TECHNICAL SERVICE BULLETIN

reissue **No.JTB00021v4/2007**
30 July 2007

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

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supersedes TSB JTB00021v3/2007 dated 26 March 2007, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page).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:	Phone Call Quality Poor to Third-Party
Model:	
The New XK	VIN Range: B00379-B20074
Markets:	All
Section:	419-08 - Cellular Phone
Summary	

The third-party caller cannot hear speech very well while the car is being driven. There is a lot of background noise that interferes with the sound quality.

Version 4 of this bulletin has been issued due to a change in Action, Parts Required, Labor Time and the Service Instruction.

Cause: This is a combination of microphone positioning and noise cancellation/signal processing within the phone system software.

Action: Should a customer express concern, install a new external microphone and depending on VIN, re-configure the Bluetooth Telephone Module using Integrated Diagnostic System (IDS). Follow the Service Instruction outlined below.

Parts Required

Description	Part Number	Quantity
Microphone kit	C2P 16193	1

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.
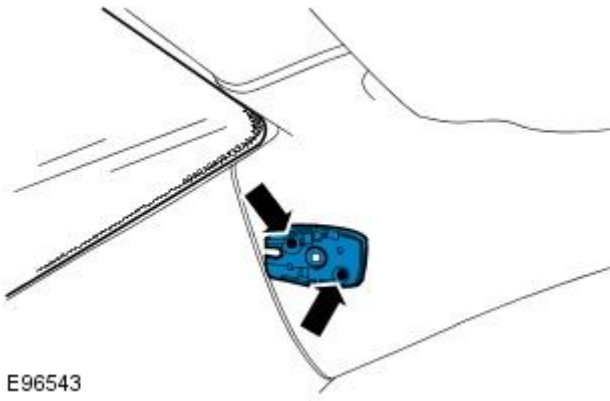
Labor Time

Operation Description	Operation No.	Time
Microphone kit - Install	86.93.78	0.3 hours
Re-configure existing Bluetooth Telephone Module	86.99.70	0.4 hours
Repair/Claim Coding		
Causal Part:	C2P 2025	
ACES Condition Code:	42	

Service Instruction

1. ⚠️ **Ensure hands are clean from grease and dirt before commencing this instruction. The upper interior trim is very easily soiled. Light marks can be removed using the appropriate trim cleaning solution.**

Position the microphone mounting plate.

2. Locate the plate centrally in the area shown in E96543 so the front of the plate is next to the seam line but not overlapping the 'A' pillar.
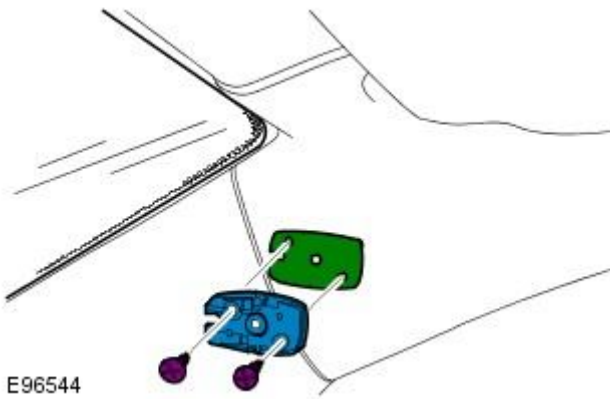

E96543

3. Whilst holding the mounting plate in position, mark the countersunk holes onto upper trim (see E96543).

4. ⚠ **To prevent damaging the vehicle outer skin, ensure only light pressure is applied when drilling.**

Drill two pilot holes using a 2mm drill in the positions marked.

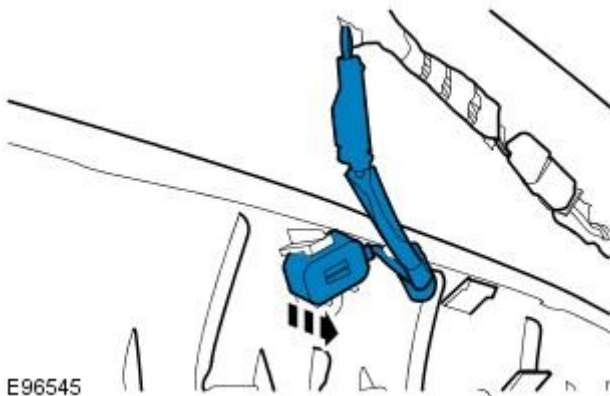**5. One metal plate in the microphone kit is not used.**

Place one metal backing plate between the trim panel and the mounting plate and fix into position using the two self tapping screws provided.
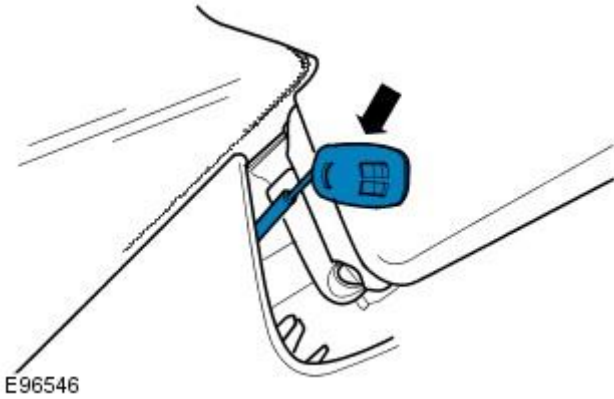

E96544

6. There is no need to completely remove the 'A' pillar trim.

Pull back 'A' pillar trim and remove internal microphone from trim and disconnect from harness.

E96545

E96546

7. Clip external mouse microphone to mounting plate and connect to the vehicle harness.

8. Ensure cable is routed neatly behind 'A' pillar and then push trim back in place. The microphone cable should neatly lay into the seam of both pieces of trim.

9. Check microphone operation by pairing a phone to the system and testing the connection.

10. Check for soiling on trim, and clean if necessary.

On vehicles prior VIN B12723 (standard audio) and B12310 (premium audio), carry on from step 11. On all other VINs, return the vehicle to the customer.

11. ⚠ **This procedure requires IDS DVD106 Patch File 1 software or later.**

Connect an approved battery charger/power supply to the vehicle.

12. Connect IDS to the vehicle and begin a new diagnostic session, by entering the correct VIN for the current vehicle.

13. Follow the IDS prompts to read the vehicle configuration.

14. When prompted 'Do you wish to read diagnostic trouble codes?', select 'NO' and then press 'tick' to continue.

15. Follow all on-screen instructions to complete this task.

16. When the 'Content Model' is displayed select 'Vehicle Configuration' tab.

17. Select from the menu 'Module Programming'.

18. Select 'Configure Existing Modules' from the drop down menu.

19. Select 'Cellular Telephone Control Module (Bluetooth Telephone Module)' from the menu and press 'tick' to continue.

20. Follow all on-screen instructions to complete this task.

21. When the task is completed, exit the current session.

22. Disconnect IDS and the battery charger/power supply.