

<b>Reference</b>	SSM64857
<b>Models</b>	F-TYPE / X152 XJ / X351 XF / X250
<b>Title</b>	Distorted Playback When Using iPod / iPhone. 13MY onwards.
<b>Category</b>	Electrical
<b>Last modified</b>	20-Aug-2014 00:00:00
<b>Symptom</b>	207000 Entertainment Systems
<b>Content</b>	<p><u>Issue:</u> A customer may report a concern that when an iPod/iPhone is connected to the In Car Entertainment system using the iPod/iPhone USB cable only, the playback sound may be distorted or jumps/skips.</p> <p><u>Cause:</u> Unknown, currently under investigation.</p> <p><u>Action:</u> Upon diagnosis of a customer report, carry out the following steps: 1. Check that the iPod/iPhone and/or lead is not at fault by substituting the lead and/or the iPod/iPhone and listening to playback of music.</p> <p><b>Note: Please verify with a lead which must be in good condition. Some leads have been known to cause issues due to poor quality cable and connector components used in manufacturing. (An assortment of leads from various manufacturers would be useful to show a customer variation in lead capability prior to sourcing a replacement)</b></p> <p>2. Check the iPod/iPhone socket and connections to the USB are not at fault. (Dusty/dirty/damaged). 3. Check that the connections to the Audio Control Module (ACM) are fully latched and there are no backed out pins. 4. If any of the above are found to be at fault, rectify as necessary, then retest for symptoms. 5. Only replace the ACM if symptoms persist giving a full fault description and analysis for returned part.</p> <p>For further support in diagnosing this issue please contact Dealer Technical Support (DTS)</p>