

Drum wheels image.pdf

VID_20130314_124645.mpg

date stamp pic.pdf

Reference	SSM68398
Models	XF / X250 XJ / X351
Title	X250 & X351 Window Regulator mechanical creak or grinding noise
Category	Body
Last modified	23-Sep-2013 00:00:00
Symptom	102000 Window/Glass
Content	<p>Issue: X250 & X351 Window mechanical creak or grinding noise. Cause: Incorrect drum wheel radius</p> <p>Action: Should a customer report a vehicle post the VIN's XF - S48500 & XJ - V38591, which is exhibiting a mechanical grind /creak (sound file attached for reference), please remove the regulator assembly as detailed in the appropriate service manual. Then remove the 3 TORX retaining screws on the regulator motor cover and lift the black plastic cover off. Once removed, refer to the attached photographs to identify the relevant drum wheel type as either No1 or No 2, and submit an EPQR telling us which,with a picture where possible.</p> <p>In addition to a picture of the drum wheel, can you also please photograph vehicle VIN together with the rail date stamp, as shown on the attached file example, and forward them on the same EPQR.</p> <p>Your assistance with supplying this information back to Jaguar via EPQR is appreciated and will help Engineering provide a solution.</p>