

TECHNICAL BULLETIN

JTB00228NAS1
05 SEPT 2012



SECTION: 501

Front Door Window Closing Incorrectly

AFFECTED VEHICLE RANGE:

XJ (X351)

VIN: V03480 - V18030
Model Year: 2010 - 2011

CONDITION SUMMARY:

Situation: When closing a front door window, the glass may close and then open or the one-touch function may be inoperative.

Cause: This may be caused by the window regulator motor sensor supplying an inconsistent feedback reading to the Driver's / Passenger's Door Module (DDM / PDM).

Action: In the event of a customer concern of the above, refer to the Repair Procedure outlined below to:

- inspect the door glass aperture and waist seals and rectify as necessary; **and**
- update the Driver's and Passenger's door modules software

PARTS:

No parts necessary

TOOLS:

IDS with latest IDS-DVD and Calibration File; first available on IDS-DVD124_v6.05 Calibration File 63
Jaguar-approved Midtronics Vehicle Power Supply

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
Update Driver's and Passenger's door modules software	86.94.42	0.60	42	C2D18318 (RH) C2D18319 (LH)

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

INSPECT DOOR GLASS APERTURE AND WAIST SEALS

1. Inspect the affected door glass aperture and waist seals for any obstructions and proper installation.
 - Rectify as necessary.
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UPDATE DRIVER'S AND PASSENGER'S DOOR MODULES SOFTWARE

⚠ CAUTION: Ensure all ignition 'ON' / ignition 'OFF' requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.

⚠ CAUTION: A Jaguar-approved Midtronics Vehicle Power Supply must be connected to the vehicle battery during IDS diagnosis / module programming.

1. Connect the Jaguar-approved Midtronics Vehicle Power Supply to the vehicle battery.
 2. Turn ignition 'ON' (engine not running).
 - △ **NOTE:** IDS must be loaded with **IDS-DVD124_v6.05** and **Calibration File v63** or later.
 3. Connect the IDS to the vehicle and begin a new Symptom Driven Diagnostics (SDD) session.
 4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle.
 5. From the Session Type selection screen, choose 'Diagnosis'.
 6. Select the 'Selected Symptoms' tab, and then select either:
 - Body > Glass panels > Glass movement > Driver's door glass window **or**
 - Body > Glass panels > Glass movement > Passenger's door glass window
 7. Select 'continue'.
 8. Select the 'Recommendations' tab.
 9. From the Recommendations tab, select '**Run**' to '*Configure existing module – Driver's door module*'
 - Follow all on-screen instructions to complete this task.
 10. From the Recommendations tab, select '**Run**' to '*Configure existing module – Passenger's door module*'
 - Follow all on-screen instructions to complete this task.
 11. Exit the current session.
 12. Disconnect the IDS and the Midtronics Vehicle Power Supply from the vehicle.
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VERIFY WINDOW ONE-TOUCH OPEN / CLOSE FUNCTION

△ **NOTE:** The window regulator motor thermally cut out after excessive operation; should this occur, wait 30 seconds before continuing.

1. Refer to Workshop Manual section 501:11 and initialize the front door window motor.
- △ **NOTE:** Wait 30 seconds after every five cycles.
2. Cycle the window open / close 20 times, using the one-touch close function when closing.