

SERVICE

TECHNICAL BULLETIN

Door Check Arm Noisy When Opening/Closing Door – Fasteners Loose – Repair Procedure

MODEL 2004 MY-ON
XJ range
VIN G00001-ON

Issue:

Some 2004 MY-ON XJ range vehicles may experience concerns of a noise from the door check arm when opening/closing the door. This condition can result if the door check arm fasteners are loose.

Action:

In case of a customer complaint of the above condition, retorque the check arm fasteners. If the check arms are still noisy when opening/closing the door, replace the door check arm following the Service Instruction outlined below.

SERVICE INSTRUCTION

Check rear door check arm torque

1. Open rear door.
2. Check the check arm-to-body fixing (torx) bolts are torqued to 13.5 Nm (10 lbf.ft) +/- 2.1 Nm (1.5 lbf.ft).

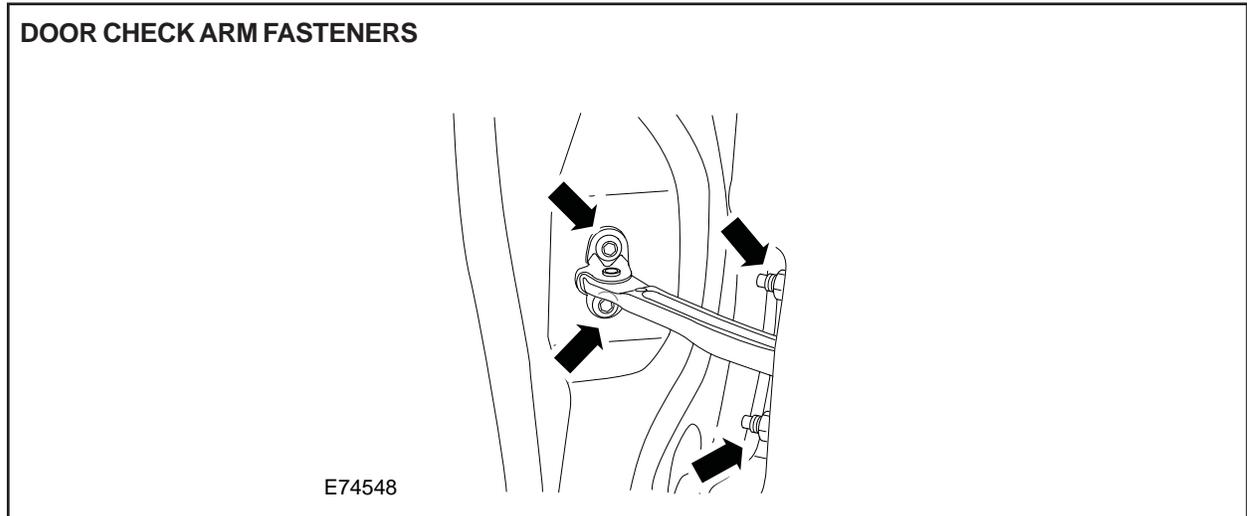


ILLUSTRATION 1

NOTE: THE INFORMATION IN TECHNICAL BULLETINS IS INTENDED FOR USE BY TRAINED, PROFESSIONAL TECHNICIANS WITH THE KNOWLEDGE, TOOLS, AND EQUIPMENT 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." DO NOT ASSUME THAT A CONDITION DESCRIBED AFFECTS YOUR CAR. CONTACT A JAGUAR DEALER TO DETERMINE WHETHER THE BULLETIN APPLIES TO YOUR VEHICLE.

3. Check the check arm-to-door fixing (hex) nuts (see illustration 1) are torqued to 12 Nm (8.5 lbf.ft)+/- 1.8 Nm (1.5 lbf.ft).
4. Open and close the door to make sure that the check arm noise has been eliminated. If not, proceed to step 5.

Install new rear door check arm

5. Open rear door.
6. Remove the check arm-to-body bolts.
7. Remove the check arm-to-door nuts.
8. Displace and reposition the door check arm rearwards.
9. Remove door check arm.
10. Install the new door check arm.
11. Install the check arm-to-body bolts and torque to 13.5 Nm (10 lbf.ft) +/- 2.1 Nm (1.5 lbf.ft).
12. Install the check arm-to-door nuts and torque to 12 Nm (8.5 lbf.ft)+/- 1.8 Nm (1.5 lbf.ft).
13. Open and close the door to make sure that the check arm noise has been eliminated. If the concern still persists, please submit an electronic product quality report (EPQR).

Check front door check arm torque

14. Open front door.
15. Remove bolt from door weathershield (Illustration 2).

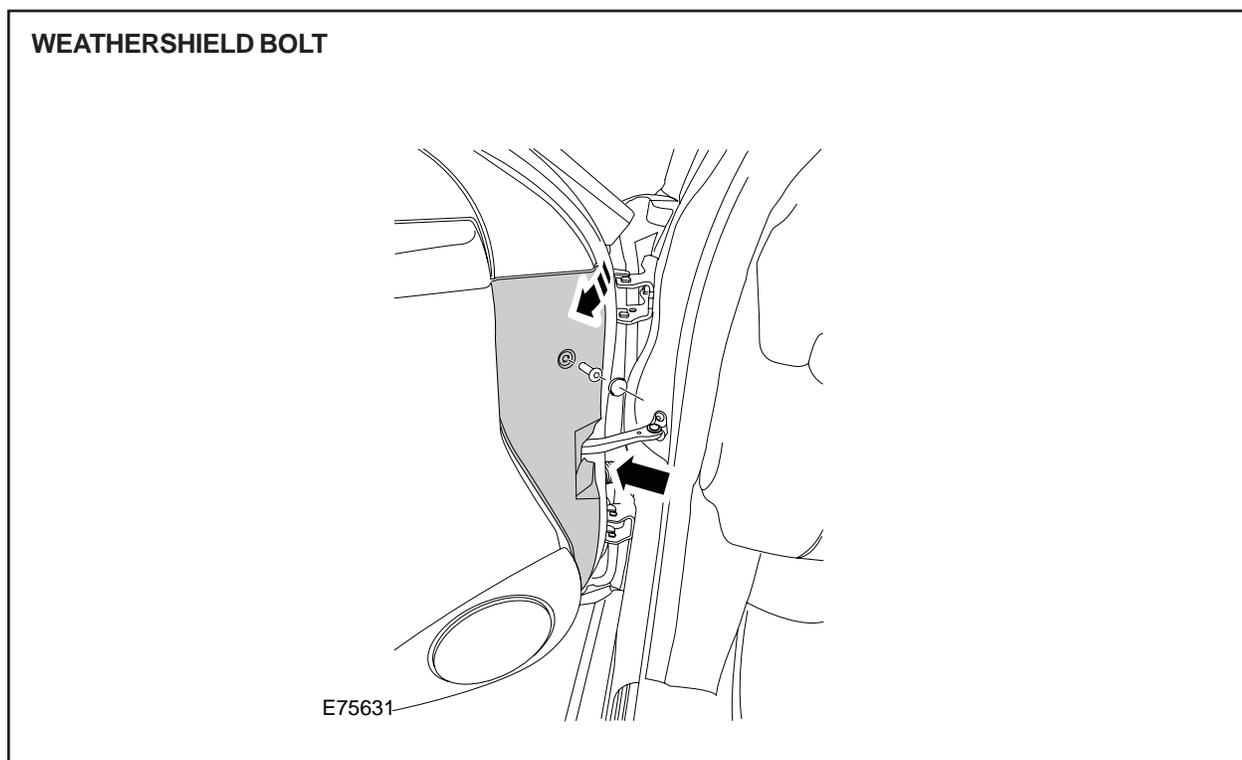


ILLUSTRATION 2

16. Release door weathershield sufficiently to allow access to check arm bolts (Illustration 2).

17. Check that the check arm-to-body fasteners (torx) bolts are torqued to 13.5 Nm (10 lbf.ft) +/- 2.1 Nm (1.5 lbf.ft) Illustration 3.

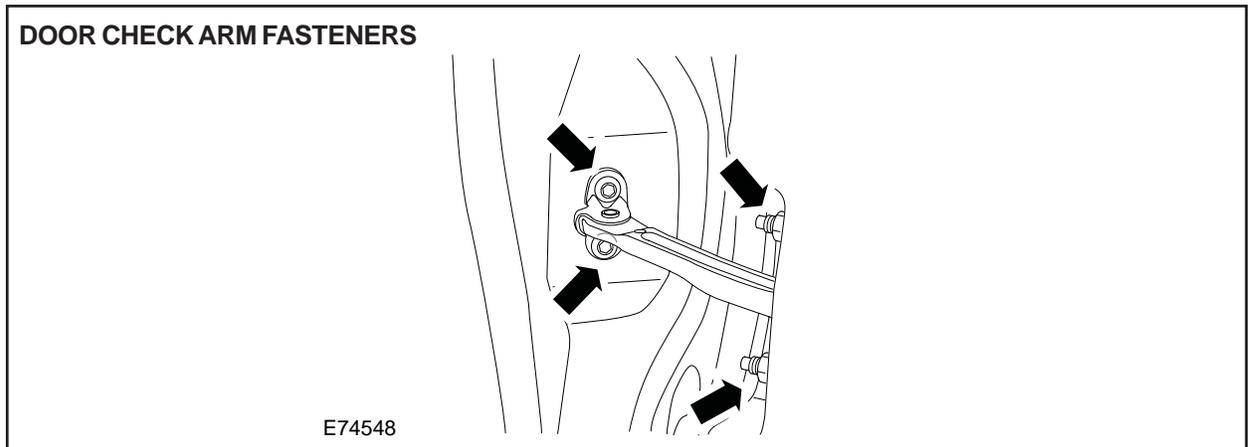


ILLUSTRATION 3

18. Check the check arm-to-door fixing (hex) nuts (see illustration 3) are torqued to 12 Nm (8.5 lbf.ft)+/- 1.8 Nm (1.5 lbf.ft).

Note: If the noise has not been eliminated, proceed to step 24.

19. Open and close the door to make sure that the check arm noise has been eliminated.
20. Locate door weathershield.
21. Install and tighten bolt to door weathershield.
22. Install bolt cover to door weathershield.
23. Close door.

Install new front door check arm

24. Open front door.
25. Remove door trim panel (see Global Technical Reference GTR Workshop Manual, section: 501-05).
26. Detach the door wiring harness (Illustration 4).

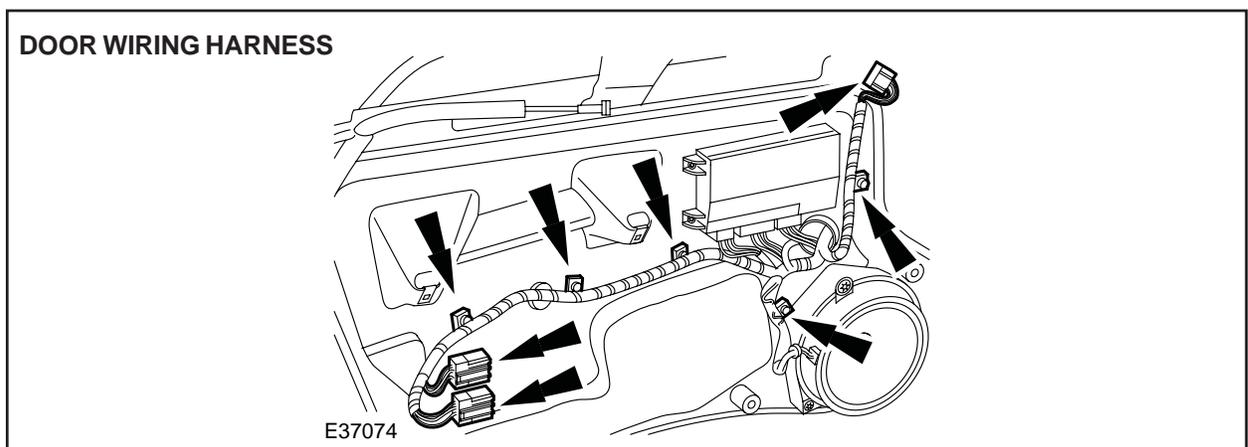


ILLUSTRATION 4

27. Disconnect the electrical connectors (Illustration 5).

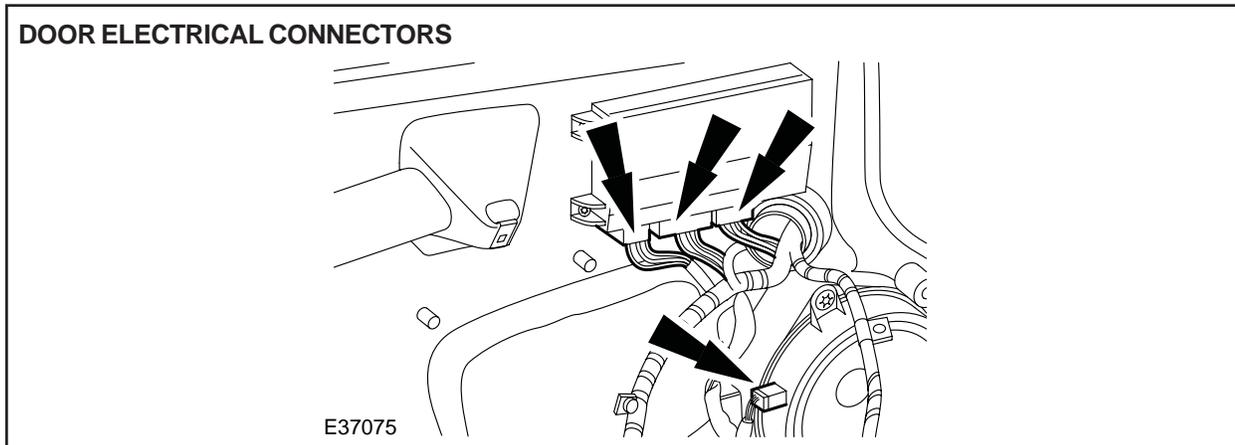


ILLUSTRATION 5

28. Release the door trim wiring grommet from the weathershield (Illustration 6).

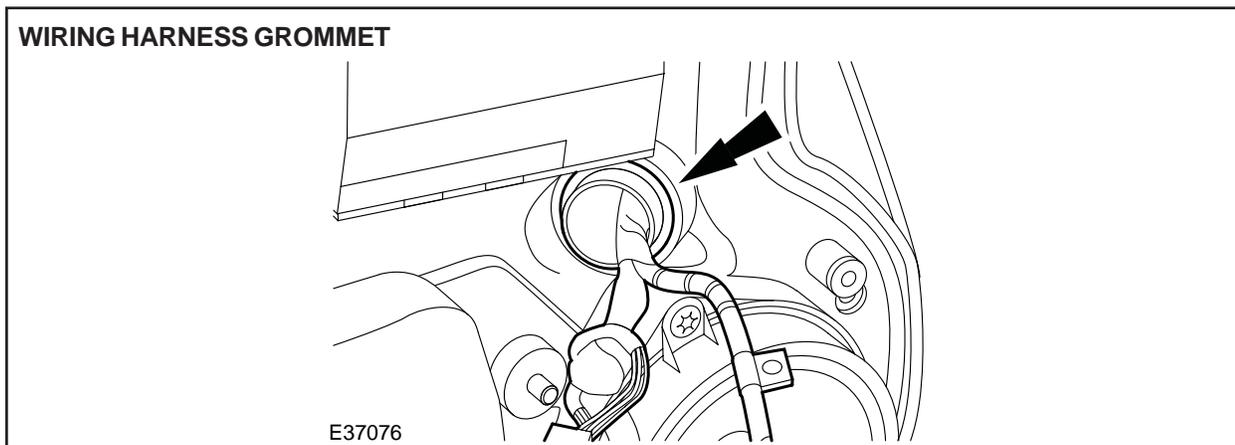


ILLUSTRATION 6

29. Remove the door inner weathershield (Illustration 7).

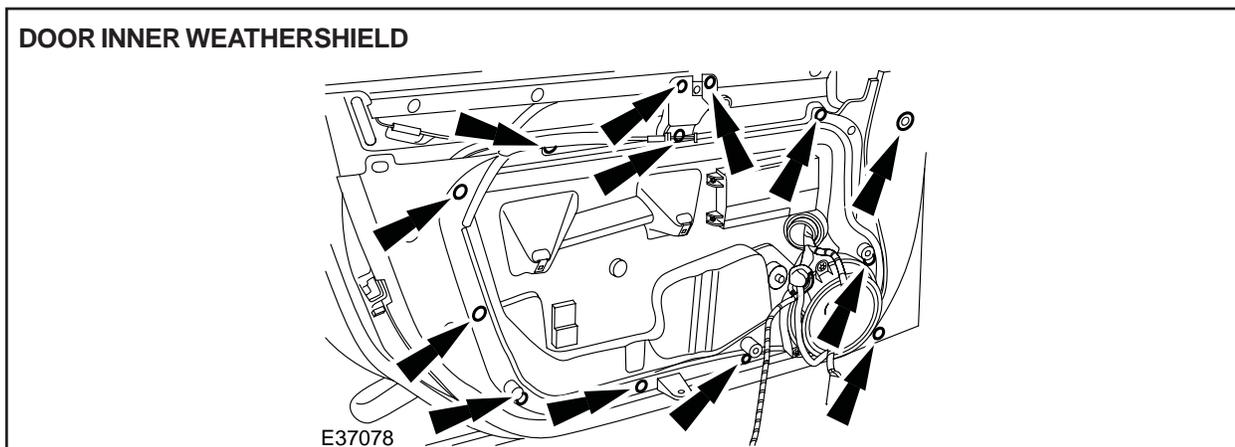


ILLUSTRATION 7

30. Remove the check arm-to-body bolts.
31. Remove the check arm-to-door nuts.
32. Displace and reposition the door check arm rearwards.
33. Remove door check arm.
34. Install the new door check arm.
35. Install the check arm-to-body bolts and torque to 13.5 Nm (10 lbf.ft) +/- 2.1 Nm (1.5 lbf.ft).
36. Install the check arm-to-door nuts and torque to 12 Nm (8.5 lbf.ft)+/- 1.8 Nm (1.5 lbf.ft).
37. Install the door weathershield (Illustration 8).

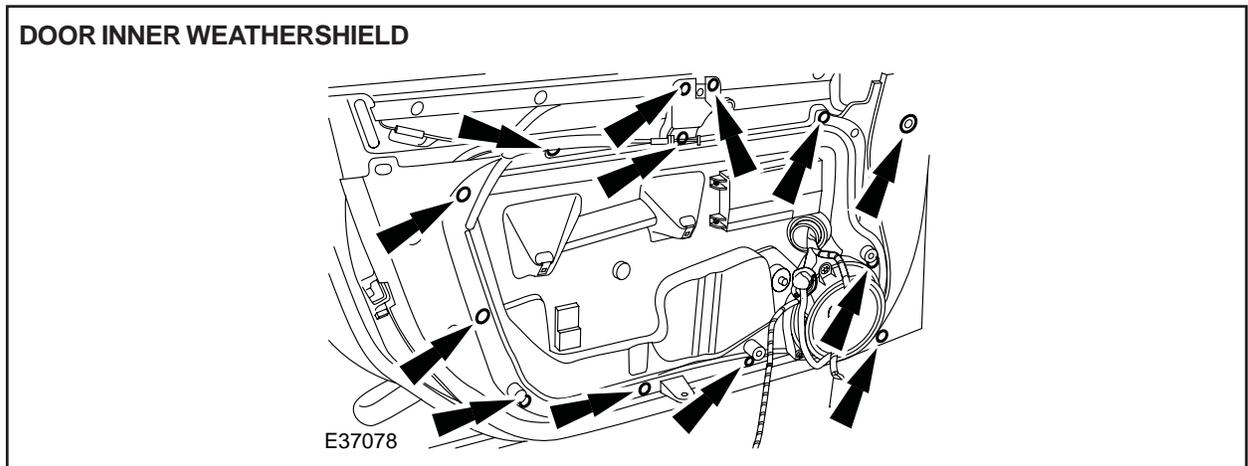


ILLUSTRATION 8

38. Install the door trim wiring grommet to the weathershield (Illustration 9).

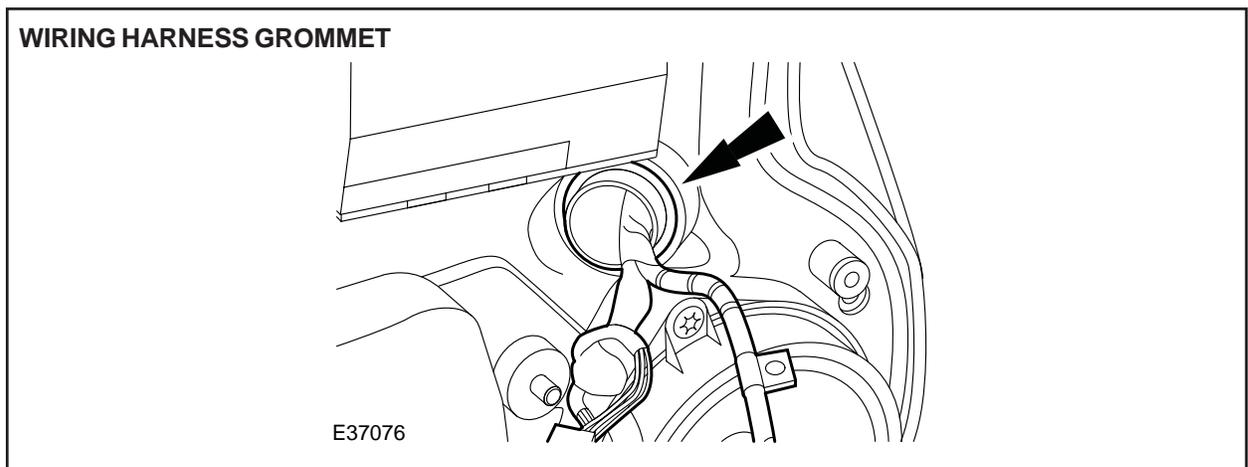


ILLUSTRATION 9

39. Connect the electrical connectors (Illustration 10).

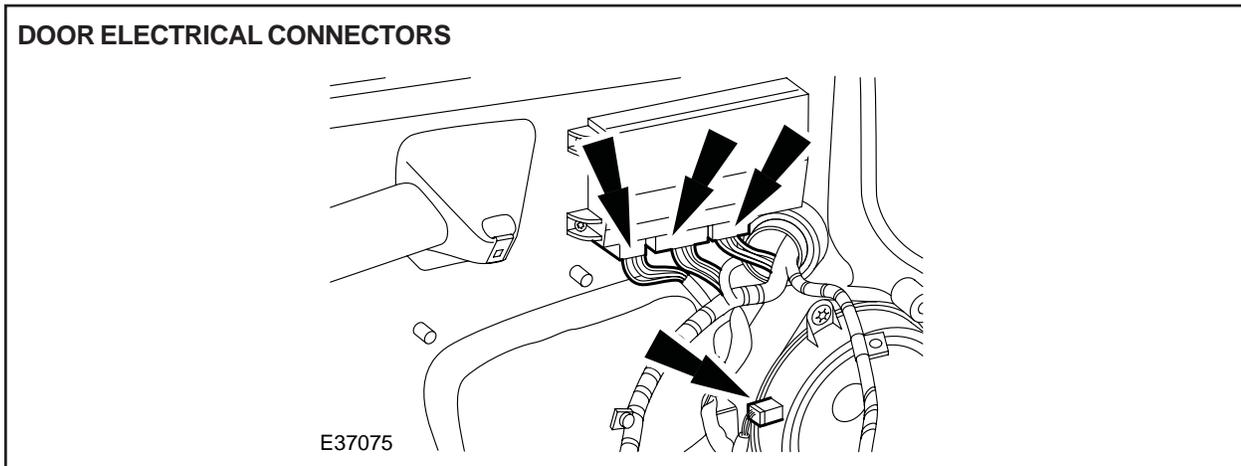


ILLUSTRATION 10

40. Install the door wiring harness (Illustration 11).

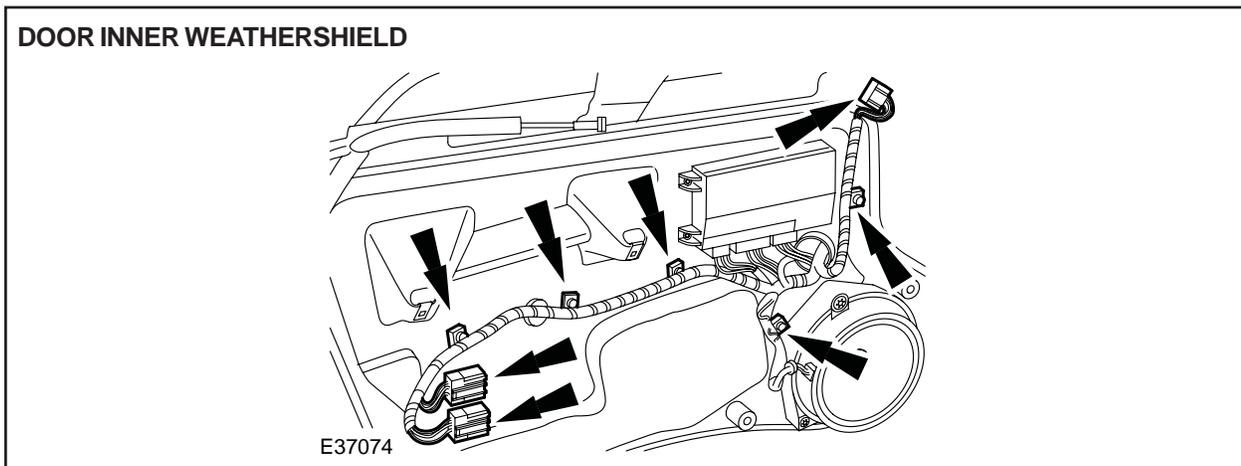


ILLUSTRATION 11

41. Install door trim panel (see Global Technical Reference GTR Workshop Manual, section: 501-05).

Note: If the concern still persists please submit an electronic product quality report (EPQR).

42. Open and close the door to make sure that the check arm noise has been eradicated.

Global Technical Reference (GTR) Workshop Manual Information:

Dealer access: <https://hub.franchise.jaguar.com>

Internet access: <http://www.jaguartechno.com>

Parts Information:

<u>DESCRIPTION</u>	<u>PART NUMBER</u>	<u>QTY</u>
Check-arm - Front door	C2C 30792	1
Check-arm - Rear door	C2C 30793	1

Warranty Information:

Warranty claims should be submitted quoting the information found in the table below. This will result in payment of the stated time and, where applicable parts/miscellaneous expense codes as listed.

Description	SRO	Time	Causal Part Number
Door check-arm torque check/replace - Rear	76.95.05	0.2 hrs.	C2C 30793
Check door check-arm torque - Front	76.95.03	0.2 hrs.	C2C 30792
Check door check-arm torque and replace - Front	76.95.04	0.9 hrs.	C2C 30792

Note: Repair procedures are under constant review, and therefore repair times are subject to change. The times quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time.