



# TECHNICAL BULLETIN

No: J019  
Issue: 1  
Date: 17 NOV 2010

SERVICE ✓

PARTS ✓

WARRANTY ✓

BODY SHOP ✓

## SECTION: 501

## Safety Recall: Wiper Arm Securing Nut Check

### AFFECTED VEHICLE RANGE:

XJ (X351)

VIN: V00001 - V14247  
Model Year: 2010 - 2011

### CONDITION SUMMARY:

**Situation:** A concern has been identified with certain 2010 - 2011 model year Jaguar XJ vehicles whereby the wiper arm securing nuts may suffer torque relaxation as a result of an insufficiently controlled vehicle manufacturing assembly process.

Torque relaxation of the securing nut could potentially result in loss of wiper arm synchronization which can cause a clash of the wiper arms. If the wiper arms lose synchronization and clash, they could detach from the vehicle and, in certain circumstances, the driver's forward vision could be impaired.

**Action:** Dealers are required to **HOLD** all affected new vehicles in your control and withhold them from onward distribution and sale pending completion of the rework action. Refer to the Repair Procedure outlined below to check and tighten the windshield wiper arm securing nut to the correct torque. For vehicles in dealer inventory, this Recall action should be performed as part of the Pre-Delivery Inspection (PDI) and be completed prior to vehicle handover to the customer. Vehicles already in the hands of owners will be subject to the standard owner notification process.

For Recall notification details, refer to Service Bulletins 7-64CAN and 7-64USA.

### PARTS:

No parts necessary

### TOOLS:

Refer to Workshop Manual for any required special tools

### WARRANTY:



**NOTE:** Always check DDW to verify that the vehicle is affected by this Recall Action or any other Service Action prior to undertaking any repair as some vehicles may have been repaired in port. DDW reflects only those vehicles affected and un-repaired.



**NOTE:** Repair procedures are under constant review, and therefore times and prices 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 the Program Code 'J019' together with the relevant Option Code 'B' or 'C'; this will result in payment of the stated time. As Option Codes are used, there is no requirement to enter SRO information; these are displayed for information only. The option that allows for drive in / drive out may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Dealer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS	QTY
J019	B	Re-torque wiper arms	10.10.99	0.20	-	-
J019	C	Re-torque wiper arms Drive in/drive out	10.10.99 10.10.10	0.20 0.10	-	-

*Normal Warranty policies and procedures apply*

## REPAIR PROCEDURE

### INSPECT AND TIGHTEN WIPER ARM SECURING NUTS

**NOTE:** Additional necessary windshield wiper repairs should be performed as a separate Warranty claim.

1. Ensure windshield wipers are in the parked position:
  - Turn ignition 'ON'.
  - Operate windshield wipers 'single wipe' function, allowing the wipers to stop in the parked position.
  - Turn ignition 'OFF'.
2. Open the hood

**CAUTION:** Use care when removing the wiper arm spindle nut cover to avoid damage.

3. Remove and retain the left-hand (LH) wiper arm spindle nut cover.
4. Loosen the wiper arm securing nut sufficiently to allow the wiper arm knuckle to realign with the wiper spindle.
5. Apply hand pressure on the wiper arm to ensure correct arm alignment to the spindle. (Figure 1)
6. Tighten the wiper arm spindle nut to **25Nm (18.5lbf ft)**.
7. Install the wiper arm spindle nut cover.
8. Repeat steps 3 -7 to the right-hand (RH) wiper arm.
9. Close the hood.

