QUARANTINE NOTICE

Reference number:	**QN-30-1497V2**	**Issued: 04 June, 2021**
Subject:	**Connector Repair Process for Weak GPS Signal**	
Model(s):	**DBX**	
VIN Range:	**Refer to the separately published list of affected Vehicle Identification Numbers (VINs)**	
Applicable to:	**All Dealers**	
Distribute to:	**After Sales Manager** **Executive Manager** **Service Manager** **Sales Manager**	**Warranty Staff** **Technician(s)** **Parts Staff**

Reason for Version 2 of this Quarantine Notice
The changes to this document have a black line against them in the left margin. Please destroy all copies of QN-30-1497 and replace them with QN-30-1497V2.

Reason for this Quarantine Notice

Before a vehicle is handed over to a customer you must do a workshop procedure to check the GPS satellite number count is correct. If necessary, do the connector repair process to the applicable connector locations. This will prevent interference and improve the GPS signal.

The workshop procedure has the parts that follow:

- Part A - GPS Satellite Number Count
- Part B – Connector Repair Process

Note: To complete Part A you must first have a mobile GPS satellite app to count the number of available satellites to compare to the satellite count from the vehicle.

Part A - GPS Satellite Number Count

The GPS satellite number count must be done in clear weather conditions, away from tall obstructions such as buildings or mountains.

1. Drive the vehicle to a clear open area outside, but do not turn the engine off.
2. In the infotainment menu select "Vehicle" and hold the rotary selector down for 15 seconds (refer to Figure 1).

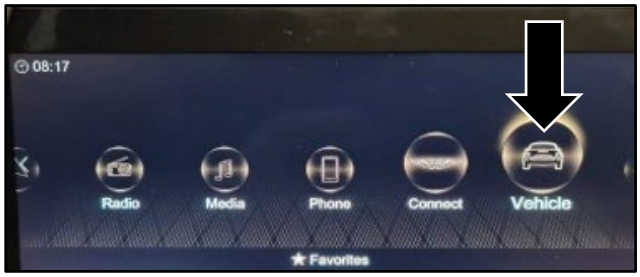

Figure 1

3. In the "Dealer Menu" scroll down and select "Diagnose GNSS Antenna" (refer to Figure 2).

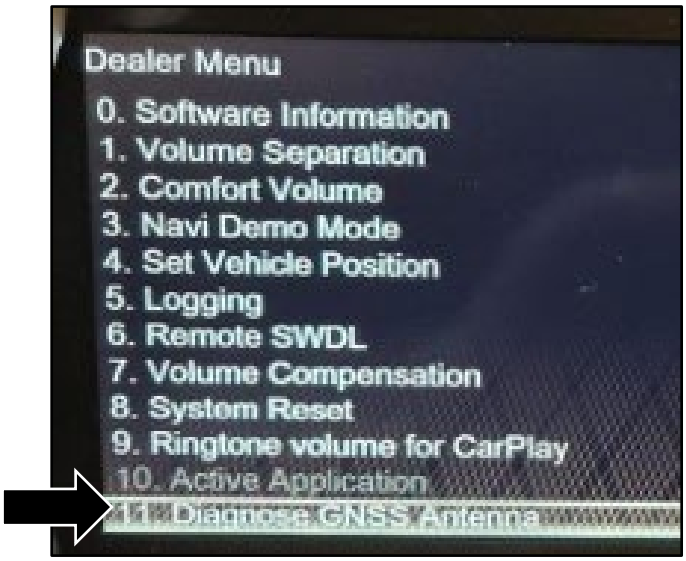

Figure 2

4. Do a check of the "GPS Sat Number" (refer to Figure 3) and confirm the number is correct with a mobile GPS app.

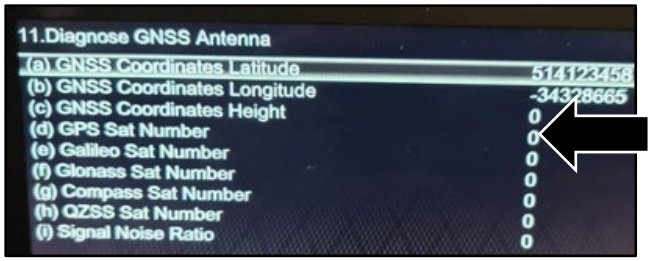

Figure 3

5. If the "GPS Sat Number" is more than 8 the workshop procedure is complete.
6. If the "GPS Sat Number" is less than 8 road test the vehicle in a clear open space for 30 to 40 minutes.

   Note: Monitor the position of the vehicle on the map. Make sure the map follows roads correctly and does not move off the road or is slow to position.

7. Do the check of the "GPS Sat Number" again. Confirm the number is correct with a mobile GPS app.
8. If the "GPS Sat Number" is still less than 8 do Part B of the workshop procedure.

Part B – Connector Repair Process

To identify the connectors that need to be reworked, refer to the DBX Splice and Connector references that follow in Technical Hub:

DBX Connector References

System Views > 640300 - Head Unit > Central Display for connectors:

C-ref	Description	Splice and Connector View Harness
C23.3	Inline Centre Stack - Fascia (FAKRA)	Fascia/Centre stack Harness
C39.9	Inline Facia - HVAC Link (FAKRA)	Centre Stack Link Harness
M41.1	Instrument Panel - Display Module (DISP_C)	Centre Stack Link
M55.11	Head Unit Module (HU)	Centre Stack Link Harness

System Views > 640201 - Driver Information > DIM:

M42.2	Instrument Cluster - Module (IC)	Fascia Harness

Table 1

1. Remove the instrument cluster (refer to Workshop Manual procedure 64.02.AA).
2. Remove the infotainment display screen (refer to Workshop Manual procedure 64.02.BB).
3. Remove the head unit (refer to Workshop Manual procedure 64.03.AG).
4. Remove the HVAC switch pack (refer to Workshop Manual procedure 64.01.AK).
5. Refer to the list of connectors in Table 1 and do the steps that follow.

   Note: Only disconnect one terminal before you start the next terminal. This will make sure the terminals are installed in the correct position.

6. Remove the connector from the applicable connector housing (refer to Figure 4).

   Note: This image shows a connector before any tape is applied.

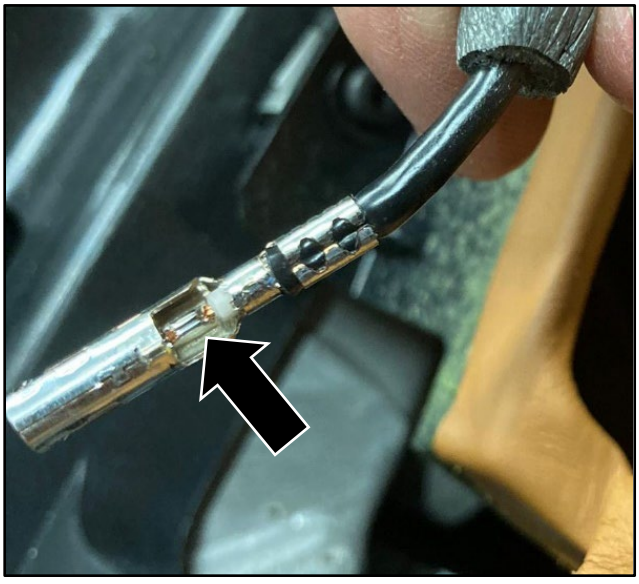

Figure 4

7. Apply harness repair tape to the area shown on the applicable cable.

Care must be taken not to damage the inner core and no gaps are shown (refer to Figure 5).

Note: The harness repair tape must be applied before the copper tape.

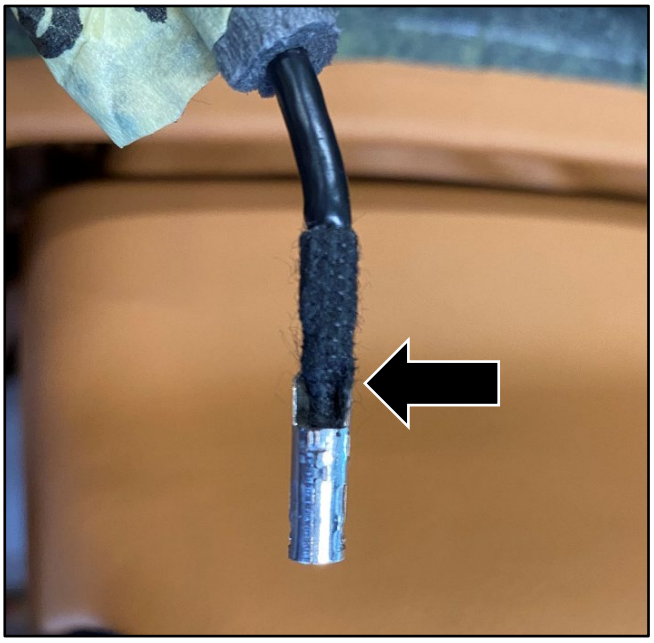

Figure 5

8. Apply copper tape to the area shown. You must make sure there are no gaps to the areas shown as this will cause electromagnetic interference (refer to Figure 6).

Note: Make sure the copper tape is applied tightly and neatly. Loose or untidy copper tape will prevent correct installation. It is possible that the loose copper tape will be compressed by the connector and cause the repair to not correct the problem.

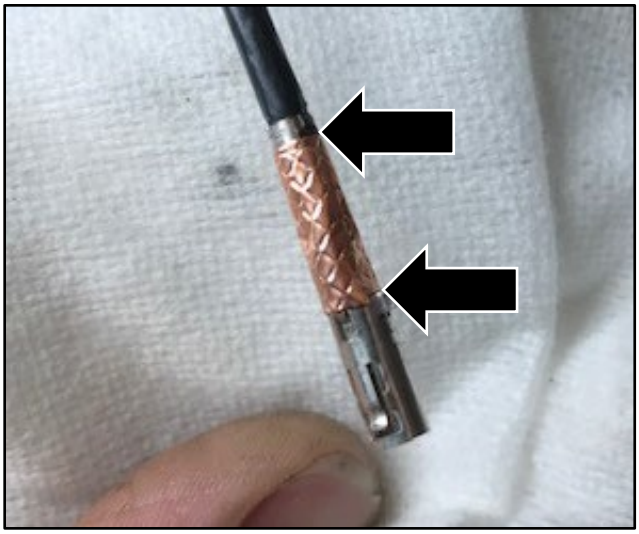

Figure 6

9. This image shows copper tape, that has ***not*** been applied correctly (refer to Figure 7).

Note: The gap shown will allow electromagnetic interference and cause the repair to not correct the problem.

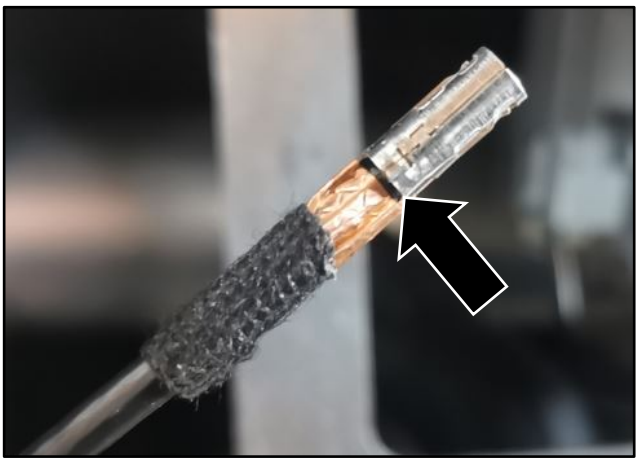

Figure 7

10. This image shows copper tape, that has been applied correctly (refer to Figure 8).

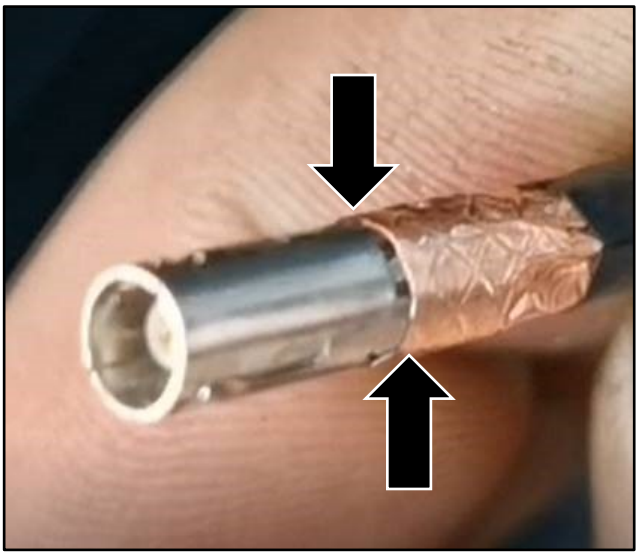

Figure 8

Note: Raise a SpotLight case and include images of the repaired connectors before you do steps 11 thru 17.

11. Make sure the inner part of the connector (1) is isolated from the outer part of the connector (2) when you apply the copper tape (refer to Figure 9).

CAUTION: DO NOT CAUSE A CONNECTION BETWEEN THE INNER AND OUTER PART OF THE CONNECTOR WHEN YOU APPLY THE COPPER TAPE. IF THE TWO PARTS OF THE CONNECTOR ARE IN CONTACT, THE CONNECTOR WILL NOT FUNCTION CORRECTLY.

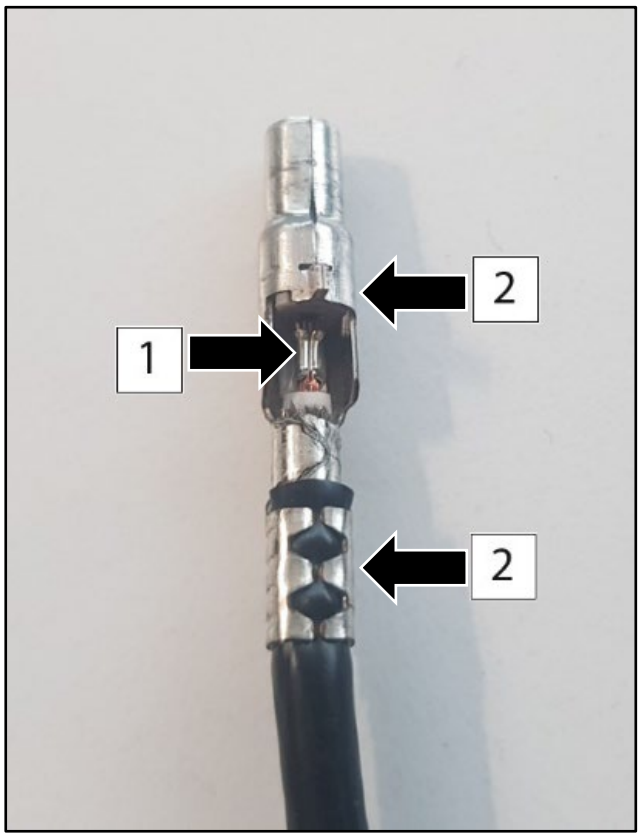

Figure 9

12. Install the connector in the applicable connector housing.

13. Do steps 6 through 11 for each connector listed in Table 1.

14. Install the HVAC switch pack (refer to Workshop Manual procedure 64.01.AK).

15. Install the head unit (refer to Workshop Manual procedure 64.03.AG).

16. Install the infotainment display screen (refer to Workshop Manual procedure 64.02.BB).

17. Install the instrument cluster (refer to Workshop Manual procedure 64.02.AA).

18. Do a road test of the vehicle with the navigation system active for a minimum of 30 minutes. This is necessary to calibrate the navigation GPS signal.

Part Data

Description	Quantity
Harness Tape (roll) (included in wiring harness repair kit or local supply)	1
Copper Tape (roll) (to order start a SpotLight case)	1

Warranty Data

Procedure and Labour Time

Tier A

Description	Labour Time
GPS satellite number count	0.2

Tier B

Description	Labour Time	ROT Code
Connector repair process	6.05 hours	30.14.AA

If you have any questions related to this document, please refer to the 'Contact Us' link on this webpage or contact your local Dealer or After Sales Manager.

The English version of this Service Bulletin is written in Simplified Technical English to ASD-STE100™.