

TECHNICAL BULLETIN
JTB00368NAS1
18 AUG 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.

SECTION: 501-17

Panoramic Roof 'Creak' Noise While Driving with Roof Opening Panel Closed

AFFECTED VEHICLE RANGE:

XJ Range (X351)

Model Year: 2010-2014

VIN: V00047-V68703

MARKETS:

NAS

CONDITION SUMMARY:

Situation: The Panoramic Roof may exhibit a 'creak' noise while driving with the roof opening panel in the closed position. Creaking noises from the rear edge of the roof opening panel area, only when the opening panel in the closed position, during vehicle torsional inputs. This bulletin is a potential addition to the Service Instruction described in Service Action K117 as this particular concern will normally occur while driving with the roof opening panel closed over undulations in the road such as, but not exclusively: drain covers, traffic calming measures, and uneven road surfaces.

Cause: This may be caused by:

- The roof opening panel rear edge interior tooth feature coming into contact with the roof frame when closed; **and/or**
- Movement between the sliding roof panel mechanism arm and the locking arm during torsional inputs to the vehicle.

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

PARTS:

C2D38990	Insert.	Quantity: 2
C2D40864	Oil	Quantity: 1
C2D40865	Grease	Quantity: 1

TOOLS:

Refer to Workshop Manual for any required special tools.

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
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Roof opening panel - Creak repair (SWB)	76.96.20	0.7	07	C2D30275
Roof opening panel - Creak repair (LWB)	76.96.20	0.7	07	C2D30276



NOTE: Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:



NOTE: The procedure must be carried out on both sides of the roof opening panel.



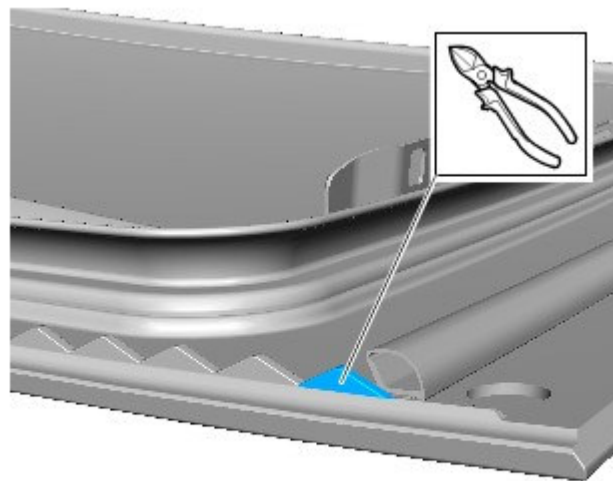
NOTE: Please note this bulletin is supplementary to Service Action K117 but may not be appropriate for all reported customer concerns.

1. Remove the roof opening panel glass (see TOPIx Workshop Manual, section 507-17).



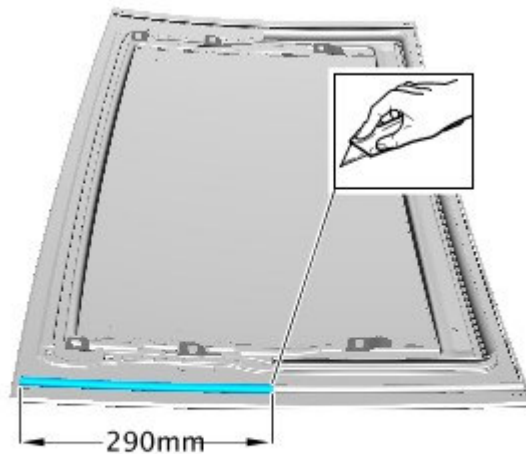
2. **NOTE: VIN V24464-V59436 only.**

With a suitable tool, remove the outer section of trim as shown.



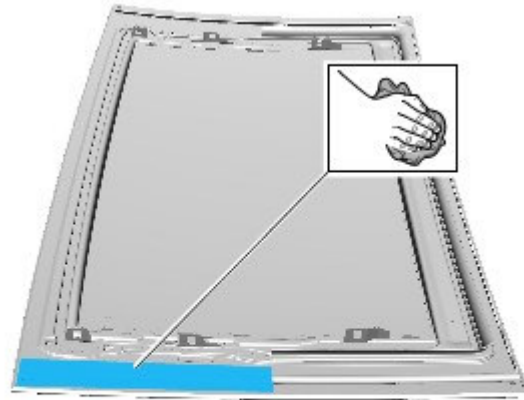
E162053

3. Cut and remove the front section of the seal as shown.



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4. Clean the area shown of any residue.

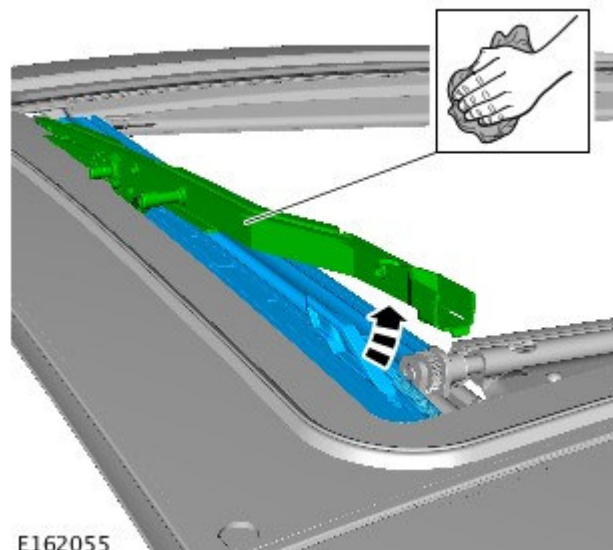


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5.  **CAUTION: When carrying out this step, take care not to disengage the spring.**

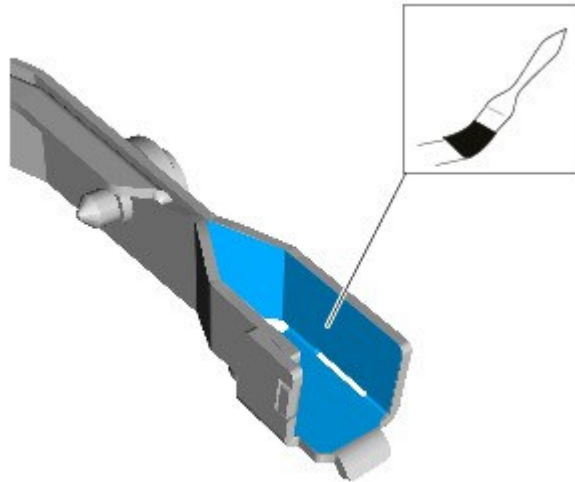
 **CAUTION: Do not use any cleaning solution in this step.**

Raise the roof opening panel regulator arms into the vent position and clean them with a suitable cloth.





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6. Using a suitable small brush, lubricate the opening roof panel regulator arm with grease.

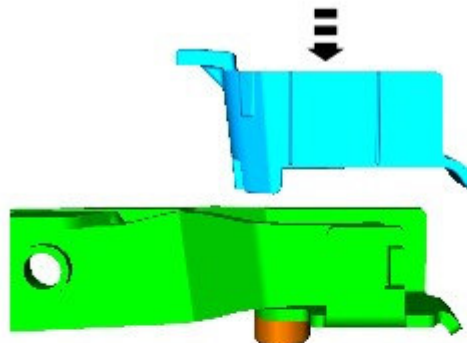


E164227

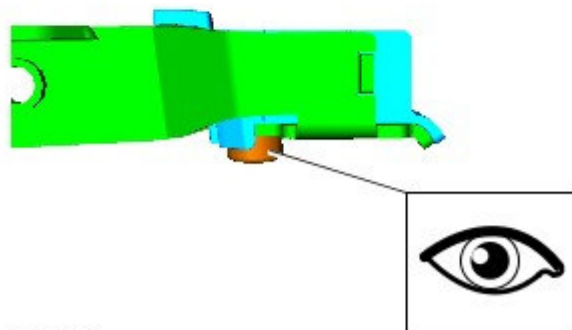
7.  **CAUTION:** When fitting the insert, make sure the rubber buffer is correctly located and not trapped between the insert and the roof opening panel regulator arm.

 **NOTE:** Make sure the sliding roof panel regulator arm is clean before installing the insert.

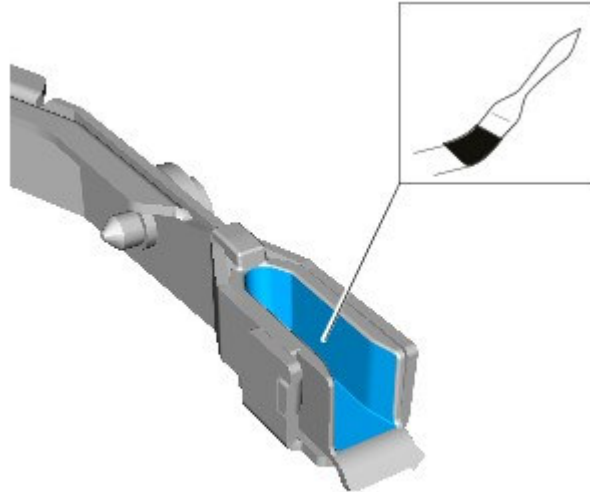
Install the insert into the roof opening panel regulator arm as shown.




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8. Using a suitable small brush, lubricate the insert with grease.

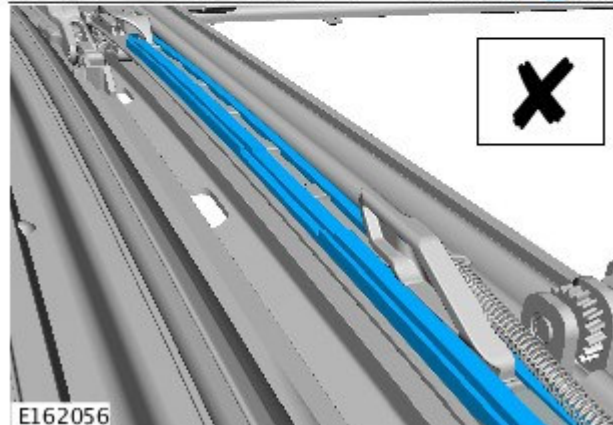
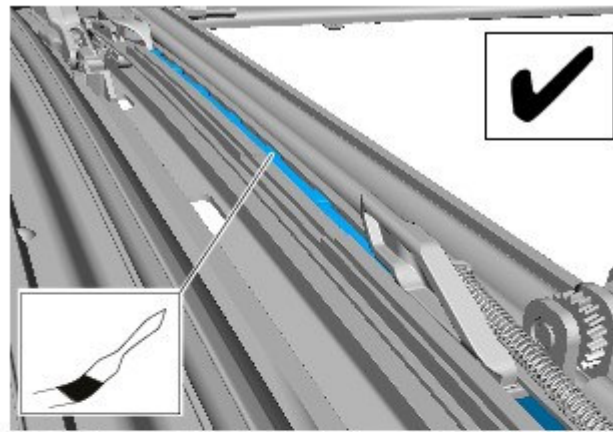


E162601

9.  **CAUTION:** Remove the excess lubrication oil from a suitable brush before applying sparingly to the slider channel. Failure to comply with this guidance may contaminate trim components.


-  **CAUTION:** Make sure when applying the oil that it is applied to the slider channel only and not the surrounding components.

Lubricate the roof opening panel slider channel with the recommended oil.

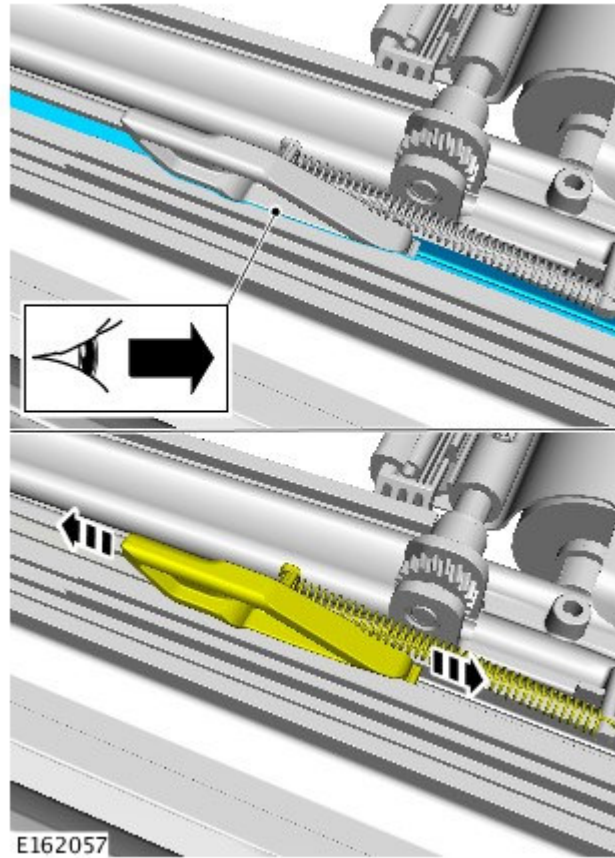


E162056

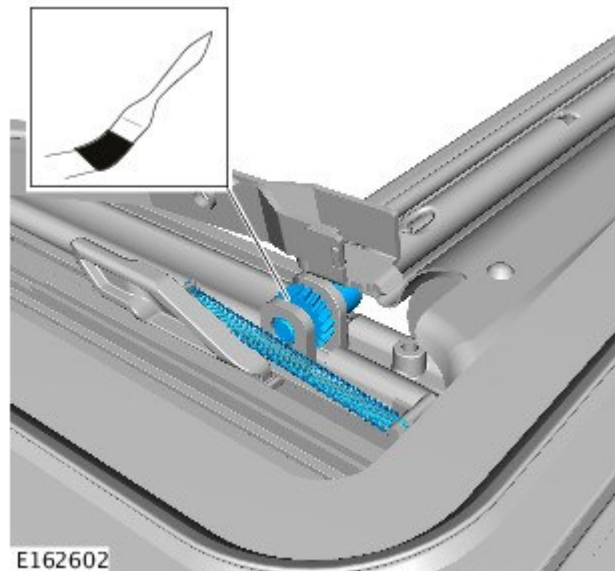
10.  **CAUTION:** When carrying out this step, take care not to disengage the spring.

-  **NOTE:** Make sure sufficient lubricating oil penetrates in between the locking arm and guide rail as shown.

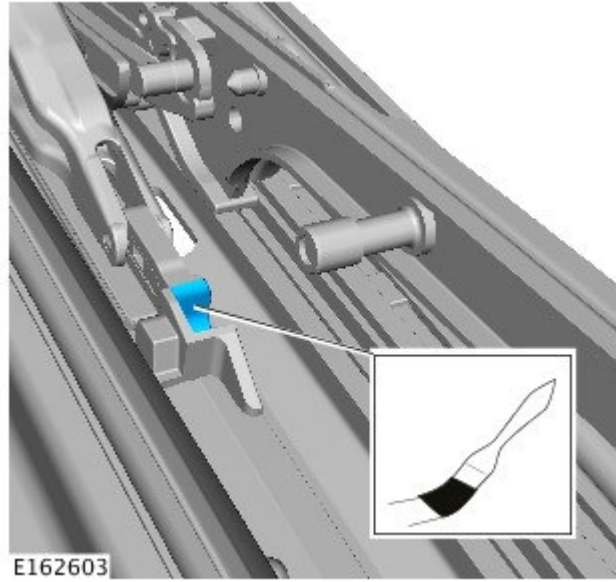
Move the locking arm back and forth to distribute the lubricating oil.



11. Using a suitable brush, lubricate the area shown with grease.



12. Using a suitable brush, lubricate the contact point with grease.



13. Repeat the above process for the other side.

14. Install the roof opening panel glass (see TOPIx Workshop Manual, section 507-17).