

TECHNICAL BULLETIN  
JTB00245v3  
22 AUG 2013



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**This reissue replaces all previous versions. Please destroy all previous versions. Only refer to the electronic version of this Technical Bulletin in TOPIx.**  
**This bulletin supersedes TSB JTB00245v2/2012 dated 26 APR 2012, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this Technical Bulletin in TOPIx.**

**SECTION: 501-00**

Door Seal Noise

**AFFECTED VEHICLE RANGE:**

**XF (X250)**  
**Model Year:** 2009-2013  
**VIN:** R000019-S80205

**MARKETS:**

MENA, India, Singapore, Korea, USA, China, Japan, Only

**CONDITION SUMMARY:**

**Situation:**

A customer may report a concern of a creaking / clicking / ticking type noise from front and or rear doors.

**This version has been issued to include the Sports Brake, and part number change.**

**Cause:**

Margin seal moving on the extrusion and tacking against the door aperture.

**Suggested Customer Concern Code B63.**

**Action:** Should a customer express concern, follow the Service Instruction outlined below.

**PARTS:**

C2Z27138	Front/Right Door Seal Margin	Quantity: 1
C2Z27139	Front/Left Door Seal Margin	Quantity: 1
C2Z27141	Rear/Right Door Seal Margin	Quantity: 1
C2Z27143	Rear/Left Door Seal Margin	Quantity: 1
C2Z27140	Rear/Right sport brake	Quantity: 1
C2Z27142	Rear/Left sport brake	Quantity: 1

**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 TOPIx to obtain the latest repair time.**

 **NOTE: 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	CONDITION CODE	CAUSAL PART

Replace Seals - Vehicle Set	<b>76.40.47</b>	0.7 hours	41	C2Z13664 Right / Front / C2Z13665 Left / Front / C2Z11446 Right / Rear / C2Z11447 Left / Rear / C2Z18271 Right / Rear / C2Z18272 Left / Rear
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**NOTE: Normal Warranty policies and procedures apply.**

### **SERVICE INSTRUCTION:**

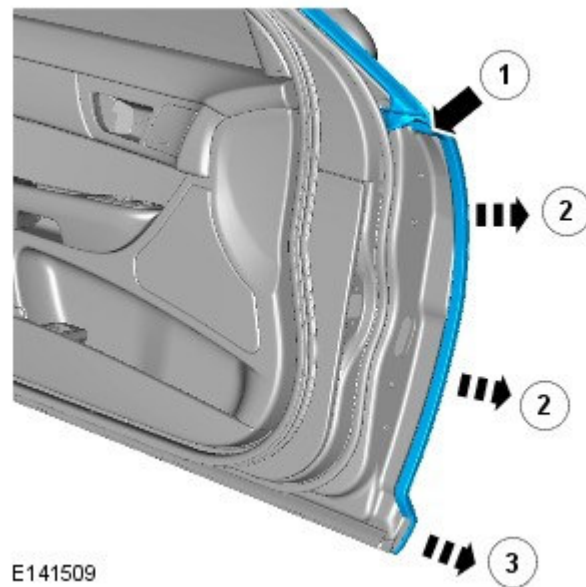
1. **NOTE: The fitted position of the component prior to release**

Release the front door seal.



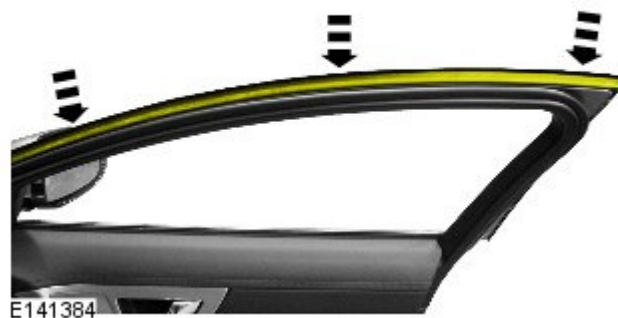
2. Remove the door seal.

1. Release the clip.
2. Release the seal.
3. Release the adhesive strip.



3. Install the door seal.

1. Locate the inner section of the door seal in to the locating tang.
2. Repeat along the full length of the seal.

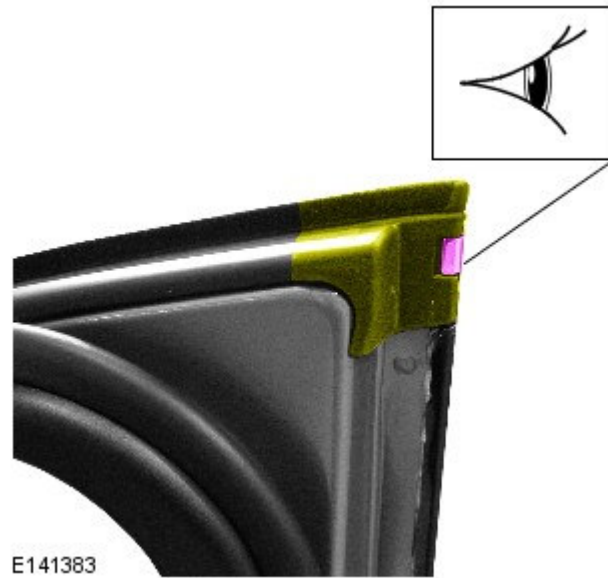


4. Secure the door seal.

1. Locate the outer section of the door seal in to the locating tang.
2. Repeat along the full length of the seal.

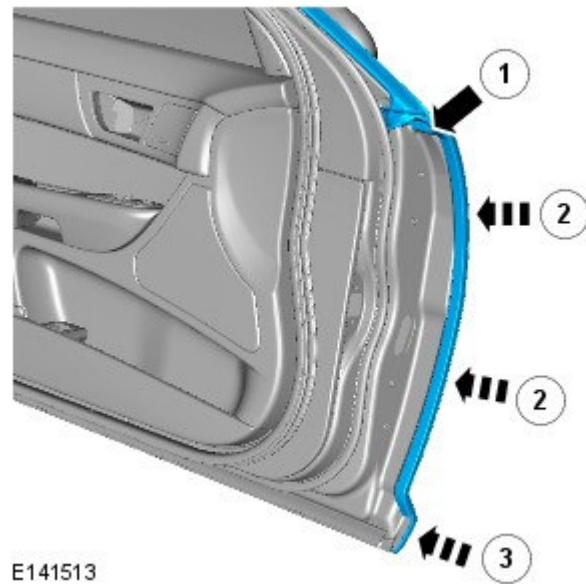


5. Secure the seal in the clip.



6. Secure the door seal.

1. Secure the clip.
2. Secure the seal.
3. Secure the adhesive strip.



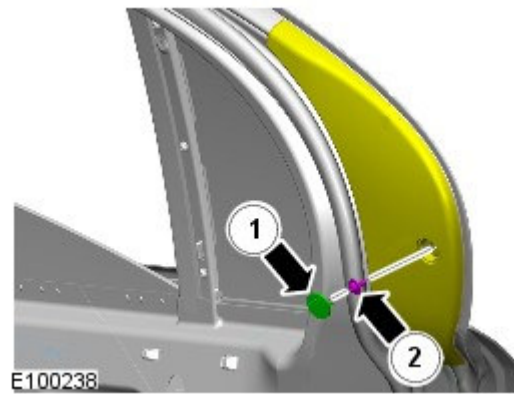
7. Repeat steps 1 to 6 to the other side.

## Rear Door Service Instruction

### 8. **NOTE: Ignore step 8 for Sports Brake**

Release the trim cover.

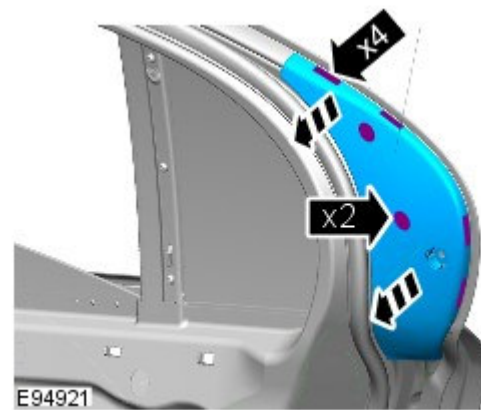
1. Remove the bolt cover.
2. Remove the Torx bolt.



### 9. **NOTE: Ignore step 9 for Sports Brake**

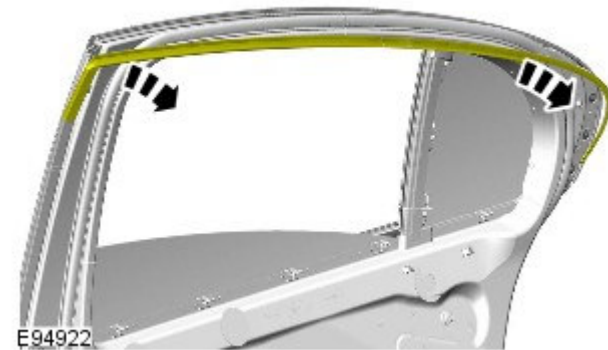
Remove the trim cover.

1. Release the 6 clips.



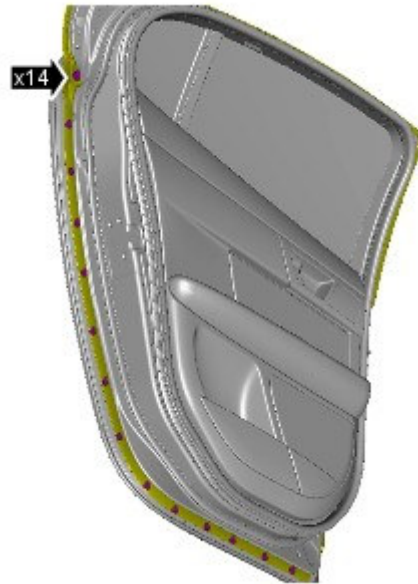
### 10. **NOTE: The fitted position of the component prior to release**

Release the door seal.



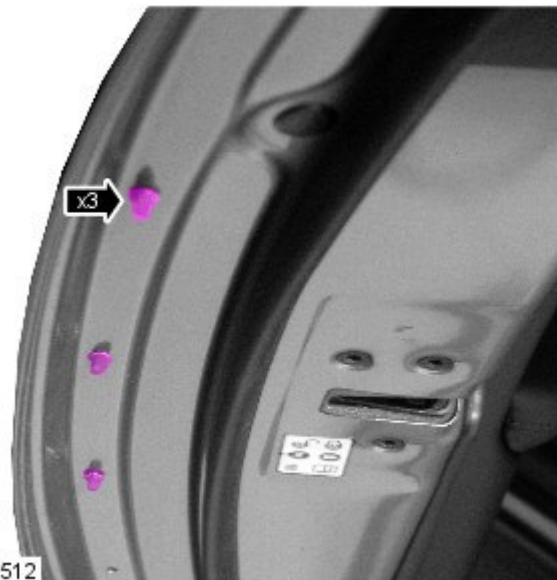
### 11. Release the seal.

1. Release the fourteen clips.



E141511

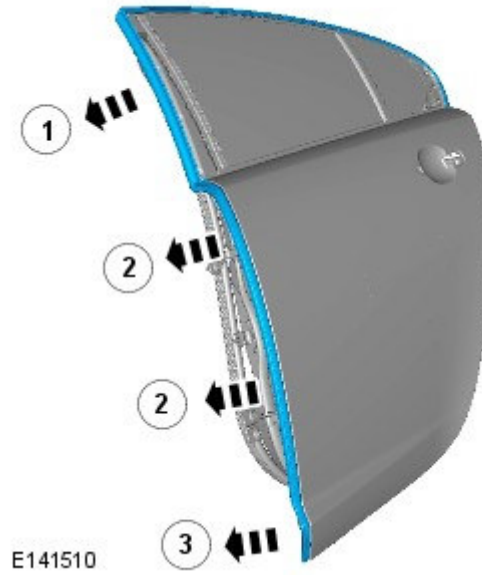
**12.** Using a suitable tool remove any clips remaining.



E141512

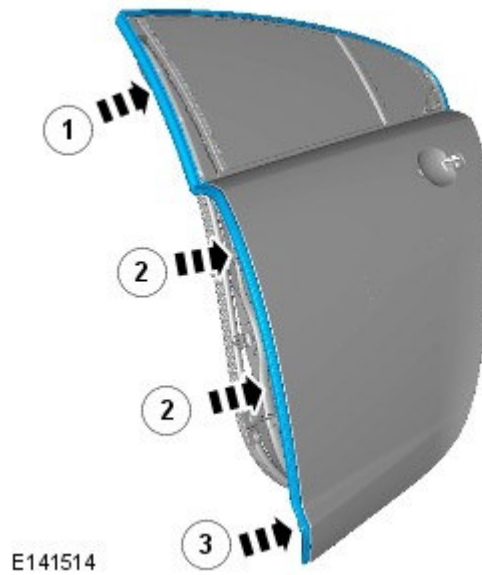
**13.** Remove the seal.

1. Remove the clip.
2. Remove the seal.
3. Remove the adhesive strip.



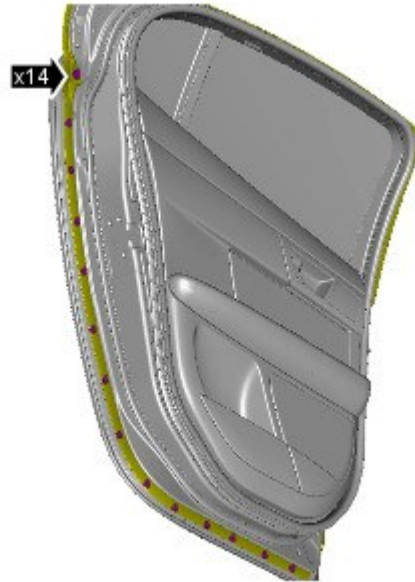
**14.** Install the seal.

1. Secure the seal.
2. Secure the seal.
3. Secure the adhesive strip.



**15.** Secure the seal.

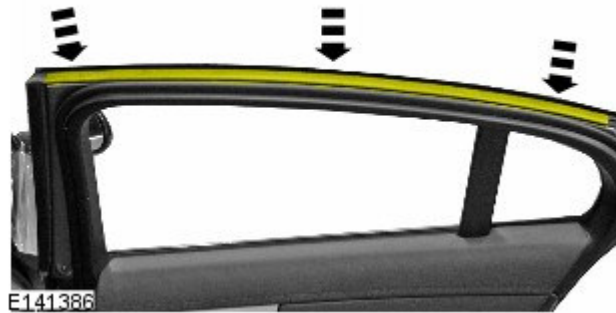
1. Secure the fourteen clips.



E141511

**16.** Secure the door seal.

1. Locate the inner section of the door seal in to the locating tang.
2. Repeat along the full length of the seal.



E141386

**17.** Secure the door seal.

1. Locate the outer section of the door seal in to the locating tang.
2. Repeat along the full length of the seal.



E141387

**18.** Install the trim cover.

1. Secure the 6 clips.
2. Install the Torx bolt.
3. Install the Torx bolt cover.

**19.** Repeat step 8 to 18 to the other side.