

# TECHNICAL BULLETIN

## K266NAS2

### 10 AUG 2015



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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.

Changes are highlighted in gray

### **SECTION: 501-11**

Service Action: Front Window Regulators Distorting

### **AFFECTED VEHICLE RANGE:**

#### **XF (X250)**

**Model Year:** 2014-2015  
**VIN:** U36730-U40500  
**Manufacturing Plant:** Castle Bromwich

### **MARKETS:**

NAS

### **CONDITION SUMMARY:**

**Situation:** An issue has been identified on a limited number of 2014-2015 model year XF (X250) vehicles which may experience a 'clicking' noise when operating the front door windows upwards and/or may be unable to open or close the window.

**Action:** Retailers are required to **HOLD** only affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the Service Instruction detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

### **PARTS:**



**NOTE: \* when ordering parts, order only the expected percentage demand of parts identified**

DESCRIPTION	PART No./SUNDRY CODE	QTY./VALUE	EXPECTED % of VEHICLES REQUIRING PARTS*
Window regulator - Front right	C2Z31200	1	99
Window regulator - Front left	C2Z31201	1	99

### **SPECIAL TOOLS:**

Refer to Workshop Manual/Service Instruction for any required tools

### **WARRANTY:**



**NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.**

At the time of confirming a booking for vehicle repair, ensure that all outstanding Service Actions are identified to ensure correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **30 April 2017** closure date must be submitted for payment within 30 calendar days of completion of the repair quoting Program Code '**K266**' together with the relevant Option Code from the table. SRO and parts information is included for information only. The Option Code(s) that allows for the drive in / drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Repair procedures are under constant review, and therefore times/prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time.

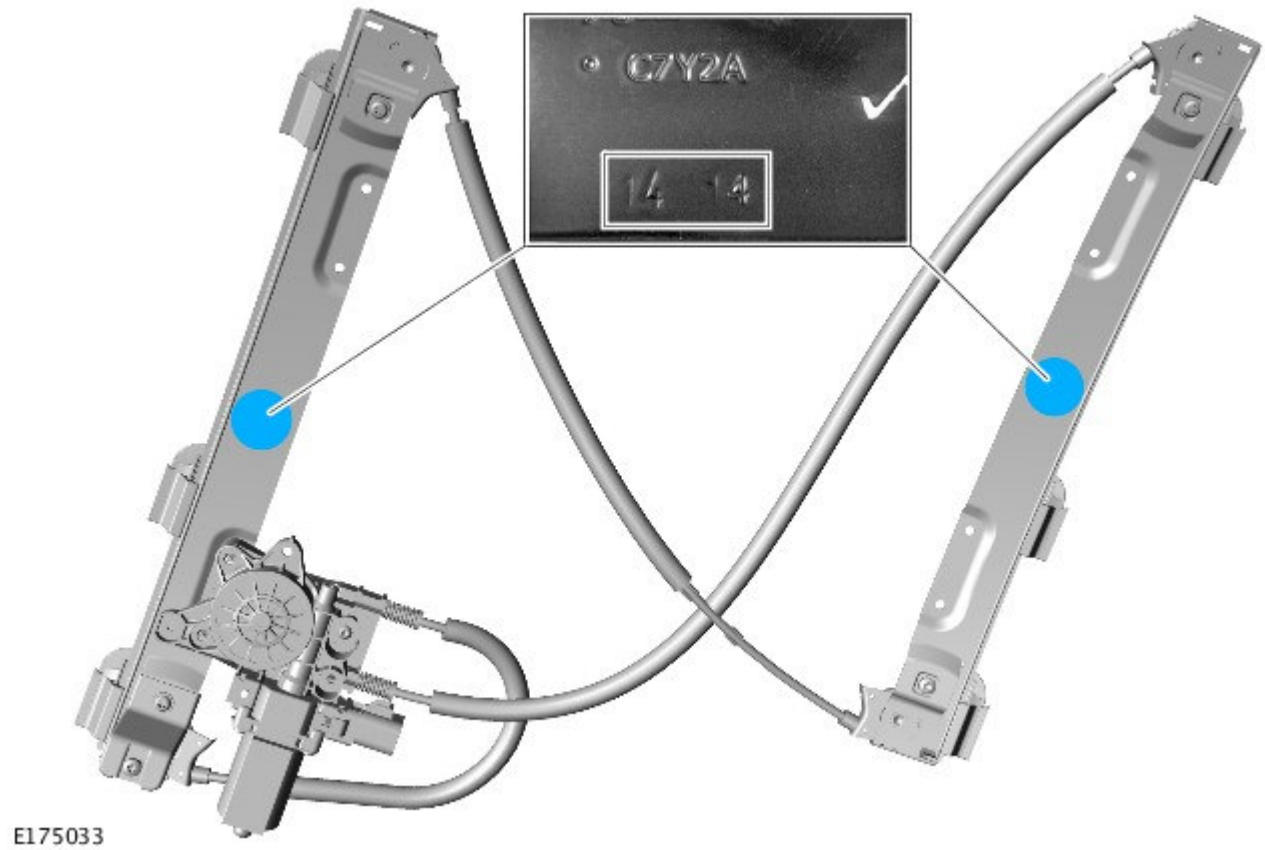
PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDY CODE	QTY./VALUE
K266	A	Check front door window regulator date code (both sides) - no further action	76.31.32	1.60	-	-
K266	K	Check front door window regulator date code (both sides) - no further action Drive in/drive out	76.31.32 10.10.10	1.60 0.20	- -	- -
K266	B	Check front door window regulator date code (both sides) - Install front door window regulator (both sides)	76.31.32	1.60	C2Z31200 C2Z31201	1 1
K266	C	Check front door window regulator date code (both sides) - Install front door window regulator (both sides) Drive in/drive out	76.31.32 10.10.10	1.60 0.20	C2Z31200 C2Z31201 -	1 1 -
K266	L	Check front door window regulator date code (both sides) - Install left front door window regulator	76.31.32	1.60	C2Z31201	1
K266	M	Check front door window regulator date code (both sides) - Install left front door window regulator Drive in/drive out	76.31.32 10.10.10	1.60 0.20	C2Z31201 -	1 -
K266	Q	Check front door window regulator date code (both sides) - Install right front door window regulator	76.31.32	1.60	C2Z31200	1
K266	R	Check front door window regulator date code (both sides) - Install right front door window regulator Drive in/drive out	76.31.32 10.10.10	1.60 0.20	C2Z31200 -	1 -

Normal Warranty policies and procedures apply

### **SERVICE INSTRUCTION:**

1. Remove the front right door window regulator and motor (see TOPIx Workshop Manual, section 501-11).
2. Check the date code on both right door window regulator rails.
  - If the date code is '14/14' on one or both of the door window regulator rails, continue to Step 3.

- If the date code is not '14/14' on both door window regulator rails, install the front right door window regulator and continue to Step 4.



**3.** Install a new front right door window regulator and motor (see TOPIx Workshop Manual, section 501-11).

**4.** Carry out Steps 1-3 to the left front door.