

SB-10057829-2702

Reference	SSM72202
Models	XF / X250 XK / X150
Title	XF/XK Door Latch functionality
Category	Body
Last modified	20-Apr-2015 00:00:00
Symptom	112000 Latches/Locks & Security
Attachments	1Latch Date Code Example.pdf

Content

Issue: Door latch functionality

Cause: JLR Engineering are currently investigating side door latch concerns and therefore would appreciate more information to aid investigations. Known issues have been resolved and assured VINs for effected models are:

- Jaguar XF (X250) - U46731
- Jaguar XF (X250) - Pune - T02417
- Jaguar XK (X150) - B56550

Action: It is important that the symptom driven diagnostics procedures within TOPIX section 501-14 (lock latches and entry system diagnosis and testing) are adhered to and that no latches are replaced unless this process is followed completely. This will ensure that the root cause of any issue is fully proven and that any unnecessary replacements are prevented.

Please only submit EPQR's for vehicles manufactured after the VIN's above and latches manufactured after 16/6/2014. (Please view attachment)

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.