

JTB00368NAS4

**TECHNICAL BULLETIN**

07 SEP 2017



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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.

**INFORMATION**

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This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in blue

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**SECTION:**

501-17: Roof Opening Panel

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**SUBJECT/CONCERN:**

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

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**AFFECTED VEHICLE RANGE:**

<b>MODEL:</b>	<b>MODEL YEAR:</b>	<b>VIN:</b>	<b>ASSEMBLY PLANT:</b>
XJ Range (X351)	2010-2016	V00047-V98950	Castle Bromwich

**MARKETS:**

NORTH AMERICA

**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 originally included in Service Action K117 (now expired) 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 appropriate Service Instruction (A or B) outlined below.

**PARTS:****NOTE:**

Order parts only as per the appropriate Service Instruction (A or B).

PART NUMBER	DESCRIPTION	QUANTITY:
C2D38990	Insert.	2
C2D40864	Oil	1
C2D40865	Grease	1
C2D23230	Washer kit	1

**TOOLS:**

Refer to Workshop Manual for any required special tools.

**WARRANTY:****NOTES:**

- 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.
- The JLR Claims Submission System 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
	76.96.20	0.7	07	C2D30275

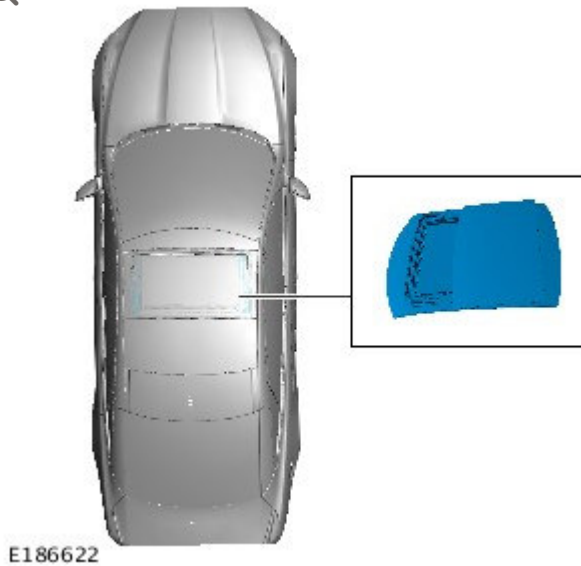
DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Roof opening panel - Creak repair (SWB)				
Roof opening panel - Creak repair (LWB)	76.96.20	0.7	07	C2D30276

**NOTE:**

Normal Warranty procedures apply.

**COMPONENT LOCATION:**

1



Component location.

**SERVICE INSTRUCTION 'A': V00047-V68702 ONLY**

**NOTES:**

- This procedure must be carried out on both sides of the roof opening panel.
- This bulletin is a potential addition to the Service Instruction originally included in Service Action K117 (now expired) but may not be appropriate for all reported customer concerns.

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1 Remove the roof opening panel glass (see TOPIx Workshop Manual section 507-17: Roof Opening Panel).

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2 Check that the roof opening panel frame washers are fitted correctly (see TOPIx Workshop Manual section 501-17: Roof Opening Panel - Roof Opening Panel Frame Washers - Centre).

- If the roof opening panel frame washers are fitted correctly, make sure they are to the correct torque.

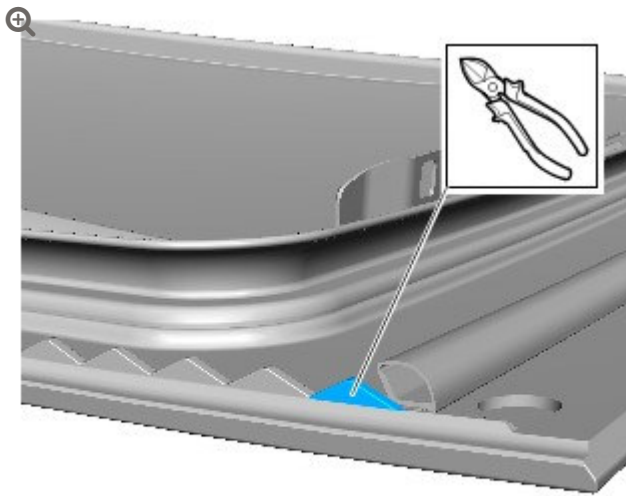
- Torque: **4Nm**.

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3

**NOTE:**

VIN V24464-V59436 only.

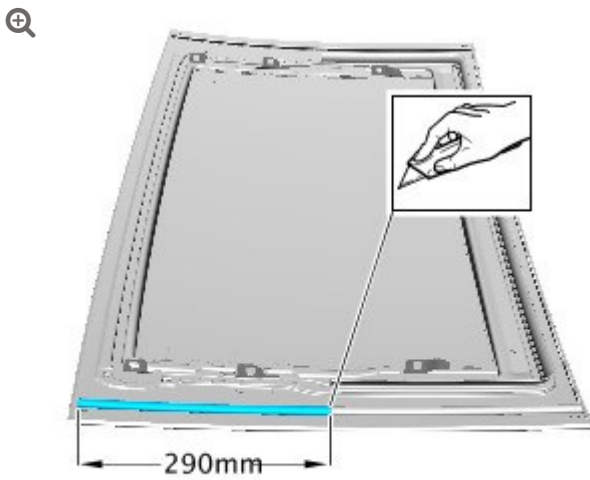


E162053

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

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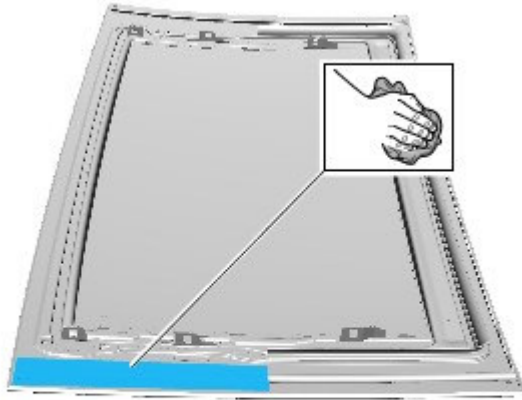


E164042

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

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5



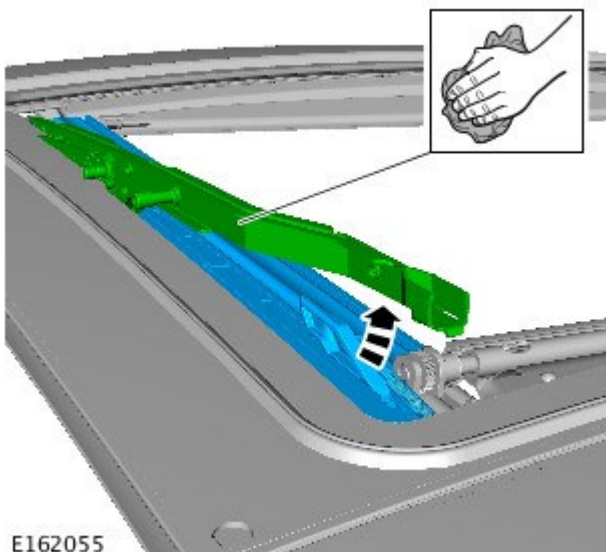
E164041

Clean the area shown of any residue.

6

**CAUTIONS:**

- Take care not to disengage the spring.
- Do not use any cleaning solution in this step.

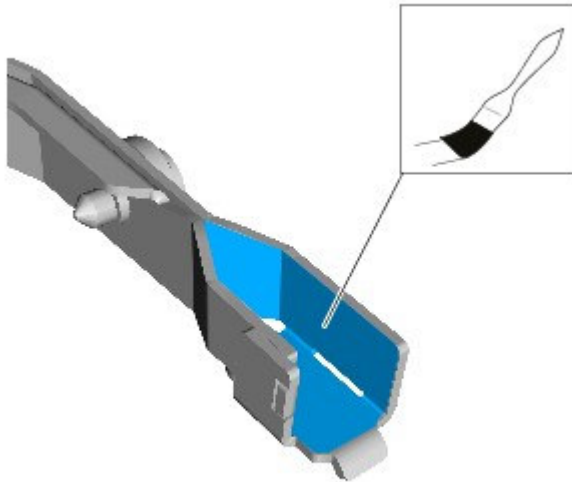


E162055

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

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7



E164227

Using a suitable small brush, lubricate the opening roof panel regulator arm with grease (C2D40865).

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8

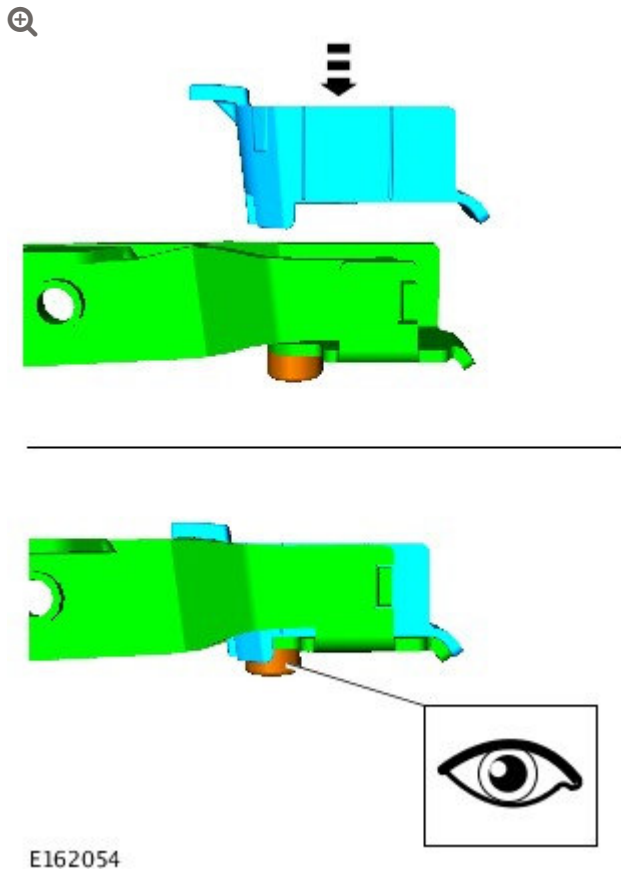
**CAUTION:**

Make sure the rubber buffer is correctly located and not trapped between the insert and the roof opening panel regulator arm.

**NOTE:**

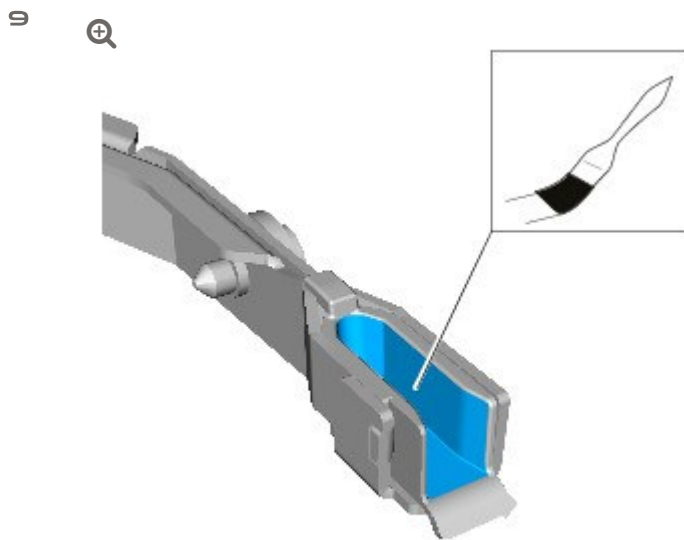
Make sure the sliding roof panel regulator arm is clean before installing the insert.





E162054

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



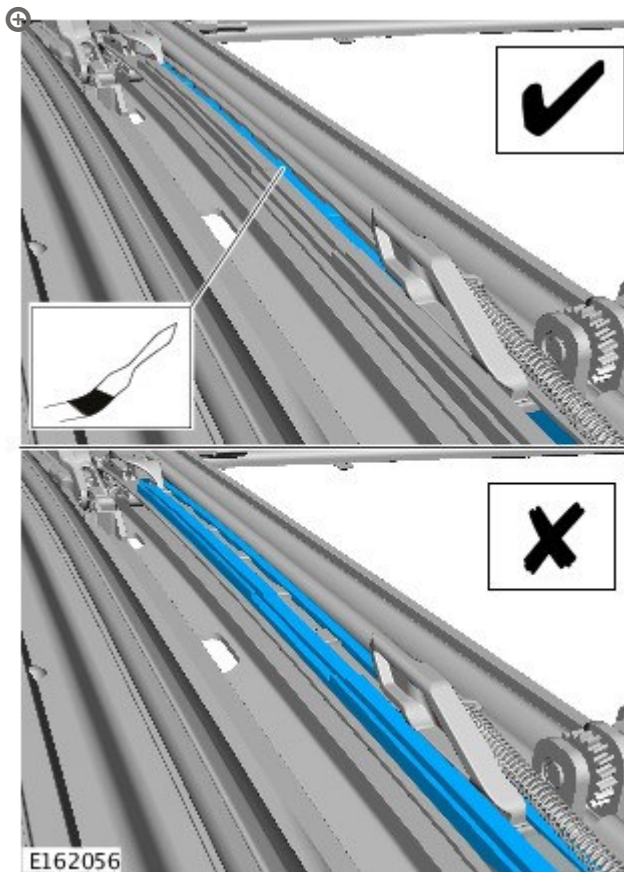
E162601

Using a suitable small brush, lubricate the insert with grease (C2D40865).

10

**CAUTIONS:**

- Remove the excess lubrication oil (C2D40864) from a suitable brush before applying sparingly to the slider channel. Failure to comply with this guidance may contaminate trim components.
- Make sure when applying the oil (C2D40864) 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 (C2D40864).

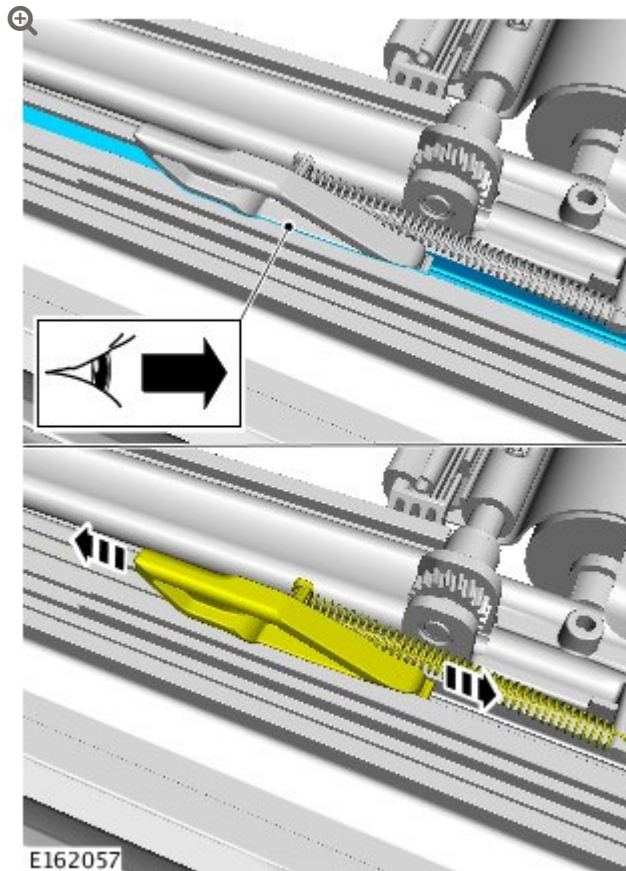
11

**CAUTION:**

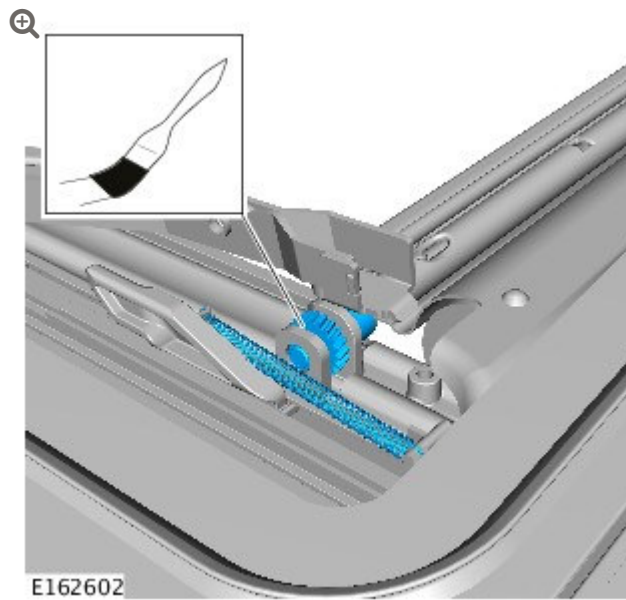
Take care not to disengage the spring.

**NOTE:**

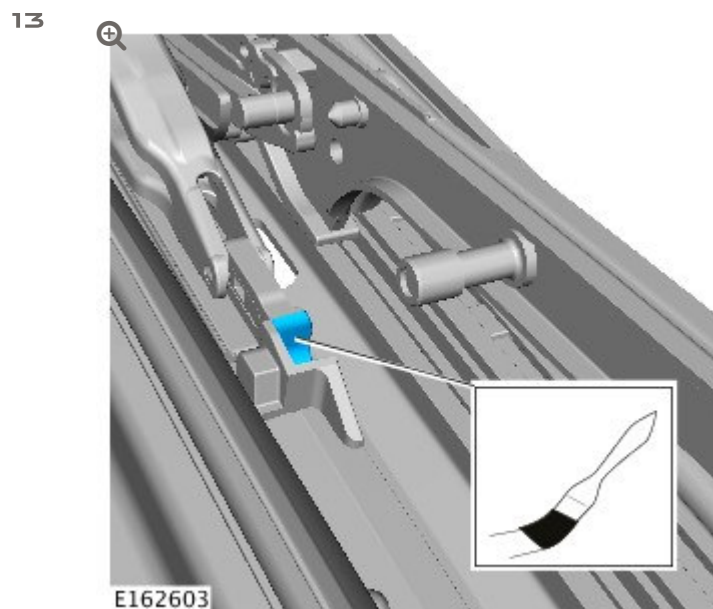
Make sure sufficient lubricating oil (C2D40864) penetrates in between the locking arm and guide rail as shown.



Move the locking arm back and forth to distribute the lubricating oil (C2D40864).



Using a suitable brush, lubricate the area shown with grease (C2D40865).



Using a suitable brush, lubricate the contact point with grease (C2D40865).

14 Repeat the above process for the other side.

15 Install the roof opening panel glass (see TOPIx Workshop Manual section 507-17: Roof Opening Panel).

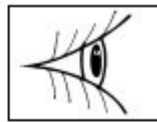
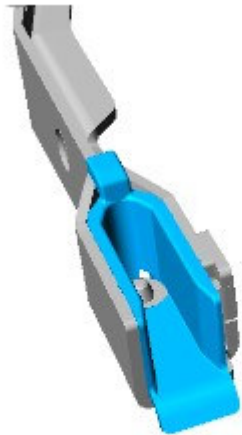
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- 16 Carry out the roof opening panel alignment procedure (see TOPIx Workshop Manual section 507-17: Roof Opening Panel).
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- 17 Carry out the motor synchronization procedure (see TOPIx Workshop Manual section 507-17: Roof Opening Panel).

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**SERVICE INSTRUCTION 'B': V68703-V98950 ONLY**

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1



**E192104**

With the roof opening panel in the fully open position, check if the left and right rear mechanism inserts are installed.

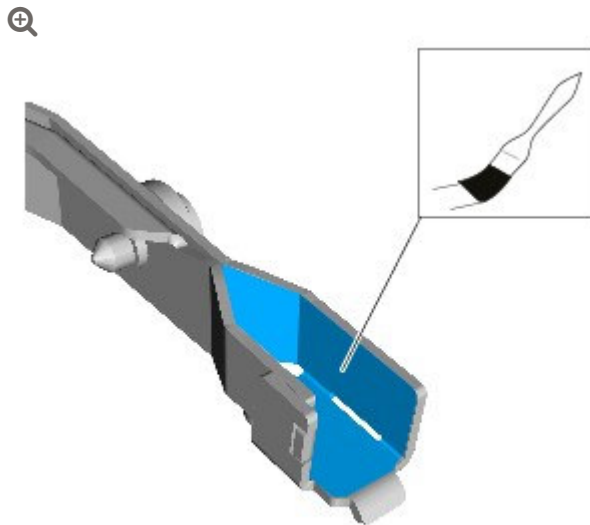
- 1 If both left and right rear mechanism inserts are installed, no further action is required.
- 2 If one or both rear mechanism inserts is missing, go to Step 2.

- 
- 2 Remove the roof opening panel glass (see TOPIx Workshop Manual section 501-17: Roof Opening Panel).
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3

**NOTE:**

Repeat for both sides if necessary.



E164227

Using a suitable small brush, lubricate the opening roof panel regulator arm with grease (C2D40865).

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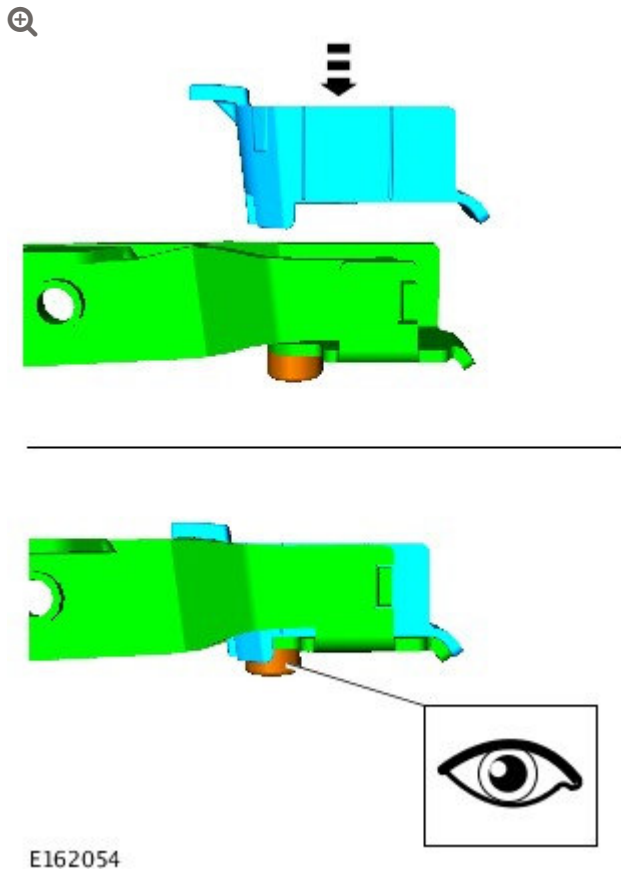
4

**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.

**NOTES:**

- Make sure the sliding roof panel regulator arm is clean before installing the insert.
- Repeat for both sides if necessary.

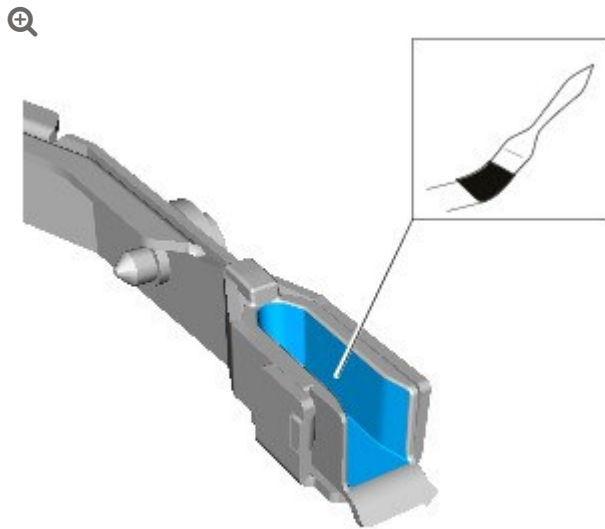


Install the insert into the roof opening panel regulator arm as shown.

5

**NOTE:**

Repeat for both sides if necessary.



E162601

Using a suitable small brush, lubricate the insert with grease (C2D40865).

- 
- 6 Install the roof opening panel glass (see TOPIx Workshop Manual section 501-17: Roof Opening Panel).
- 
- 7 Carry out the roof opening panel alignment procedure (see TOPIx Workshop Manual section 507-17: Roof Opening Panel).
- 
- 8 Carry out the motor synchronization procedure (see TOPIx Workshop Manual section 507-17: Roof Opening Panel).