

Reference	SSM71538
Models	XJ / X351
Title	Updated - Door lock cylinder cover, fitment at PDI / replacement
Category	Body
Last modified	24-Jul-2018 00:00:00
Symptom	112000 Latches/Locks & Security
Attachments	111111Bezel SSM Images (1).pdf 111111IMG_1198.MOV 1111Bezel inspection.pdf 111Incorrect Fit.MOV

Content**Issue:**

Customer may report door lock cylinder cover missing or has become adrift.

Cause:

Cylinder cover may be damaged or have been incorrectly fitted at PDI or after emergency vehicle entry.

Action:

1) Inspect the Bezel before installation. Ensure that the areas highlighted on the attached Bezel inspection document are free from burring or damage and are 'square' by comparing with the example as shown. If the clips show any form of damage, please submit an ePQR with a photograph showing the area of concern and await Jaguars response before replacing with new.

If the securing clips are in good condition, please install as per the instruction explained below.

2) The sequence of installing is shown on the attached doc.

- Please make sure that the door lock cylinder cover is pushed firmly into place so that an audible 'click' can be heard, following the sequence to install all 3 clips in the correct order 1-2-3
- Press firmly until second audible 'click' is heard when applying pressure with the palm of your hand to the centre of the bezel, the cover will now be securely attached to the vehicle as shown in the video attachment.

NOTE: We are currently in the process of updating owner and PDI literature regarding this new revised procedure as

current documentation may be incorrect.

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.