

TECHNICAL BULLETIN
JTB00345NAS3
15 APR 2014



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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.

This reissue replaces all previous versions. Please destroy all previous versions. Only refer to the electronic version of this Technical Bulletin in TOPIx.

Changes are highlighted in gray

SECTION: 501-11

Door Window Regulator 'Squeak' Noise During Operation

AFFECTED VEHICLE RANGE:

XF (X250)

Model Year: 2012-2014
VIN: S20753-U12689

XJ Range (X351)

Model Year: 2012-2013
VIN: V22230-V64128

MARKETS:

NAS

CONDITION SUMMARY:

This bulletin supersedes JTB00271NAS and JTB00294NAS.

Situation: A 'squeak' noise may be evident from any door during operation of door glass (up and/or down).

Cause: This may be caused by inadequately lubricated door window regulator cable pulleys.

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

PARTS:



NOTE: Anti-friction spray AC612/21 to be sourced from the Squeaks & Rattle kit; refer to Technical Bulletin JTB00231NAS and Service Bulletin 1-248NAS for more information and how to replenish the items in the Squeaks & Rattles Kit when necessary.

Anti-friction spray AC612/21

Quantity: As required

TOOLS:

No Tools Required

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 (HOURS)	CONDITION CODE	CAUSAL PART
Front left door window regulator - Renew - XF	76.31.45	0.7	41	C2Z17628

Front right door window regulator - Renew - XF	76.31.45	0.7	41	C2Z17627
Rear left door window regulator - Renew - XF	76.31.46	0.7	41	C2Z17630
Rear right door window regulator - Renew - XF	76.31.46	0.7	41	C2Z17629
Front left door window regulator - Renew - XJ	76.31.45	0.9	41	C2D1722
Front right door window regulator - Renew - XJ	76.31.45	0.9	41	C2D1720
Rear left door window regulator - Renew - XJ	76.31.46	1.3	41	C2D21442
Rear right door window regulator - Renew - XJ	76.31.46	1.3	41	C2D21440
Rear left door window regulator - Renew - XJ LWB	76.31.46	1.3	41	C2D21442
Rear right door window regulator - Renew - XJ LWB	76.31.46	1.3	41	C2D21441
Door window regulator - Lubrication - 1-2 Regulators	05.10.30	0.3	41	C2Z17628
Door window regulator - Lubrication - 3-4 Regulators	05.10.40	0.4	41	C2Z17628



NOTE: Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:



WARNING: Unless essential, do not operate the door window or wash the vehicle for 24 hours after the repair.



NOTE: Front door window regulator shown; rear similar.



NOTE: Repeat the procedure for each noisy door window.

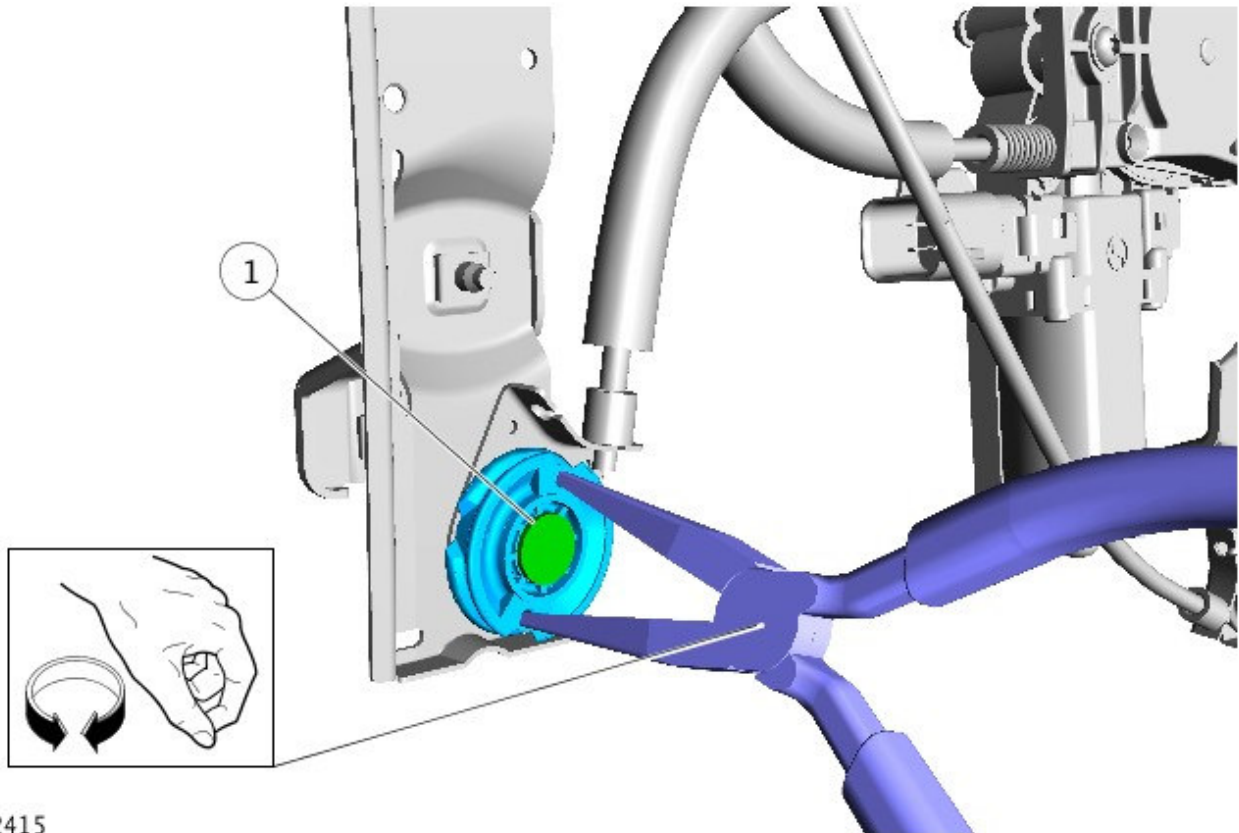
1. Remove the door window regulator and motor (see TOPIx Workshop Manual, section 501-11).



2. **CAUTION: When mounting the door window regulator, take care not to damage the component.**

Mount the regulator vertically. Continue applying lubricant in a fine mist until good penetration is achieved between the roller and its pivot.

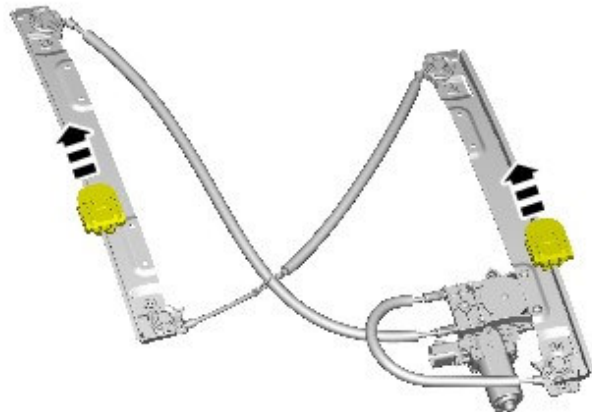
- Using a suitable tool, rotate the cable roller back and forth while lubricating point '1' with LIP anti-friction spray (AC612/21) from the Squeaks & Rattles kit.
- Repeat the process for each roller on the door window regulator.



E162415

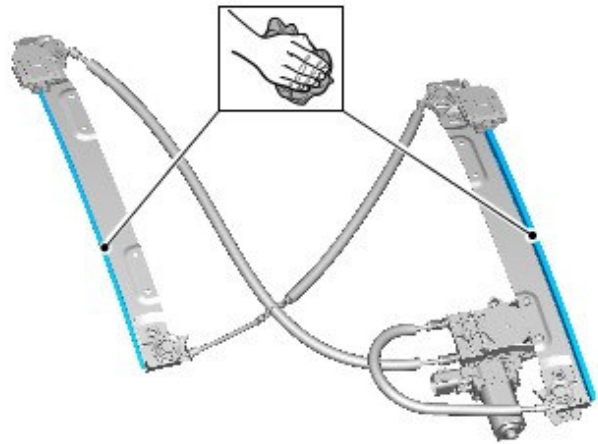
3.  **CAUTION: Take care to not trap a finger while carrying out this step.**

Connect the door window regulator to the vehicle and operate the window switch until the door window regulator is in the upper position. During this operation check the cable rollers for excessive noise to verify lubrication has been successful.



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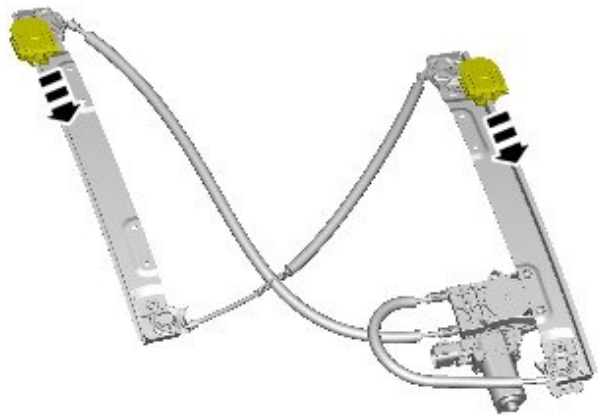
4. Disconnect the door window regulator from the vehicle.
5. Using a suitable silicone cleaner, make sure the door window regulator is free from contaminants.



E164997

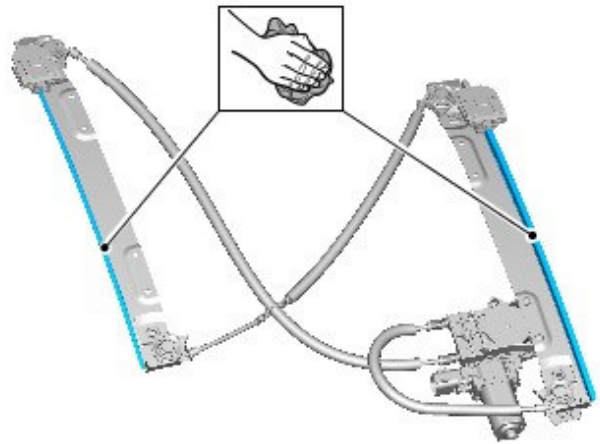
6.  **CAUTION: Take care to not trap a finger while carrying out this step.**

Connect the door window regulator to the vehicle and operate the window switch until the door window regulator is in the lower position.



E164995

7. Disconnect the door window regulator from the vehicle.
8. Using a suitable silicone cleaner, make sure the door window regulator is free from contaminants.



E164997

9. Install the door window regulator and motor (see TOPIx Workshop Manual section 501-11).

10. Cycle the door window up/down three (3) times to confirm the noise has been eliminated.

Unless essential, do not operate the door window or wash the vehicle for 24 hours after the repair.

11. If when the procedure above is completed and the fault remains, replace the door window regulator.