



FIELD SERVICE CAMPAIGN – 16126

26 October 2016

SUBJECT:

HX™ Bluetooth Microphone Inoperative

MODELS INVOLVED:

HX™ Series

DEFECT DESCRIPTION:

The wiring harness for the Bluetooth microphone on certain HX™ units may have been assembled incorrectly, resulting in the microphone not functioning.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 16126. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

No special tools are required for this procedure.

PARTS REQUIRED:

No parts are required for this procedure.

WORK INSTRUCTIONS

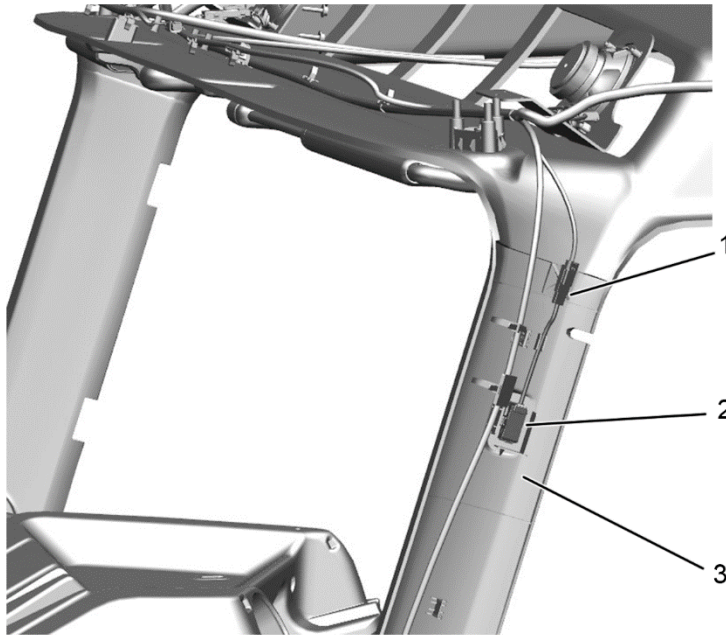
WARNING! To prevent property damage, personal injury, and / or death, park vehicle on hard flat surface, turn the engine off, set the parking brake, and install wheel chocks to prevent the vehicle from moving in both directions.

WARNING! To prevent personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

WARNING! To prevent property damage, personal injury, and / or death, keep flames or sparks away from vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases.

WARNING! To prevent property damage, personal injury, and / or death, remove the ground cable from the negative terminal of the batteries before disconnecting any electrical components. Always connect the ground cable last.

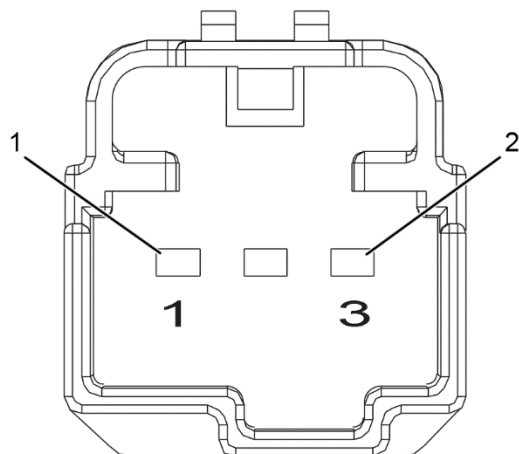
1. Bring vehicle into shop and park on flat surface.
2. Shift transmission to Park or Neutral and set parking brakes.
3. Install wheel chocks.
4. Disconnect ground cable from negative terminal of main vehicle battery.



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Figure 1. Exterior Driver-Side View (Metal Body Panels Hidden / Transparent)

1. Bluetooth microphone connector
 2. Bluetooth microphone
 3. A-pillar trim
5. Remove driver-side A-pillar trim (Figure 1, Item 3). Locate Bluetooth microphone connector (Figure 1, Item 1).
 6. Disconnect upper (female) portion of connector from lower (male) portion.



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Figure 2. Bluetooth Microphone Connector View

1. Pin 1
2. Pin 3

7. On upper (female) connector, move wire D86-GBL from Pin 1 (Figure 2, Item 1), to Pin 3 (Figure 2, Item 2).

NOTE: If the Bluetooth Microphone Connector is damaged during this operation and needs to be replaced, the part number is 3673333C1.

8. Reconnect Bluetooth microphone connector.
9. Reinstall A-pillar trim.
10. Reconnect ground cable to negative terminal of main vehicle battery.
11. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Table 1 Labor Information

Operation Number	Description	Time
A40-16126-1	Bluetooth Microphone Repair	0.5 hr

WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Field Service Campaign 16126.

Section 7 of the Warranty Policy and Procedures Manual contains further information related to the submission and processing of AFC / Recall claims.

As with all claim submissions, items acquired locally must be submitted in the “Other Charges” tab. The cost of any bulk items (such as a bag of cable tie straps, roll of wire, barrel of oil, or tube of silicone) should be prorated for the cost of the individual pieces / amount used during each repair.

To make sure this important improvement is made in a timely manner, all claims for 16126 activity must be submitted by 26 October 2017 or within the normal warranty period for the component, if after 26 October 2017.

GROUP	NOUN	C	WARR.	TP	PAD

GROUP — Enter number ←

NOUN — Leave blank ←

C (CAUSE) — Enter either 1, 2, 3. (See below)

- 1. Inspected (No repair required).
- 2. Inspected and repaired.
- 3. Defective part from parts stock.

WARRANTY — (Warranty Code) Enter 40. ←

TYPE PART — Enter P for type part causing failure. ←

PAD — Enter 100 ←

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