

SERVICE

TECHNICAL BULLETIN

**Head Restraint Inoperative –
Drive Cable Not Fully Engaged In Gearbox –
Repair Method**

MODEL 2003-06 MY
XK Range
VIN A11051-A48682

Issue:

On 2003-06 MY XK Range vehicles, within the above VIN range, equipped with motorized head restraints, the head restraint drive cable may not be fully engaged in the gearbox. This condition can restrict upward and downward movement.

Action:

In case of a verified customer complaint, shorten the cable outer sheathing to permit full engagement of the drive cable as outlined below.

REMOVE

1. Reposition the front seat backrest hinge covers (Illustration 1).

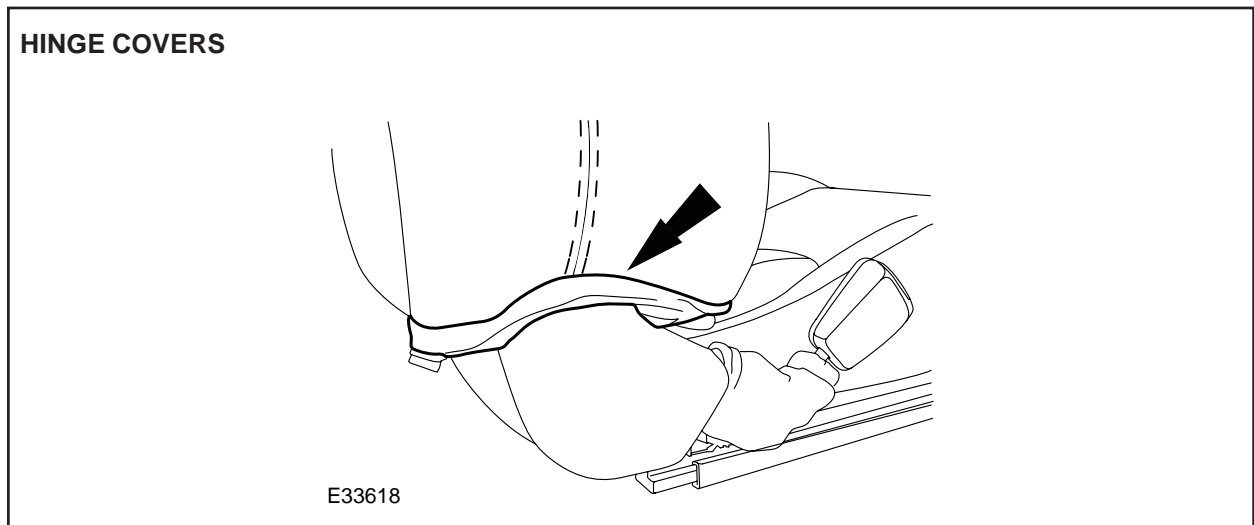


ILLUSTRATION 1

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.

2. Release the front seat backrest cover rear lower retaining clips (Illustration 2).

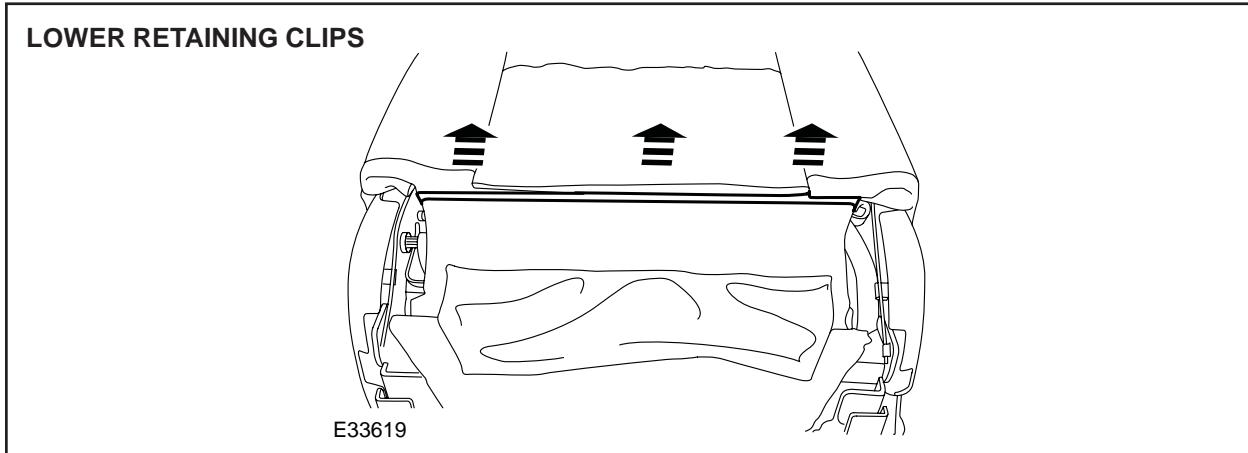


ILLUSTRATION 2

3. Remove the front seat backrest support panel (Illustration 3).

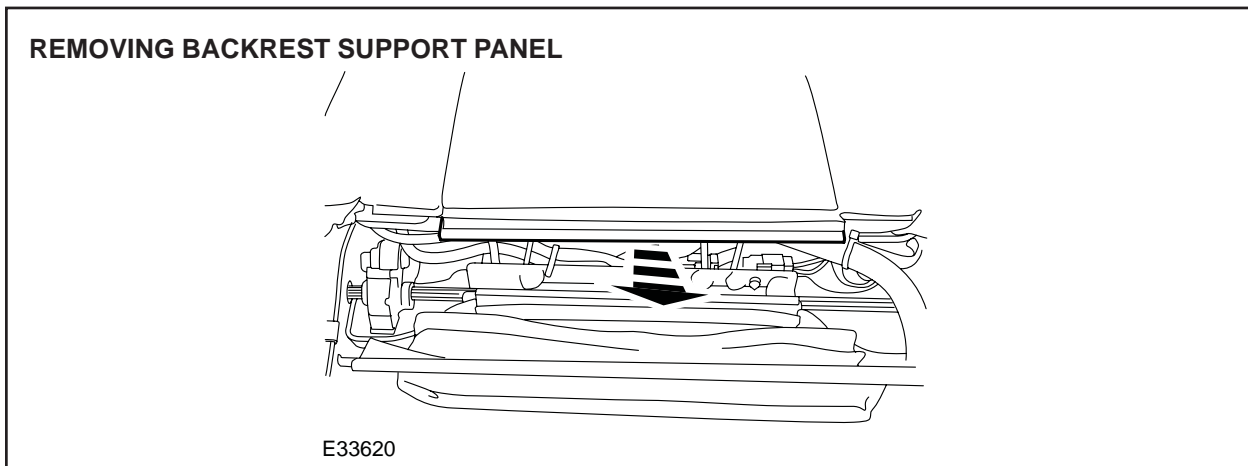


ILLUSTRATION 3

4. Remove and discard the hog rings securing the front seat backrest cover retaining straps (Illustration 4).

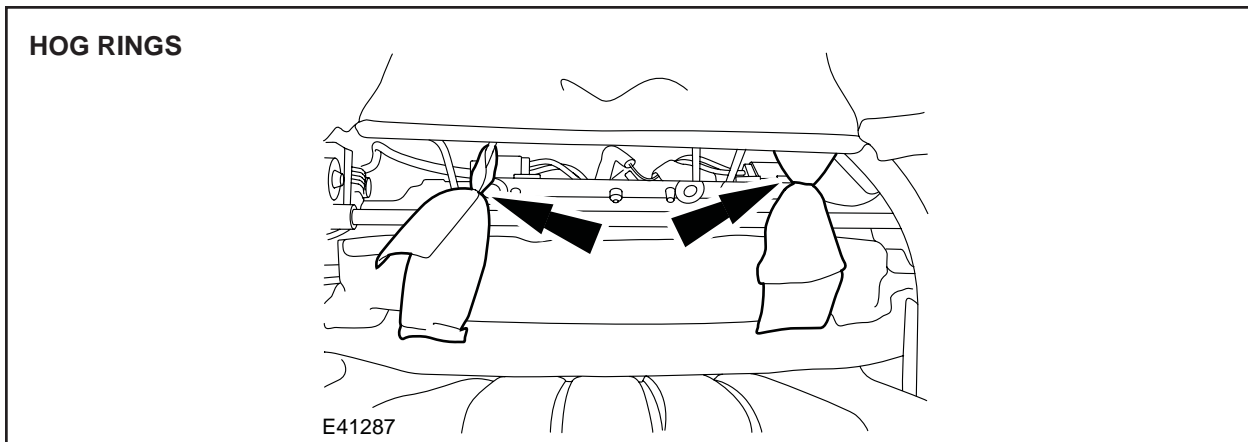


ILLUSTRATION 4

5. Release the eight front seat backrest cover internal retaining clips from the seat frame (Illustration 5).

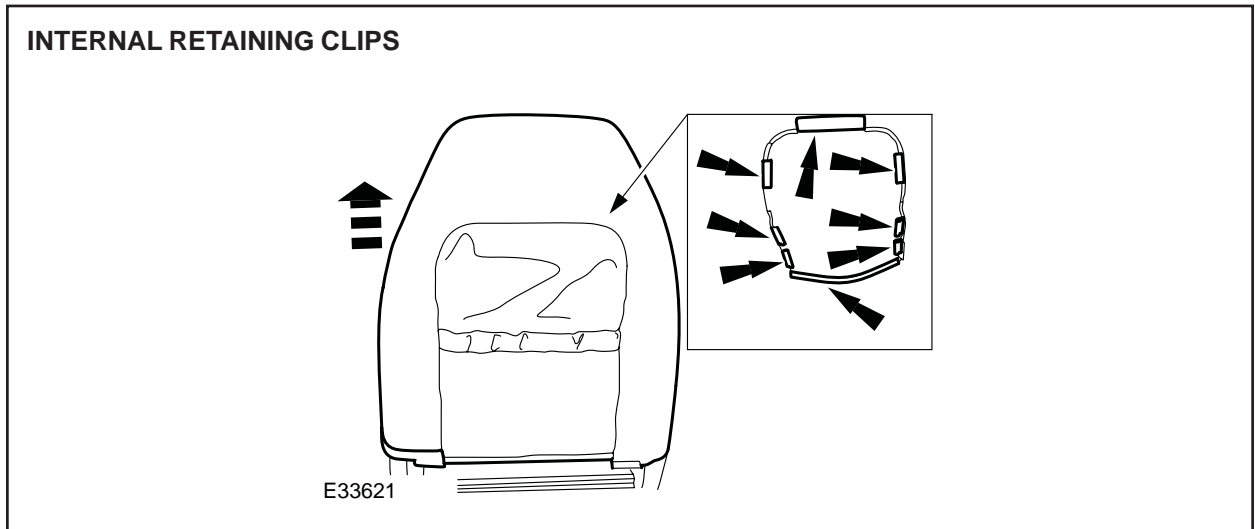


ILLUSTRATION 5

6. Release the front seat backrest cover sufficiently to allow access to the head restraint motor and drive cable (Illustration 6).

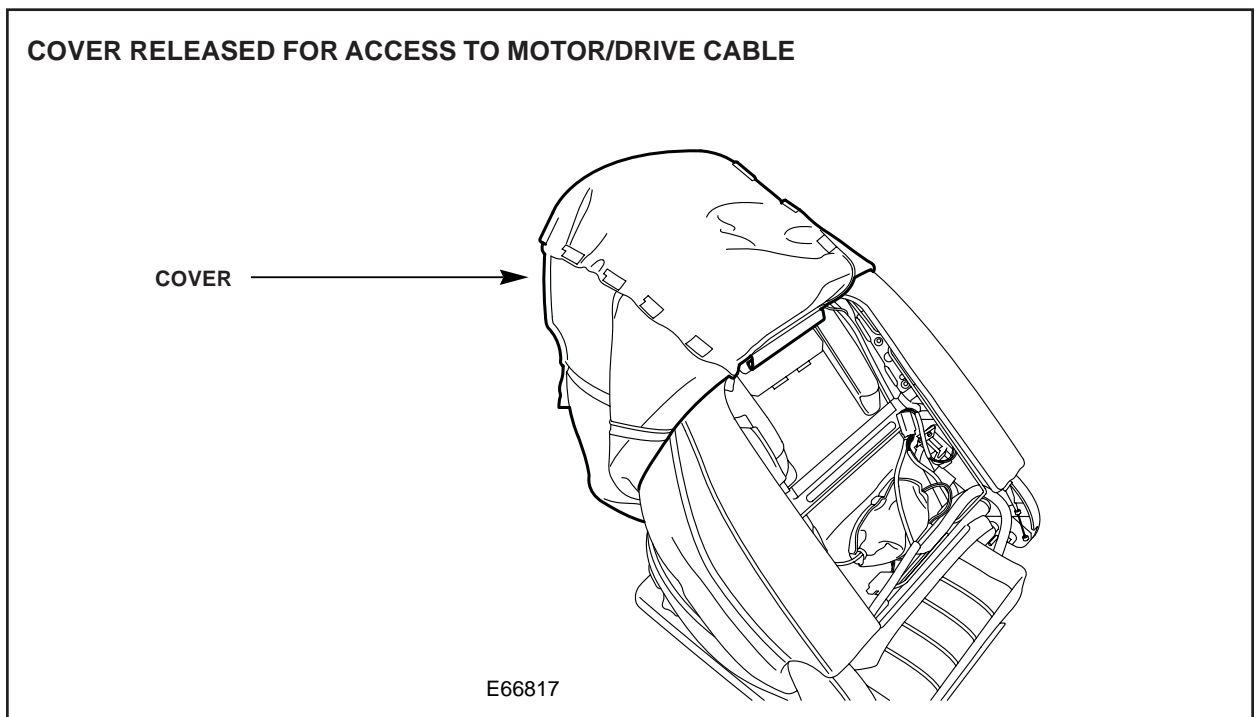


ILLUSTRATION 6

7. Disconnect the head restraint motor electrical connector (Illustration 7).

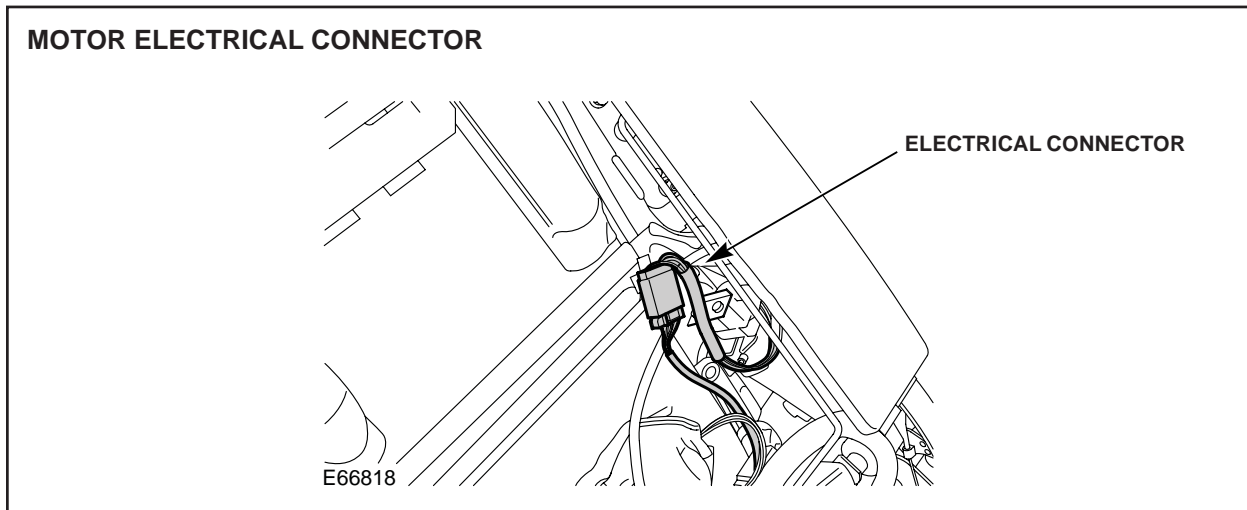


ILLUSTRATION 7

8. Remove the two Torx screws securing the head restraint motor to the seat frame (Illustration 8).

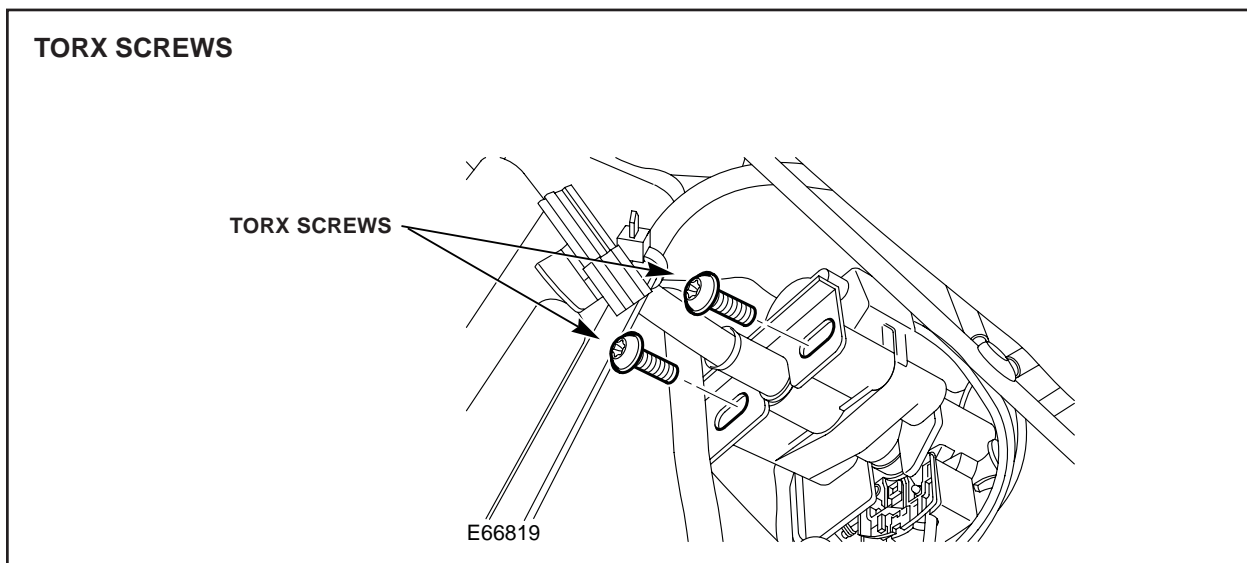


ILLUSTRATION 8

9. Remove the head restraint motor.

10. Remove the head restraint drive cable and outer sheathing (Illustration 9).

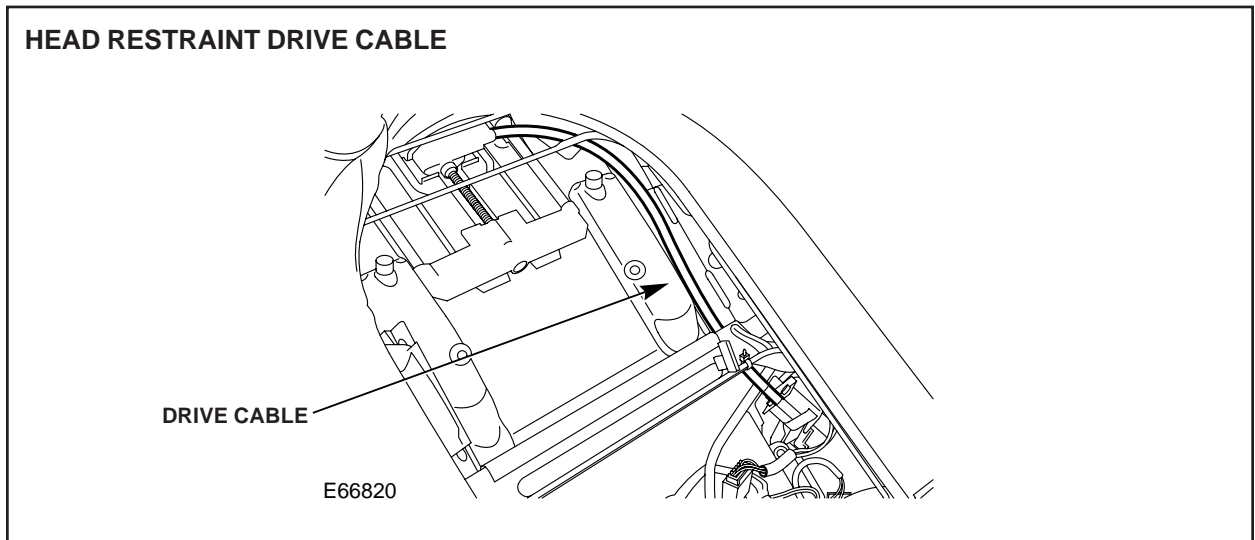


ILLUSTRATION 9

11. Cut 12 mm from the middle of the cable outer sheathing.

12. Re-join the cable outer sheathing using heat shrink tubing (Illustration 10).

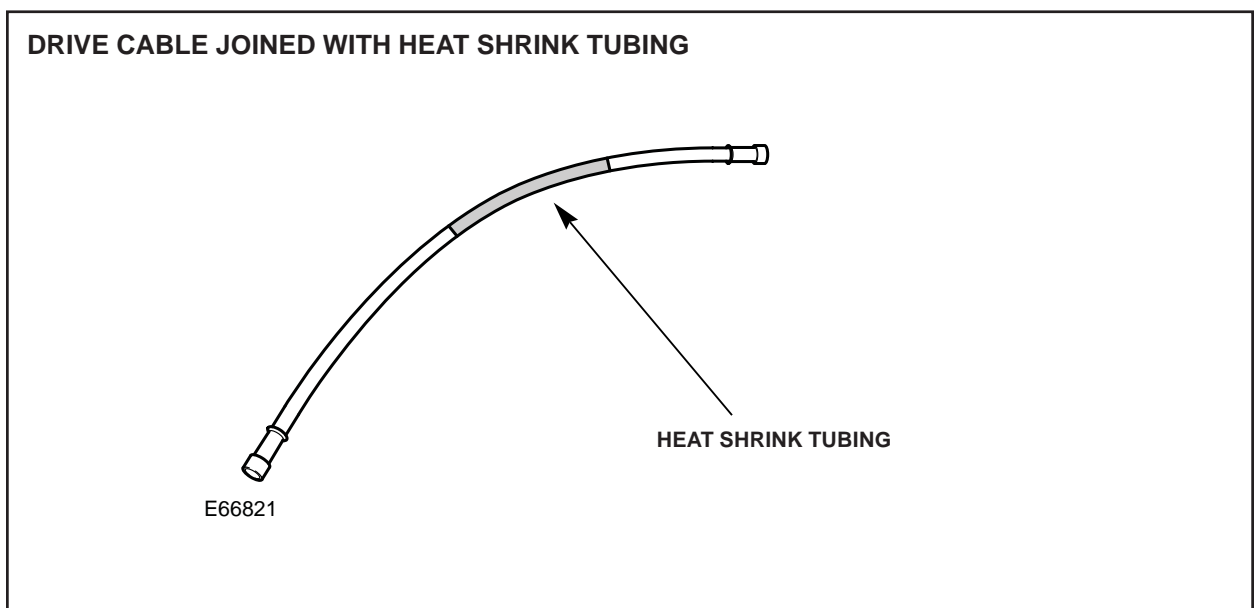


ILLUSTRATION 10

Install

13. Install the head restraint drive cable and outer sheathing.

14. Install the head restraint motor, install and tighten the Torx screws.

15. Connect the head restraint motor electrical connector.

16. Manoeuvre the front seat backrest into fitted position ensuring the six clips are secured to the seat frame.

Note: Hog rings are classed as a consumable and can be sourced locally. If no hog rings are available, use a suitable cable tie.

17. Install new 20 mm (3/4 inch) hog rings securing the front seat backrest cover retaining straps.
18. Install the front seat backrest support panel.
19. Secure the front seat backrest cover rear lower retaining clips.
20. Reposition the front seat backrest hinge covers into fitted position.

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>
N/A	-	-

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
Head restraint cable adjustment - Service fix	76.94.97	0.4 hrs.	GJE4770CA