



JTB00248V3

TECHNICAL BULLETIN

16 DEC 2014

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INFORMATION

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

This bulletin supersedes TSB JTB00248v2/2012 dated 09 JUL 2012, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this Technical Bulletin in TOPIx.

Changes are highlighted in blue

SECTION:

501-00

SUBJECT/CONCERN:

XJ Outer **Door Handle** Sticking in Operation

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
XJ Range (X351)	2014 Onwards	J76001 Onwards
XJ Range (X351)	2010 Onwards	V00001 Onwards

MARKETS:

All

CONDITION SUMMARY:**SITUATION:**

A customer may report a concern that any or all four **door handles** will stick in the open position after the **door** has been opened, the **door** will not latch and with the ignition on, the **door** open warnings will be activated.

This version has been issued for a change to the Affected Vehicle Range.

CAUSE:

Raised moulding rib can foul the aperture resulting in the **handle** sticking open. **Handle** binding between the **door** body panel. **Suggested Customer Concern Code L08.**

ACTION:

Should a customer express concern, follow the Service Instruction outlined below.

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 JLR claims submission system 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	CONDITION CODE	CAUSAL PART
Exterior Door Handle Sticking - Rectification - 1 or 2 Handles	76.96.05	0.2 hours	41	C2D3608XXX / C2D3609XXX
Exterior Door Handle Sticking - Rectification - 3 Handles	76.96.06	0.3 hours		

DESCRIPTION	SRO	TIME	CONDITION CODE	CAUSAL PART
Exterior Door Handle Sticking - Rectification - 4 Handles	76.96.07	0.4 hours		

 **NOTE:**

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.

SERVICE INSTRUCTION:

1

 **CAUTION:**

Make sure no damage is caused to the vehicle or the vehicles paint work.

 **NOTE:**

Do not disconnect the electrical connector.

Remove the exterior **door handle**, (see topix section 501-14) follow steps 1 and 2 only.

2

 **CAUTION:**

Make sure no damage is caused to the vehicle or the vehicles paint work.



Using a suitable tool remove the moulded rib on both sides of the **handle**, shown in graphic E142772.

- 1 Make sure that all the excess plastic has been fully removed from the **door handle**.

3 Install the exterior **door handle**, (see topix section 501-14) follow steps 2 and 1.

- 1 Make sure the **door handle** works fully.