

Reference	SSM71863
Models	XF / X250
Title	XF Trunk / Boot lid operation - not lifting up all the way
Category	Body
Last modified	15-Jul-2014 00:00:00
Symptom	111000 Body Panel(s)/Unibody
Content	<p><u>Issue:</u> A Customer may report a concern of inconsistent operation of the trunk lid when the interior or remote release buttons are operated. The correct function is for the trunk lid to be released from the latch and not to rise to its fully open position.</p> <p><u>Cause:</u> In warm internal or external temperatures expansion of gas and fluid in the strut may cause the trunk to open to its full extent. The XF Vehicle is designed with a 'lift assist' and 'power close' system. This is not an error condition and is less likely on versions with a trunk spoiler where only one strut is used. The system will always have enough pressure to support the Boot / Trunk lid, once fully opened.</p> <p><u>Action:</u> If a customer reports the concern firstly check the operation to this specification. If not operating correctly continue with diagnosis using symptom driven diagnostics, referencing Topix. Please refer to handbook for details of opening or closing the trunk.</p> <p>Note: Replacing the struts will not change the operation although temperature variations may indicate this.</p>