:	Service Manager	Parts Manager	Warranty Administrator	Service Reception	Technicians

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This reissue replaces all previous versions. Please destroy all previous versions. Only refer to the electronic version of this TSB in GTR.

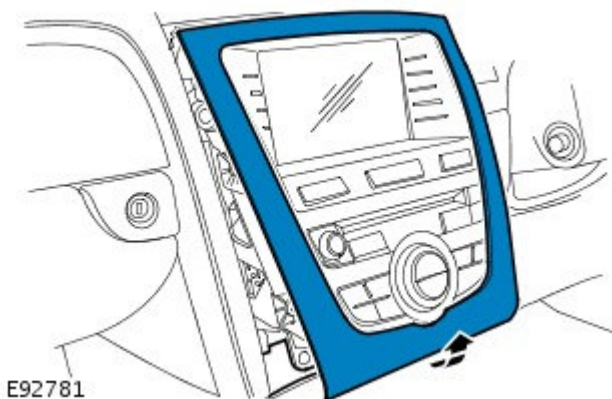
This bulletin supersedes TSB JTB00031/2007 dated 13 March 2007, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this TSB in GTR.

Subject/Concern:	Touchscreen Freezes or Changes Without Driver Input	
Model:		
The New XK	VIN Range: B00001-B20990	
Markets:	All	
Section:	413-08	
Summary		
A customer will complain that the touchscreen freezes and will not respond, or the touchscreen intermittently changes without driver input.		
This version has been issued for a change in the end VIN Range and Causal Part.		
Cause: The touchscreen bezel comes into contact with the touchscreen causing a false input command.		
Action: Should a customer express concern, adjust the touchscreen bezel. Follow the Service Instruction outlined below.		


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 DDW to obtain the latest repair time.

Labor Time		
Operation Description	Operation No.	Time
Touchscreen bezel adjustment	76.95.27	0.4 hours
Repair/Claim Coding		
Causal Part:	C2P 15299	
ACES Condition Code:	07	

Service Instruction

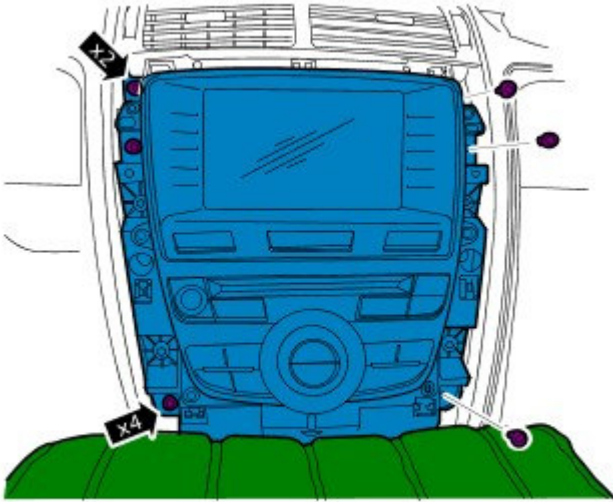


1. Apply the park brake, select 'D' and switch off the engine.

2.  **Protect the surrounding trim from damage. Place a substantial protective pad over the center console/gear lever area.**

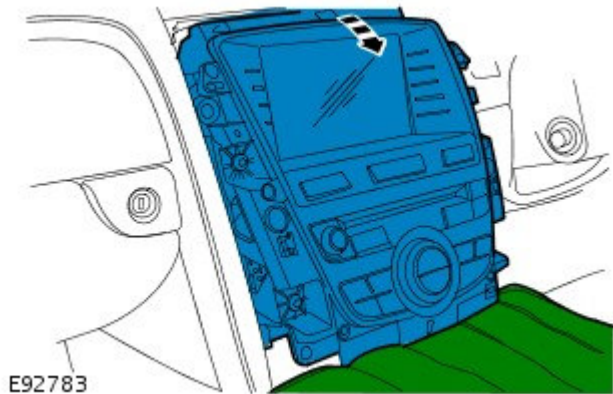
Remove the veneer trim from around the touchscreen/switches.

3. Remove the four Torx T30 fixings which clamp to the metal frame, and the two Torx T20 fixings which hold the center vent, as illustrated.



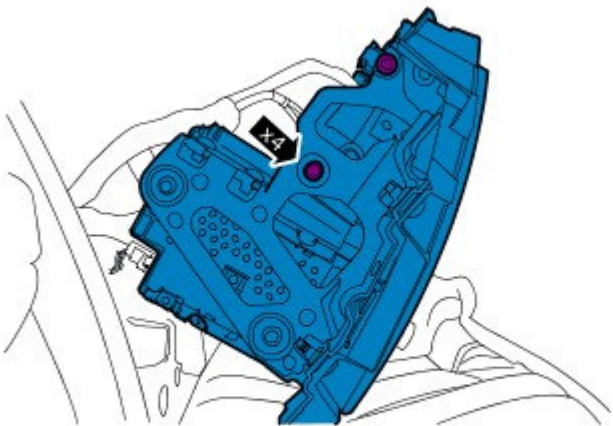
E92782

4. Pull the center stack assembly from the fascia.



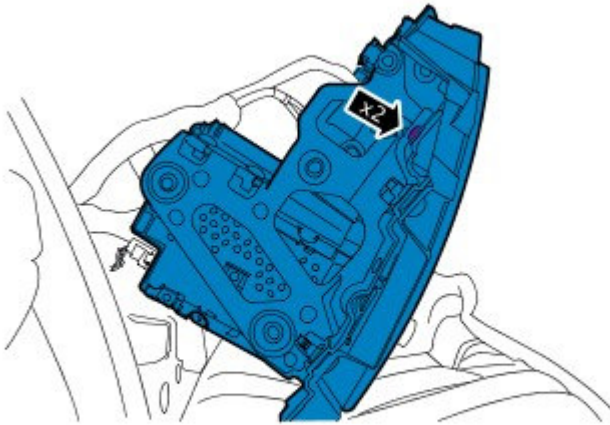
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5. Loosen one turn of each of the four Torx T30 fixings that hold the touchscreen into the metal frame.



E92784

6. Loosen one turn of each the 2 Torx T20 fixings that hold the touchscreen to the plastic bezel.

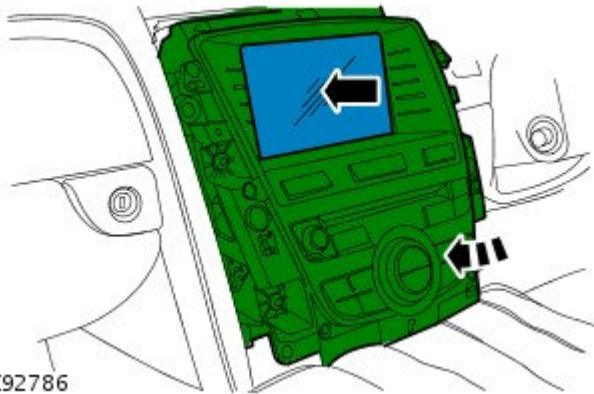


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7. Measure the gap between the screen and the bezel (required gap of 0.8mm).

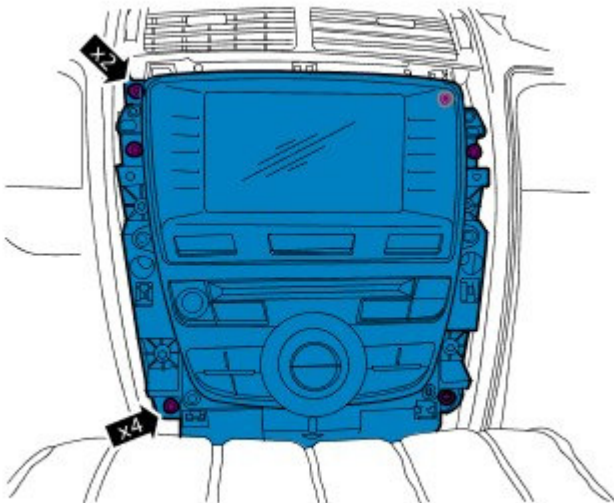
Apply light pressure to the screen (moving the unit rearward in the frame), tighten the 4 Torx T30 fixings whilst holding the screen in position

8. Install the centre stack assembly into the fascia.



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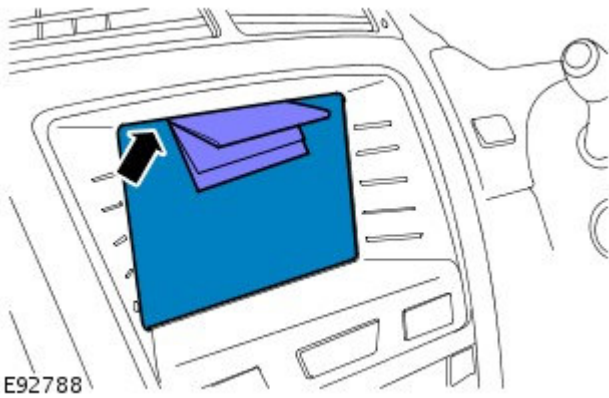
9. Refit the four Torx T30 fixings which clamp to the metal frame and the two Torx T20 fixings which hold the centre vent, as illustrated.



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10. Re-install the veneer trim.

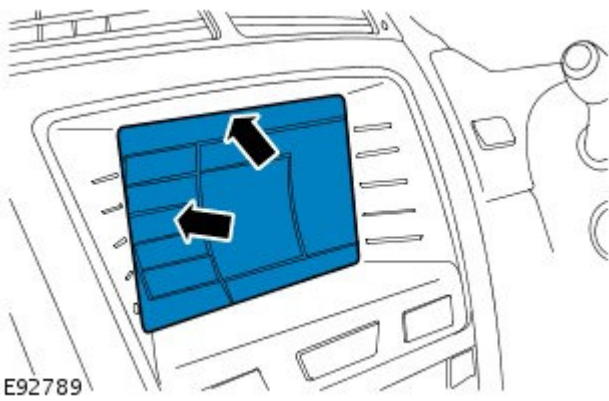
11. Check the gap between the screen and bezel, using a



piece of paper folded twice. Slide it around the gap between the screen and bezel.

12. Switch 'ON' the ignition.

13. Check operation of touchscreen.



14. Switch 'OFF' the ignition.