SECTION: 413

SAFETY RECALL: Instrument Cluster Speaker Function

AFFECTED VEHICLE RANGE:

XF (X250)

VIN: R00001 - R11394 (Specific VINS only)
Model Year: 2009

CONDITION SUMMARY:

Situation: The instrument cluster speaker wires may fracture as a consequence of an overly aggressive 'tick-tock' sound wave form, the volume of which is vehicle speed dependent. At higher vehicle speeds the wave form has an amplitude which aggravates the condition where the speaker wires could fail.

In the event of a speaker failure, the following audible notifications will cease to function:

- Directional indicators
- Seat belt warning
- Lights 'on' warning
- Driver's door open with ignition 'on'
- Driver intervention (Adaptive Cruise Control equipped vehicles only)
- Seat memory

⚠ **NOTE:** The software update is to prevent instrument cluster speaker failure *only*. Should there be any other concerns with the instrument cluster speaker, diagnose and if required repair following normal procedures separate from this Recall action.

Action: Dealers are required to verify instrument cluster speaker functions correctly and without distortion and reconfigure the instrument cluster as per the Repair Procedure outlined below.

PARTS:

No parts necessary

TOOLS:

IDS with latest IDS DVD; software first available on IDS DVD114 Patch File 7
Midtronics PSC-550 Vehicle Power Supply

WARRANTY:

⚠ **NOTE:** Always check DDW to verify that the vehicle is affected by this Recall prior to undertaking any repair. Vehicles repaired under Service Action K033 are not affected by this Recall action. DDW will reflect only those vehicles affected and un-repaired.

⚠ **NOTE:** 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.

Warranty claims should be submitted quoting program code **J011**, together with the relevant Option Code (**B or C**). As Option Codes are used, there is no requirement to enter parts or labor. These are provided for information only. The Option Code for drive in / drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Program Code	Option Code	Description	SRO	Time (hours)	Part Number	Part Description	Qty	Misc Expenses
J011	B	Reconfigure the instrument cluster	86.99.75	0.40	N / A	N / A	N / A	N / A
J011	C	Reconfigure the instrument cluster	86.99.75	0.40	N / A	N / A	N / A	N / A
		Drive in / Drive out	10.10.10	0.10				

Normal warranty policy and procedures apply.

REPAIR PROCEDURE

RECONFIGURE INSTRUMENT CLUSTER CONTROL MODULE

1. Verify instrument cluster speaker operates correctly and the sound is not distorted.

   - If the speaker is inoperative, diagnose and repair as a separate Warranty claim. In the event the instrument cluster is replaced, ensure this Recall action is 'closed' in DDW.
   - If the speaker operates normally, proceed to step 2.

⚠ **CAUTION: A Midtronics PSC-550 Vehicle Power Supply must be connected to the vehicle battery during diagnosis / module programming.**

2. Connect the Midtronics PSC-550 Vehicle Power Supply to the vehicle battery.

△ **NOTE: IDS must be loaded with software release DVD115 Patch File 4 or later.**

3. Connect the IDS to the vehicle and begin a new diagnostic session by entering the correct VIN for the current vehicle.
4. Follow the IDS prompts to read the vehicle configuration.
5. Select 'No' when prompted 'Do you wish to read diagnostic trouble codes?'
6. Select 'tick' to continue.
7. Select the 'Vehicle Configuration' tab when Content Model is displayed.
8. From the Vehicle Configuration menu, configure the 'Instrument cluster control module' by selecting from the drop-down menu:

   - 'Module programming' > 'Configure existing module' > 'Instrument cluster control module'

9. Select 'tick' to continue, following all on-screen instructions to complete this task.

   - IDS will return to the Vehicle Configuration menu when completed

10. Exit the current session.
11. Verify instrument cluster speaker operates correctly and the sound is not distorted.
12. Disconnect IDS and the Midtronics PSC-550 Vehicle Power Supply from the vehicle.