



Sedan Range

DATE 6/97

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SERVICE

TECHNICAL BULLETIN

Poor Sound Quality –  
In Vehicle Entertainment –  
Tape Head Cleaning

MODEL 1995-97 MY  
Sedan Range  
VIN 720001-ON

**ISSUE**

The radio/cassette unit installed in Sedan Range vehicles can automatically display the message "CLEAN TAPE," along with a tone warning. The explanation of this function is described in the Sound System Handbook:

*After approximately 15 hours playing time, the radio will show "CLEAN TAPE." You should then clean the tape mechanism itself using a mechanical-type cleaner with a wetting agent, in an approved kit available from your Jaguar dealer. Do not use abrasive type cleaners as they can cause excessive wear on the playback head.*

**ACTION:**

In case of a customer complaint of poor sound quality during tape playback, check the following before replacing the radio/cassette unit:

1. Determine if the tape cleaning reminder function is enabled, by simultaneously pressing the TAPE IN button and the AM/FM button to enter setup. Preset 2 will toggle the reminder function on or off. The function should be on.
2. Determine if the customer is aware of the reminder function and what is required to clean the tape heads.
3. Check if the customer has a tape head cleaning kit and has been using it.
4. As part of the diagnosis of the complaint, perform the tape head cleaning procedure, before considering replacement of the radio/cassette unit.

**NOTE:** All radios submitted under warranty must have form W-27 "Radio Warranty Form" filled out completely and enclosed with the unit. Failure to do so may result in the claim being rejected.

**PARTS INFORMATION:**

<u>DESCRIPTION</u>	<u>PART NUMBER</u>	<u>QTY</u>
Jaguar tape head cleaning kit	JLM 10283	1

**WARRANTY POLICY**

Tape head cleaning is considered a normal maintenance item and is not covered under warranty.

