

JTB00578NAS2

TECHNICAL BULLETIN

20 MAR 2018



© Jaguar Land Rover North America, LLC

NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required 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'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

INFORMATION

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

Changes are highlighted in blue

SECTION:

501-14: Handles, Locks, Latches and Entry Systems

SUBJECT/CONCERN:

Keyless Entry System Lock Function May Not Operate and/or Operates Intermittently

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
F-PACE (X761)	2017	045068-099996	Solihull

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
F-PACE (X761)	2017	488002-499998	Solihull
F-PACE (X761)	2017-2018	880002-899997	Solihull
F-PACE (X761)	2018 Onwards	240000 Onwards	Solihull
XE (X760)	2017 Onwards	P10168 Onwards	Castle Bromwich
XF (X260)	2016 Onwards	Y00461 Onwards	Castle Bromwich

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

The keyless entry system lock function may not operate or operates intermittently.

CAUSE:

This may be caused by water ingress into the exterior door handles preventing correct operation of the keyless entry lock function.

ACTION:

Should a customer express concern, follow the Workshop Procedure below.

PARTS:

NOTES:

- It is not necessary to replace all door exterior handles; only order the quantity required per the customer concern.

Where door handle covers or inserts are supplied in primer, a maximum allowance of \$62.50 USD or local equivalent has been allocated to cover the cost of paint and materials.

PART NUMBER	DESCRIPTION	QUANTITY
T4N5420LML	Door Handle Exterior - Primed - All Models	4
T4N9812	Clip - All Doors - All models	20
C2D5429	Clip - Rear Door - F-PACE (X761)	8
T4N13631	Clip - Front and Rear Door - XE (X760)	10
ZZZ001	*Paint and Materials	1

WARRANTY:

△ NOTES:

- It is not necessary to replace all door exterior handles; only order the quantity required per the customer concern.

Where door handle covers or inserts are supplied in primer, a maximum allowance of \$62.50 USD or local equivalent has been allocated to cover the cost of paint and materials.

△ 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 (HOURS)	CONDITION CODE	CAUSAL PART
Front Door Handle - Renew - Single - F-PACE (X761)	76.58.01	0.7	49	T4N5420
Front Door Handle - Renew - Pair - F-PACE (X761)	76.58.40	1.4	49	T4N5420
Rear Door Handle - Renew - Single - F-PACE (X761)	76.58.02	0.6	49	T4N5420
Rear Door Handle - Renew - Pair - F-PACE (X761)	76.58.41	1.2	49	T4N5420
Front Door Handle - Renew - Single - XE (X760)	76.58.01	0.6	49	T4N5420

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Front Door Handle - Renew - Pair - XE (X760)	76.58.40	1.2	49	T4N5420
Rear Door Handle - Renew - Single - XF (X760)	76.58.02	0.5	49	T4N5420
Rear Door Handle - Renew - Pair - XF (X760)	76.58.41	1.0	49	T4N5420
Front Door Handle - Renew - Single - XF (X260)	76.58.01	0.7	49	T4N5420
Front Door Handle - Renew - Pair - XF (X260)	76.58.40	1.3	49	T4N5420
Rear Door Handle - Renew - Single - XF (X260)	76.58.02	0.5	49	T4N5420
Rear Door Handle - Renew - Pair - XF (X260)	76.58.41	1.0	49	T4N5420
Exterior Door Handle Kit - Passive Entry - Single - Assemble	76.58.89.38	0.1	49	T4N5420
Exterior Door Handle Kit - Passive Entry - Pair - Assemble	76.58.89.36	0.1	49	T4N5420
Exterior Door Handle Kit - Passive Entry - Set of 4 - Assemble	76.58.89.37	0.3	49	T4N5420
Front Door Handle - Left - Complete - Local Respray	79.W.QA3	0.6	49	T4N5420
Rear Door Handle - Left - Complete - Local Respray	79.W.RA3	0.6	49	T4N5420
Front Door Handle - Right - Complete - Local Respray	79.W.SA3	0.6	49	T4N5420
Rear Door Handle - Right - Complete - Local Respray	79.W.TA3	0.6	49	T4N5420

 **NOTE:**

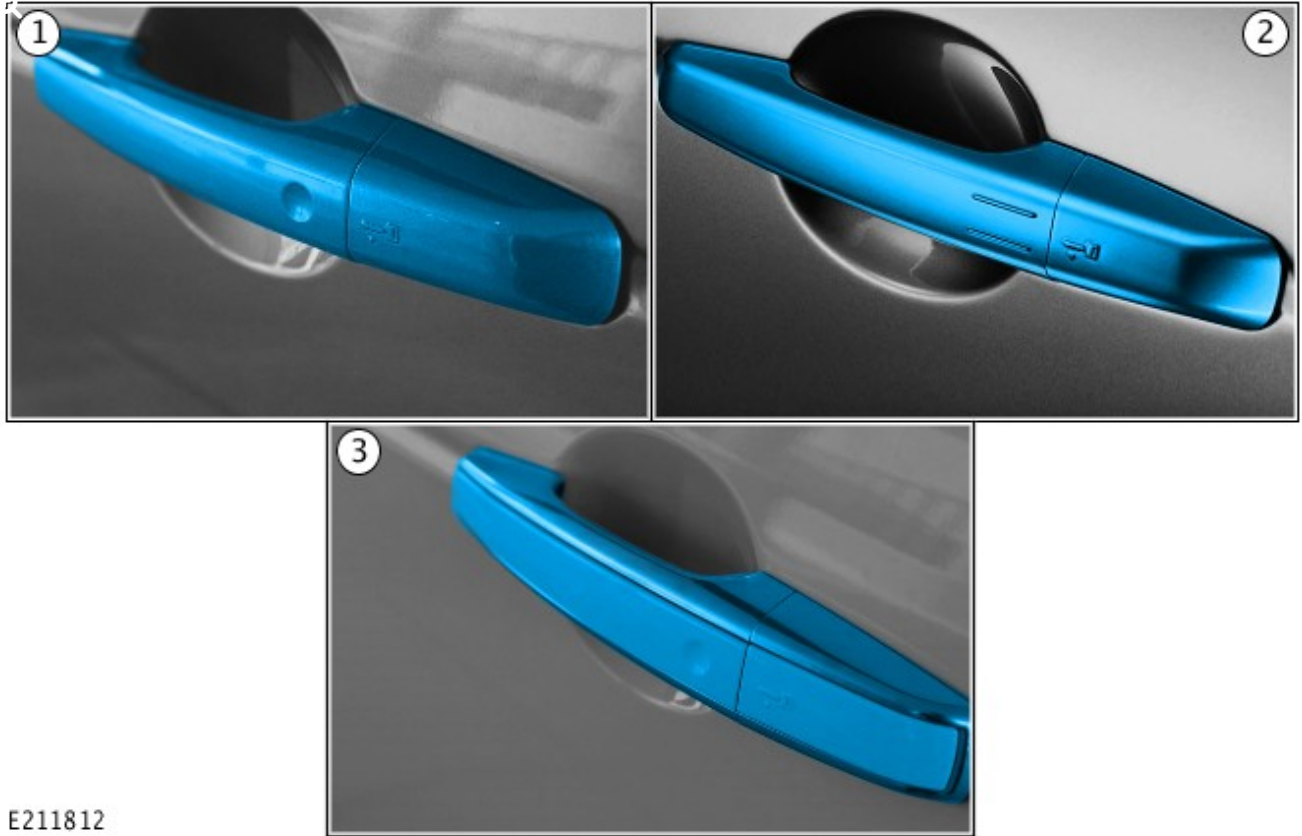
Normal Warranty procedures apply.

WORKSHOP PROCEDURE:

1

 **NOTE:**

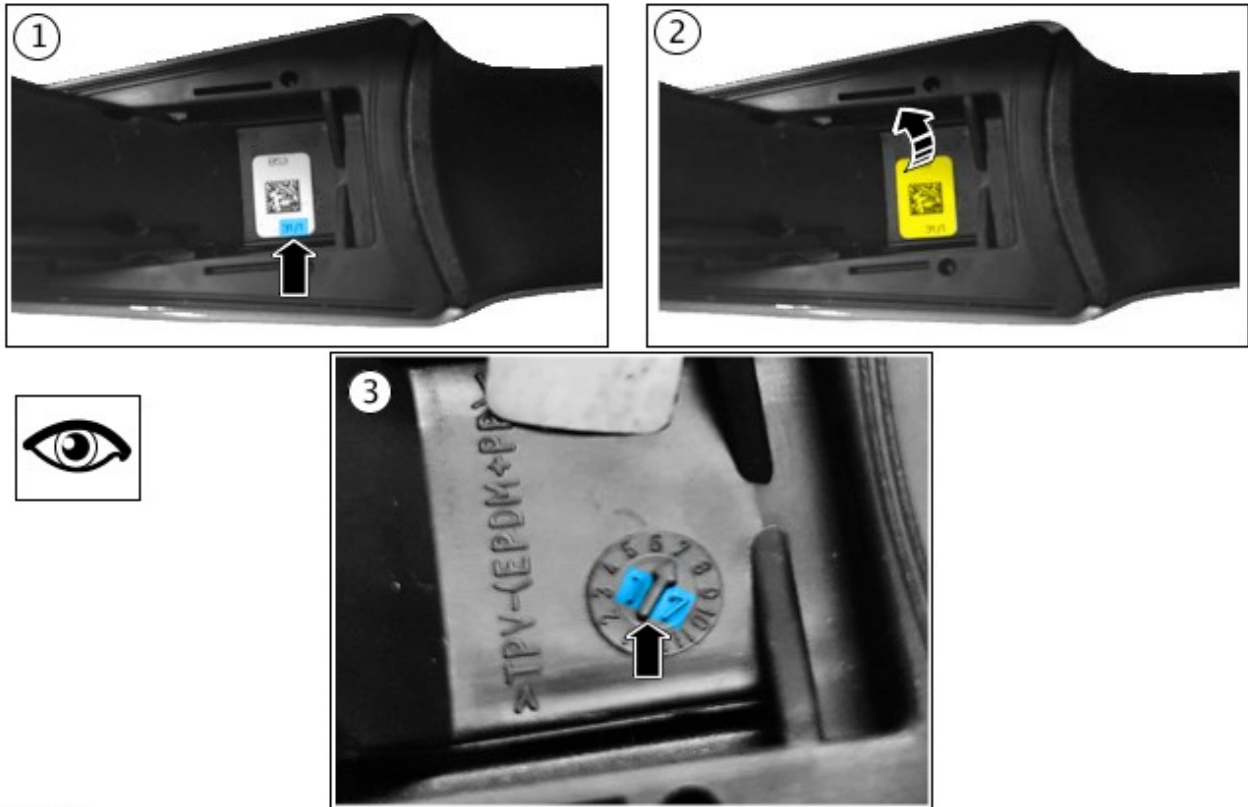
Front left door handle shown; others similar.



Identify the existing door exterior handle(s).

- (1) - 'dimple' type handle
- (2) - 'stripe' type handle
- (3) - 'chrome' type handle

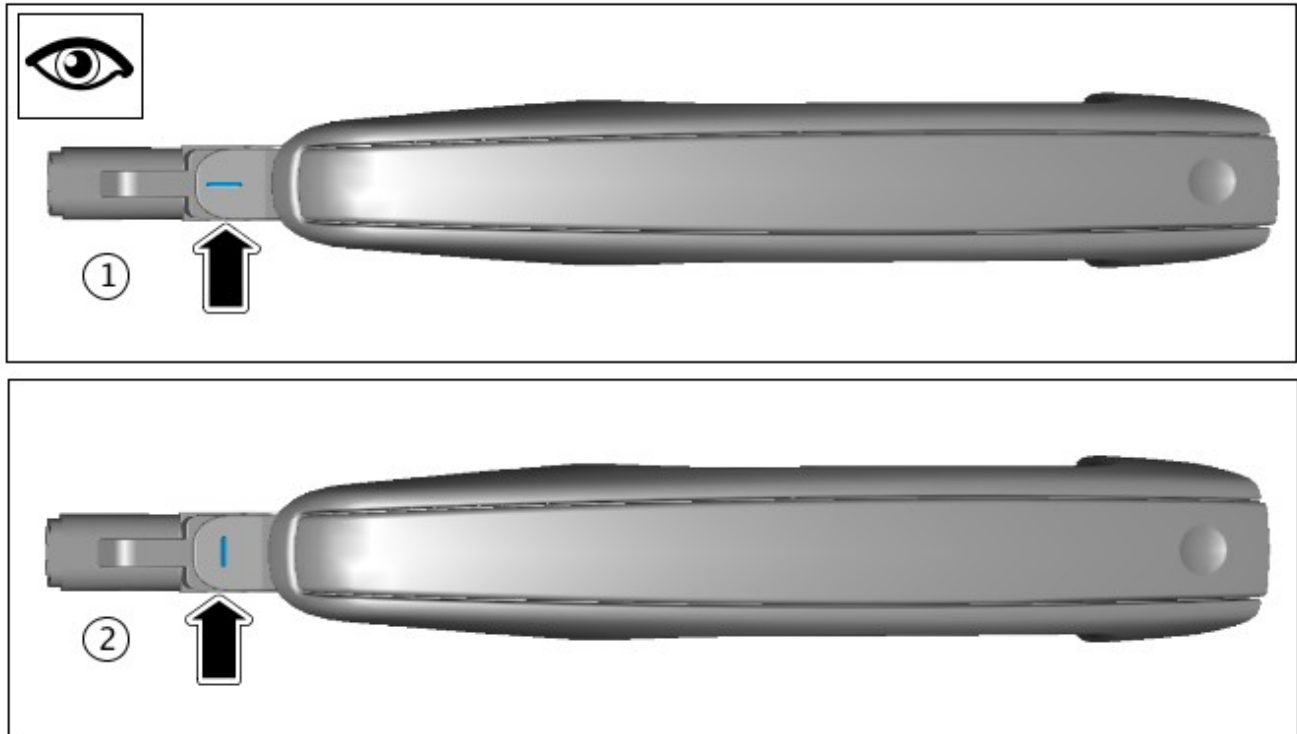
2



Record the production date of the NEW door exterior handle(s).

- 1 The label displays the production day and month. ('31/1' = 31 January).
- 2 Peel back the label to display the production year stamp ('17' = 2017).
 - If the production date is 03/08/2017 (03 August 2017) or later, **go to Step 4.**
 - If the production date is 02/08/2017 (02 August 2017) or earlier, **go to Step 3.**

3



E222286

Inspect the marking(s) on the replacement door exterior handle(s).

- Horizontal marking (1) denotes that the handles are supplied pre-assembled. **Go to Step 4.**
- Vertical marking (2) denotes that the handles are supplied in kit form. **Go to Step 4.**
- If the new door exterior handle(s) have neither of the above markings and have a production date of 02/08/2017 or earlier, DO NOT use these parts. **Return the parts order new replacement door exterior handles and follow the steps above again.**

4

 **NOTE:**

The number of door exterior handles to be replaced will be dependant on the number identified as a concern by the customer.

Identify if the door exterior handles require painting before they are installed.

- If the door exterior handle(s) are supplied in the correct color for the vehicle, **go to Step 20.**
- If the door exterior handle(s) are supplied in kit form partially in primer (covers or inserts must be painted in the correct color to match the vehicle) **go to Step 6.**
- If the door exterior handle(s) are supplied pre-assembled partially in primer (covers or inserts must be painted in the correct color to match the vehicle), **go to Step 5.**

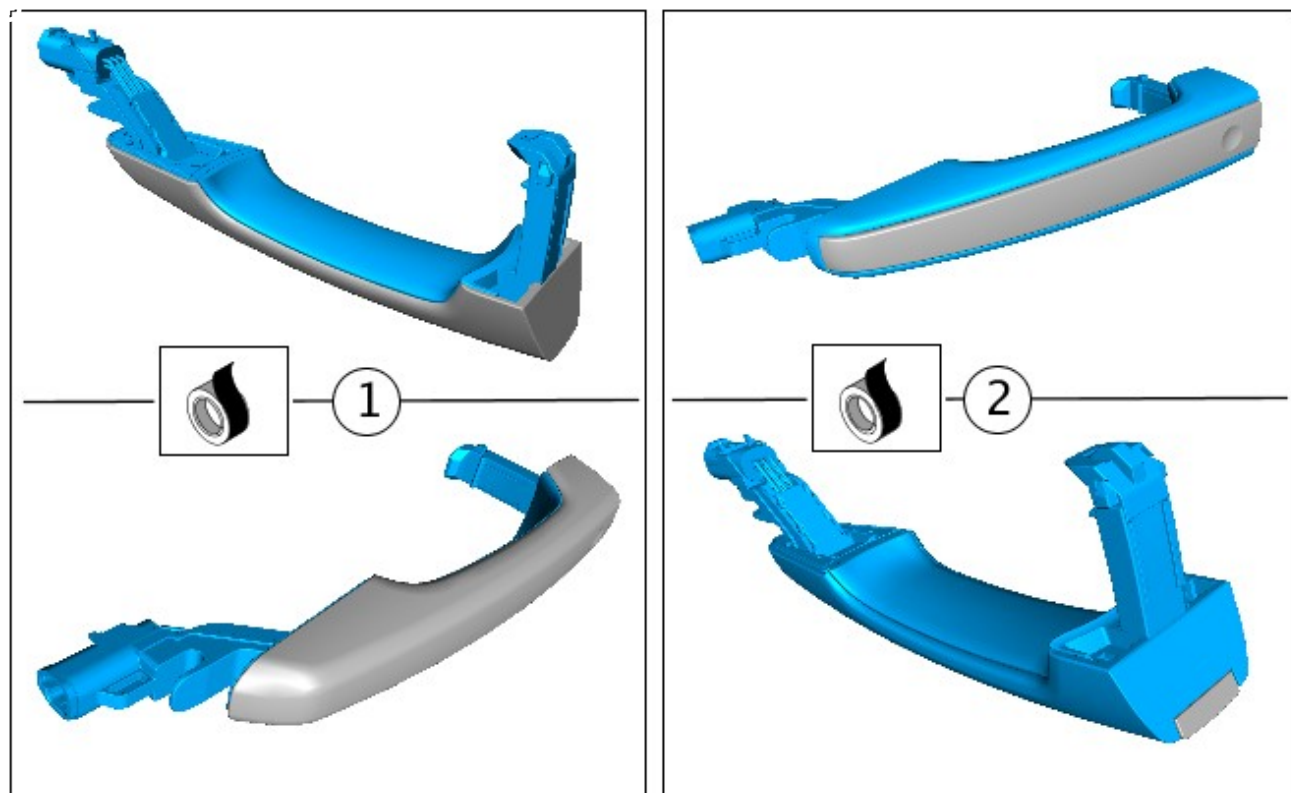
5

ⓘ CAUTION:

DO NOT dismantle pre-assembled door exterior handles before painting as this will cause damage to the weatherproof seals.

△ NOTE:

This step is only applicable to pre-assembled door exterior handles that require painting.



E222287

Masking directions:

- **Type (1) handles:** mask the areas highlighted in blue. Part numbers: LR040667, LR061200.
- **Type (2) handles:** mask the areas highlighted in blue. Part numbers: LR0106320, LR053502, LR068146, LR096116.

6 Paint the door exterior handle covers/inserts in the correct color to match the vehicle.

- For pre-assembled door exterior handles, allow the paint to dry.
 - Once the paint is dry, remove the tape and **go to Step 20**.
- For door exterior handles in kit form, allow the paint to dry.
 - Once the paint is dry, **go to Step 7**.

7

△ **NOTE:**

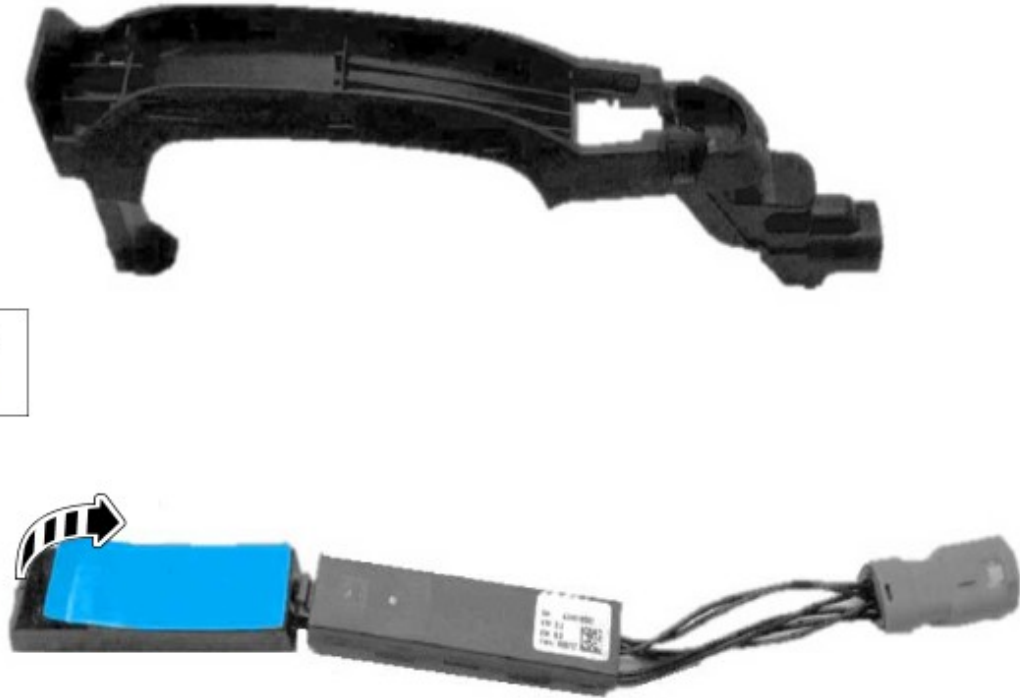
Only applicable to chrome handles with painted inserts.



Install the painted door exterior handle insert into the door exterior handle cover (1).

- The painted door exterior handle insert is shown in the installed position **(2)**.
- Viewed from the rear, make sure all the clips are engaged **(3)** and that the door exterior handle insert is securely installed.

8

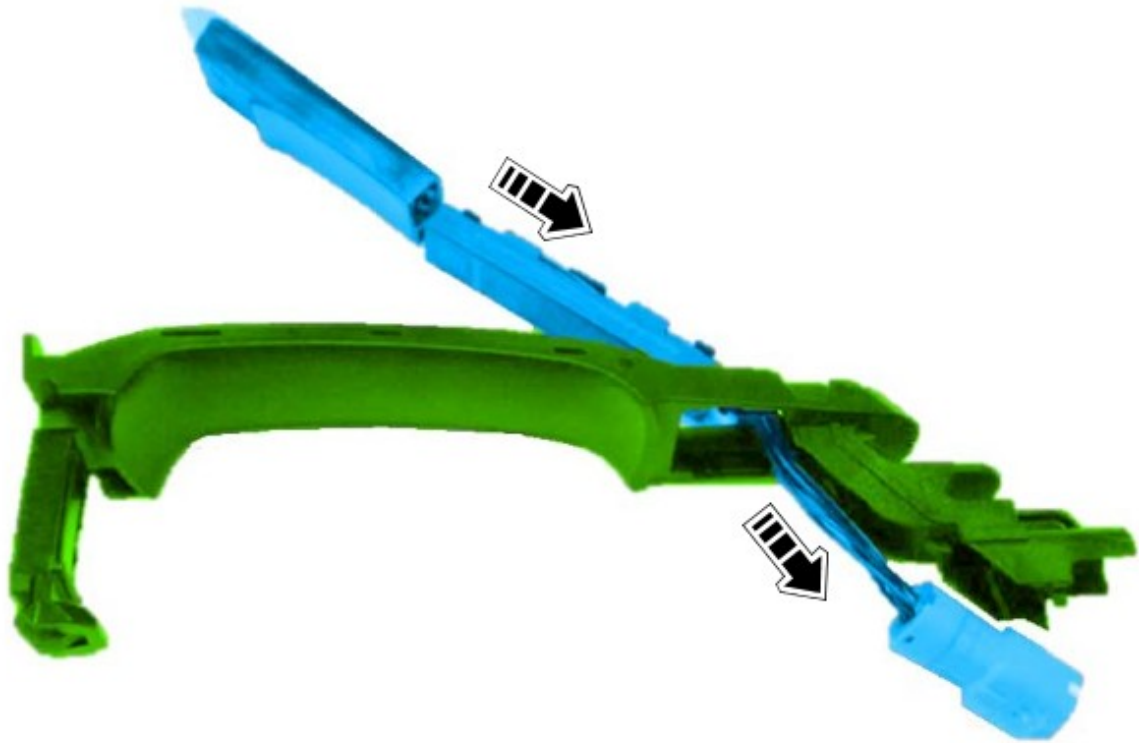


E211518

Prepare the door exterior handle strap inner and electronic module for assembly.

- Remove the yellow backing from the tape on the electronic unit.

9



E211520

Insert the electrical connector through the door exterior handle strap inner.

10

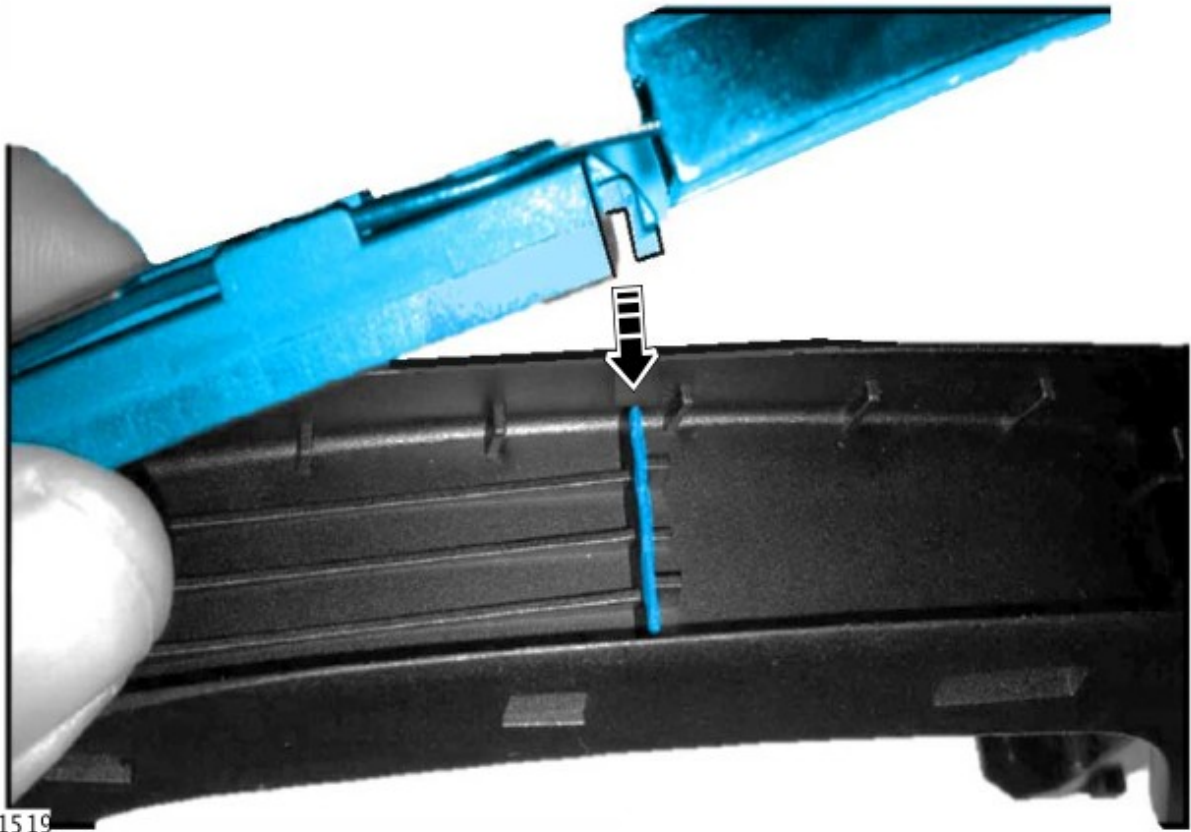
 **NOTE:**

Make sure the electrical connector is correctly orientated (✓).



E211516

Clip the electrical connector into the handle strap inner (✓).



Install the antenna and electronic unit into the handle strap inner; align the clip with the handle strap inner rib.

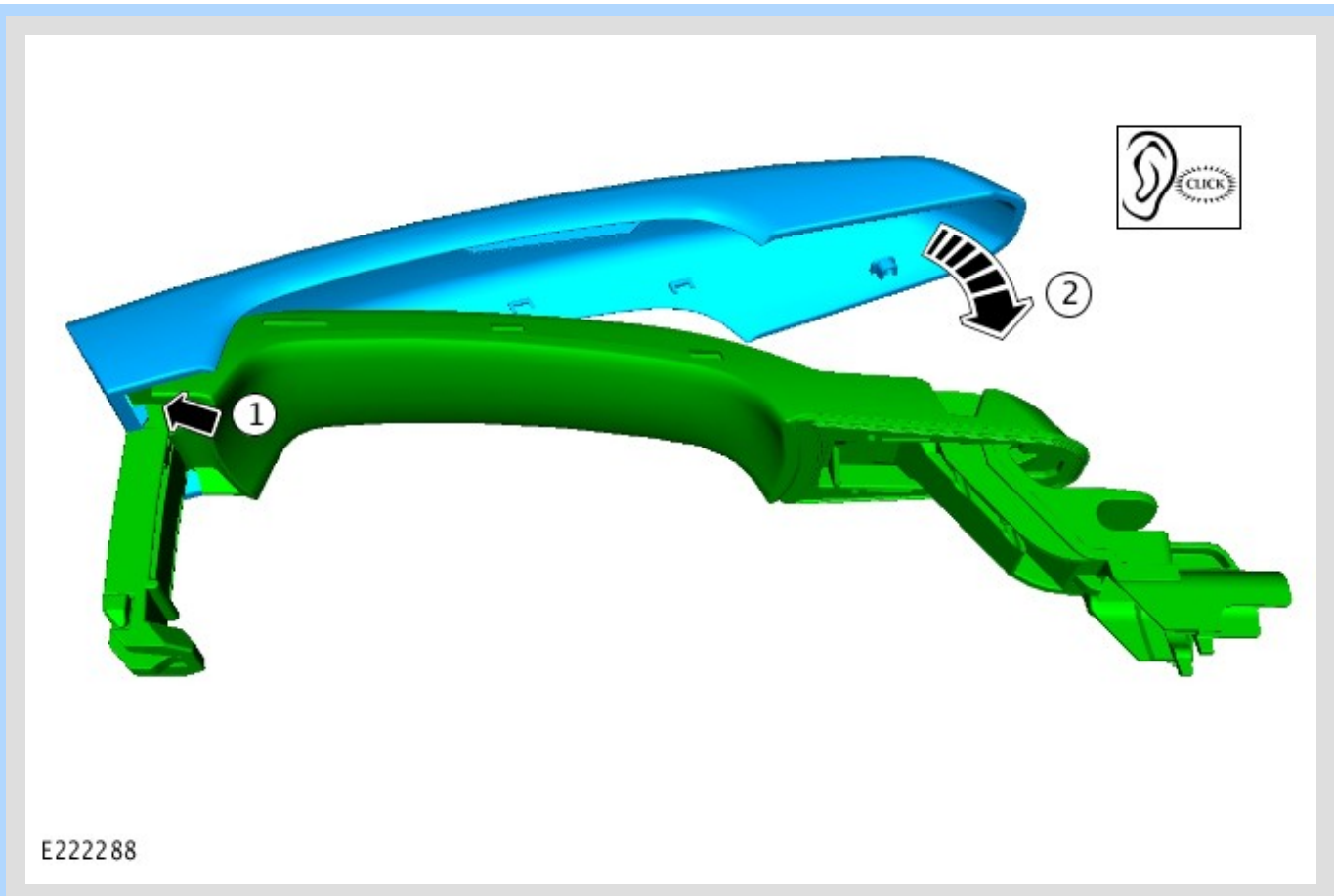
- Firmly press the electronic unit onto the handle strap inner; make sure the self adhesive tape makes good contact.

12



E211517

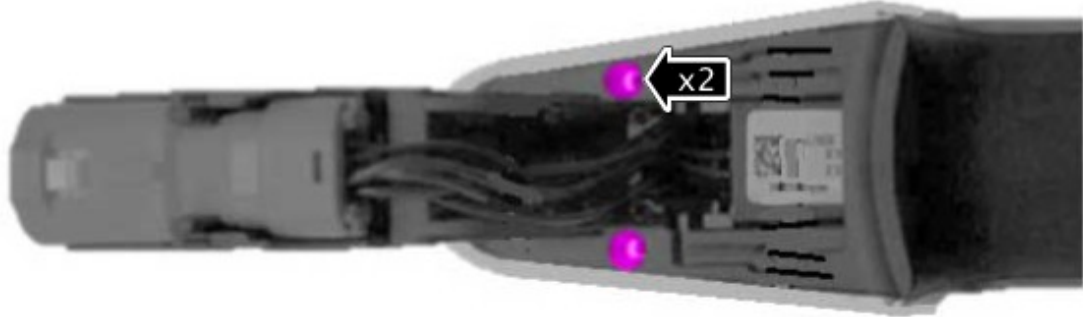
Remove and discard the white tape from the electronic unit.



Assemble the inner and outer sections of the door exterior handle by clipping the 2 sections together.

- Hook the outer door handle cover around the end of the inner door handle strap **(1)**.
- Rotate the outer door handle cover about point **(1)** and clip the inner door handle strap into the outer door handle cover **(2)**.
- Firmly squeeze the door handle strap assembly at the electronic module end to make sure the self adhesive tape makes good contact with the handle strap inner and the handle cover.

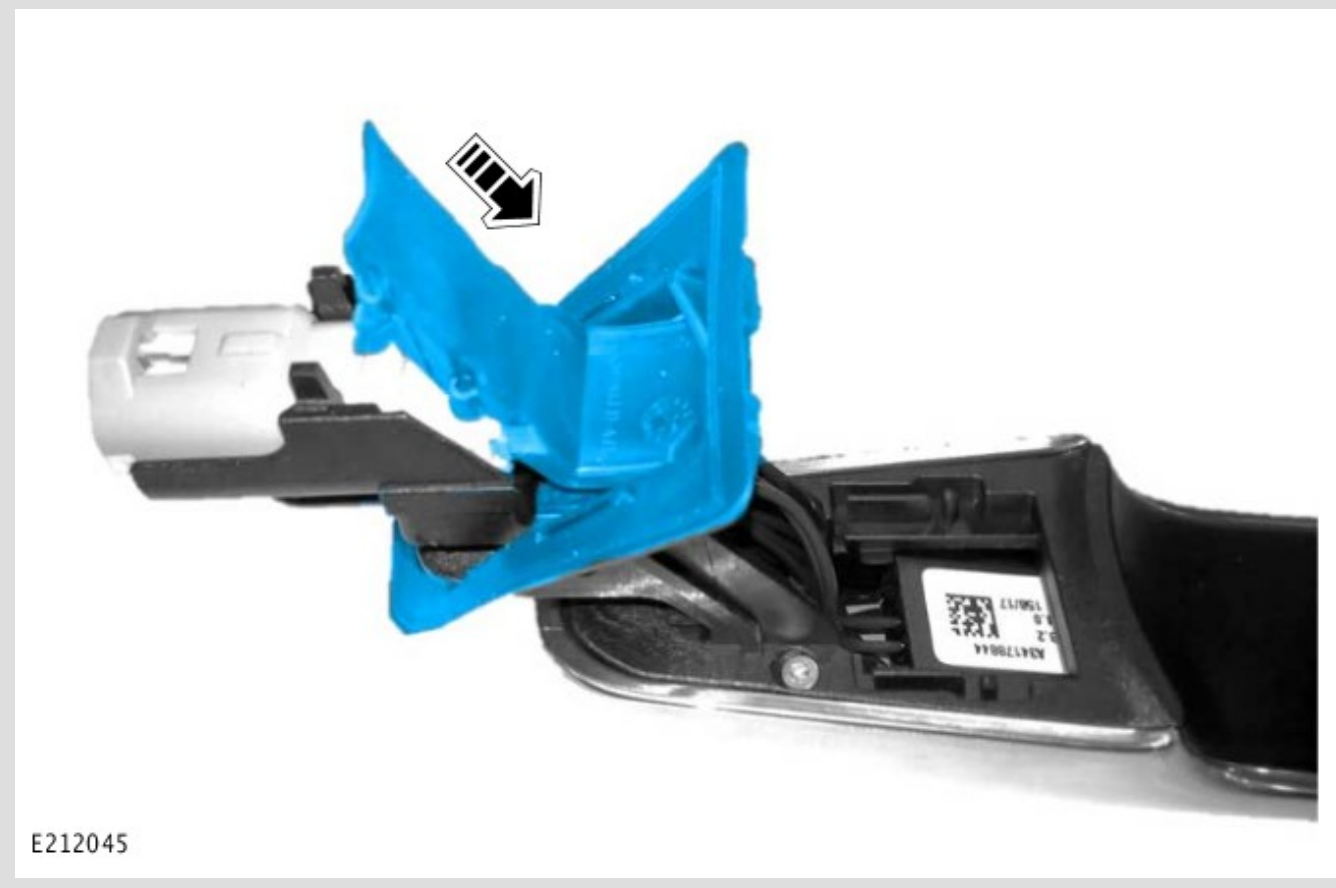
14



E211515

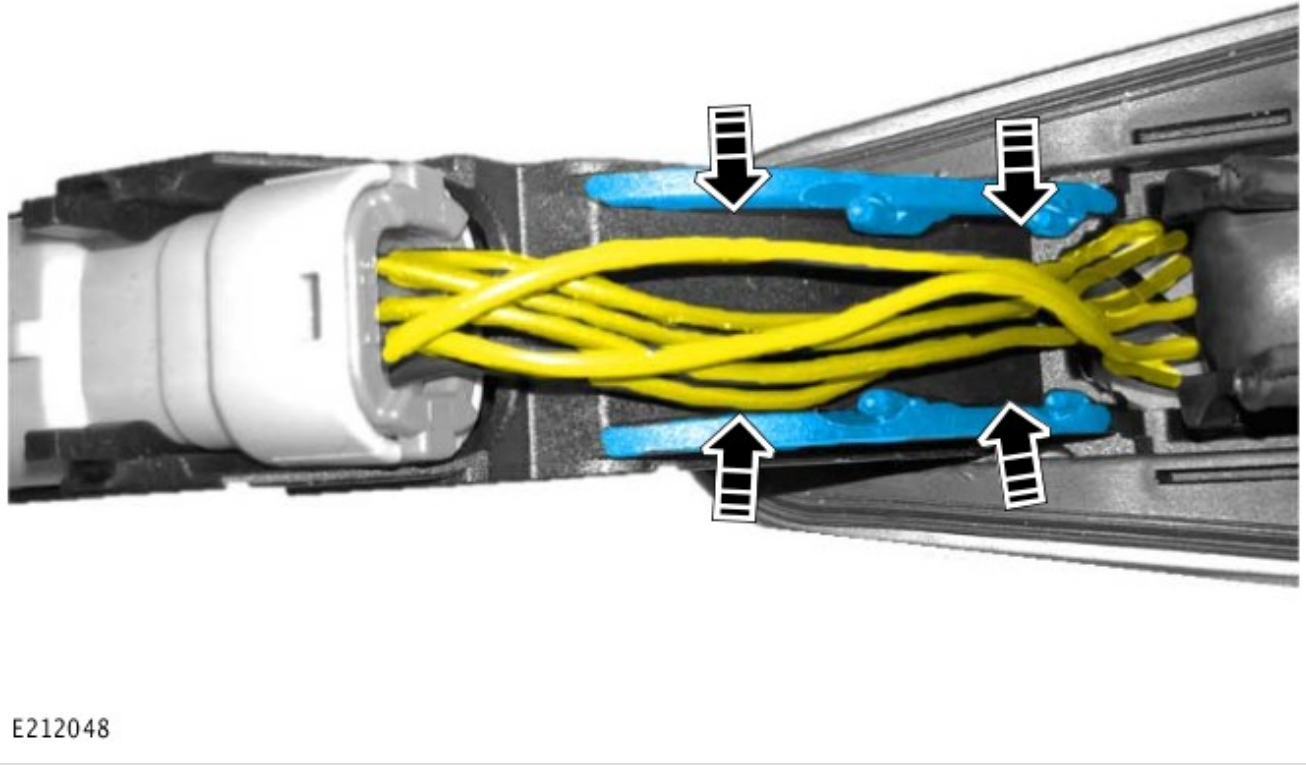
Install the 2 screws into the handle strap.

15



Start the installation of the door exterior handle gasket.

16



Make sure the wiring harness is positioned.

17

 **NOTE:**

Make sure the gasket lies flat when it has been installed.



E212047

Install the rubber gasket onto the door exterior handle strap.

- Make sure the rubber gasket is installed over the 2 locating pins on the handle base.
- Make sure the rubber gasket is installed over the 4 locating pins, 2 either side of the wiring harness.

18



E212046

Make sure the rubber gasket sits flush against the handle base and the locating lug at the front of the gasket is installed into the hole in the handle (✓).

19 Repeat steps 7-18 for any remaining handles that require replacement.

20

 **NOTE:**

Only complete this step if 1 or more front door exterior handles have been identified as part of the customer's concern.

Replace the defective front door exterior handle(s) (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Exterior Front Door Handle).

21

 **NOTE:**

Only complete this step if 1 or more rear door exterior handles have been identified as part of the customer's concern.

Replace the defective rear door exterior handle(s), (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Exterior Rear Door Handle).