

Reference SSM43597

Models XF / X250

Title XF Boot lid not lifting up all the way.

Category Body

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Symptom 111000 Body Panel(s)/Unibody

Issue:

A Customer may report that the Boot/ Trunk lid is intermittently failing to lift open, especially at lower temperatures. Comparison with a vehicle in showroom / workshop conditions stored at higher temperatures will also indicate this.

Cause:

The XF Vehicle has a 'lift assist' system, and it's operation is dependent on temperature, the lower the temperature the more likely the Boot / Trunk lid will not self-open. The system will always have enough pressure to support the Boot / Trunk lid, once fully opened.

Action:

Do not replace units without firstly checking their operation in warmer showroom / workshop temperatures. Failure to do this may appear to fix the issue, as replacement struts are likely to have been stored at higher temperatures than the original ones. Subsequently the customer may return with the original concern