



February 2004

# TechLines

## ***Brief notes and technical information tips about Jaguar products***

### **Information: HELPLINE ASSISTANCE:**

We have had a number of cases where a technician will call for assistance and be completely unprepared for the HelpLine.

The following are crucial for a faster helpful HelpLine experience.

- Have the Retailer # / VIN. & Mileage
- Have as much detail of the customer complaint.
- Can the customer's complaint be confirmed?
- Have the correct fault codes and the fault code numbers that go with the codes
- Make sure that once you have run your diagnostic routines, that you have all of the appropriate data available.
- When the car is completed, always call back to the helpline to close your case.

### **Models XK 1997-2003 MY – XJ 1998-2003 MY – S-TYPE 2000-04 MY – X-TYPE 2002-04 MY**

**Symptom:** Lack of Heat

**Information** When diagnosing climate control issues, where there are no codes, but a lack of heat, inability to control temperature, or heat will only be delivered with the temperature set to maximum, diagnostic procedures can be performed to prevent the unnecessary replacement of parts. First ensure that the vehicle has the required coolant level and the thermostat is regulating the proper engine temperature and correct as required. Second, on vehicles with auxiliary pumps and/or coolant valves, ensure their proper operation and that hot coolant is flowing into and out of heater matrix. **Note:** On XK and XJ vehicles the heater valve and the auxiliary pump are **NOT** wired in series but share a common ground. Third, monitor all temperature sensors applicable to the car; ambient, in-car, heater matrix and/or evaporator temperature, discharge, and coolant temperature. Repair any sensors whose readings are of unexpected values. If climate control system is still not functioning correctly, begin to diagnose potential blend door position errors. All vehicles **EXCEPT** X-Type have door feedback potentiometers. X-Types use stepper motors and infer door position and do not actually read door position. Follow these procedures before replacing an automatic climate control module assembly.

### **Models – XJ Series 2004 MY – S-TYPE 2003 MY Onward**

**Symptom:** Door Lock Operation

**Information:** If the vehicle fault includes unusual locking and unlocking functions of the car including three doors unlocking, and the drivers door not unlocking until the remote is tried again. This could include additional symptoms of flashing / malfunctioning IP turn indicators, the car requiring a second key cycle to start after a no crank/no start, and erratic alarm operation. Please check the primary fuse box located at the passenger side kick panel, before attempting any module replacement as this has been found to cause VID replicating errors.

### **Models - XJ Series 2004 MY – S-TYPE 2003 MY Onward – X-TYPE 2002 MY Onwards**

**Information:** If you are about to perform any module configuration or replacement, please as a precautionary measure, download the current VID onto a clean floppy disk for backup data in case of VID corruption.

**Send your tip suggestion for TechLines to [rhashway@jaguar.com](mailto:rhashway@jaguar.com)  
(FAX to TechLines Editor at 201 818 8478)**

## January TSB Summary:

### Service Bulletin Listing

Number	Technical Bulletin Title	Model	VIN	Date
303-S841	Corroded Filter Vent Pipe - Canister Close Valve - Service Action S841	1999-2001 MY XK 2000-01 MY XKR	XK8 VIN 031303-A13961 XKR VIN A00001-A13961	01/04
S501-23	Customer Intermittently Locked Out Of Vehicle After Closing Door - Install New Door Handle Damper	2001 MY-ON S-TYPE	M23023-ON	01/04
303-S701	Check Engine MIL Illuminated/Excess Engine Noise - Replace Cracked EGR Transfer Pipe - Service Action S701	1998-99 MY V8 XJR	812256-878717	01/04
S307-15	Squeal/Squeak Noise During Acceleration - Flush And Replace Transmission Fluid - Repair Procedure	2003 MY-ON S-TYPE	M44998-ON	01/04
S303-19	Rough Idle/Restricted Performance/DTCs P0171, P0174, P0301 to P0308, P1316, and P1582 - V8 Engine - Loose Air Cleaner Pipe	2003 MY-ON S-TYPE 4.2L NA	M44998-ON	01/04

Number	Administration Bulletin Title	Model	Date
6-111	Transmission HelpLine - New Policy - Mandatory Form Submission Prior To Contact	ALL	01/04
1-154	Availability Of Portable Test Unit (PTU) Kit As Supplement To WDS - Limited Availability	ALL	01/04
3-185	Free Scheduled Maintenance Program - 2004 MY Vehicles	2004MY	01/04
3-186	Complimentary Oil Change - Select Edition Program	All Select Edition	01/04

### Product Investigation Technical Emails

Subject	Model	Date
Thermostats on Callback for Emissions Data Collection	V8 engines	01/30/2004
Transmission Driveplate Cover	X-TYPE	01/23/2004
V60I "Check Phone" Message	2004 MY-ON XJ, 2003 MY-ON S-TYPE & 2003 MY-ON X-TYPE	01/23/2004
FAQ-9461 ZF 6HP Transmissions - P0780	XJ / XK / S-TYPE	01/30/04
FAQ – 10961 XJR - ACC new module configure issue	XJ 04MY	01/29/04
FAQ –11161 XJ (new) - MIL P1235,P1236,P1338,P1339	XJ 04MY	01/29/04

**Missing a Bulletin? You can find it on <https://web.jagtech.dealerconnection.com>**