



**SECTION: 501**

**Exterior Door Handle Sticking in the Open Position**

**AFFECTED VEHICLE RANGE:**

XJ (X351)

VIN: V00047 - Onwards  
Model Year: 2010 - Onwards

**CONDITION SUMMARY:**

**Situation:** After opening any door with the exterior handle, the following may occur:

- The exterior door handle may 'stick' in the open position
- The door may not latch; and
- With the ignition 'ON', the 'door open' warning may be activated

**Action:** In the event of a customer concern of the above, refer to the Repair Procedure outlined below to rework the affected door(s) exterior handle.

**PARTS:**

No parts necessary

**TOOLS:**

Refer to Workshop Manual for any required special tools

**WARRANTY:**

△ **NOTE:** Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time.

DDW requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Exterior door handle sticking – rectification – 1 or 2 handles	76.96.05	0.20	41	C2D3608XXX - Front C2D3609XXX - Rear
Exterior door handle sticking – rectification – 3 handles	76.96.06	0.30	41	C2D3608XXX - Front C2D3609XXX - Rear
Exterior door handle sticking – rectification – 4 handles	76.96.07	0.40	41	C2D3608XXX - Front C2D3609XXX - Rear

*Normal Warranty policies and procedures apply*

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 Retailer, 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.

## **REPAIR PROCEDURE**

### **REWORK EXTERIOR DOOR HANDLE(S)**

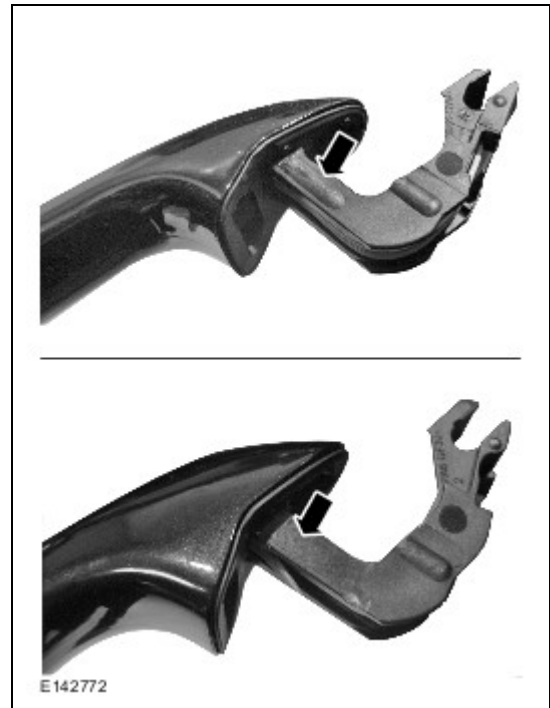
**⚠ CAUTION:** Make sure no damage is caused to the vehicle or the vehicles paint work.

**△ NOTE:** Do not disconnect the electrical connector.

1. Refer to Workshop Manual section 501-14: *Handles, Locks, Latches and Entry Systems*, and remove the affected door handle:
  - Perform steps 1-2 only.

**⚠ CAUTION:** Make sure no damage is caused to the vehicle or its paint work.

2. Use a suitable tool to remove the molded rib on both sides of the handle.
  - Make sure that all the excess plastic has been fully removed from the door handle.



3. Refer to Workshop Manual section 501-14: *Handles, Locks, Latches and Entry Systems*, and install the reworked door handle.
4. Verify door handle operation.
5. Repeat steps 1-4 on each affected exterior door handle.