

Liftgate Glass Hard to Close/  
Rear Wiper Inoperative –  
Check/Adjustment Procedure

MODEL 2004 MY  
X-TYPE Wagon  
Canada  
VIN C00001-D99328

**Issue:**

On some 2004 MY X-TYPE Wagon vehicles within the above VIN range, customers may have a concern that the liftgate glass is hard to close or that the rear wiper motor is inoperative.

**Action:**

Should a customer experience the concerns described above, check and adjust the liftgate glass striker and the rear wiper motor bracket. Follow the workshop procedure outlined below.

CHECK/ADJUST PROCEDURE

Check and adjust liftgate glass striker position:

1. Open liftgate glass.
2. Measure distance between striker base and trim (Illustration 1).

**Note:** A distance of 2.5 mm, but no greater, is the optimum setting. If the distance is set to 2.5 mm continue from step 24. If not continue from step 3.

**STRIKER BASE CLEARANCE**

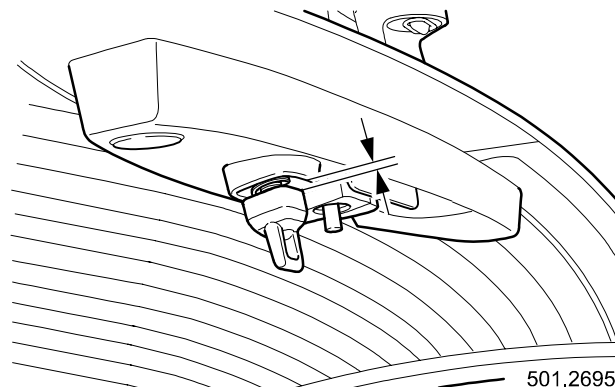


ILLUSTRATION 1

**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 RETAILER TO DETERMINE WHETHER THE BULLETIN APPLIES TO YOUR VEHICLE.**

3. Remove the striker trim securing nut plastic covers.
4. Remove the striker trim securing nuts.
5. Remove striker trim.
6. Loosen striker lock nut.
7. Install striker trim and hold in place.
8. Adjust striker.

**Note:** A distance of 2.5 mm or as near to it as possible should be aimed for, but not greater than 2.5 mm. The striker must be adjusted in 360 degree increments (complete turns) as the striker can only be oriented in one position (Illustration 2).

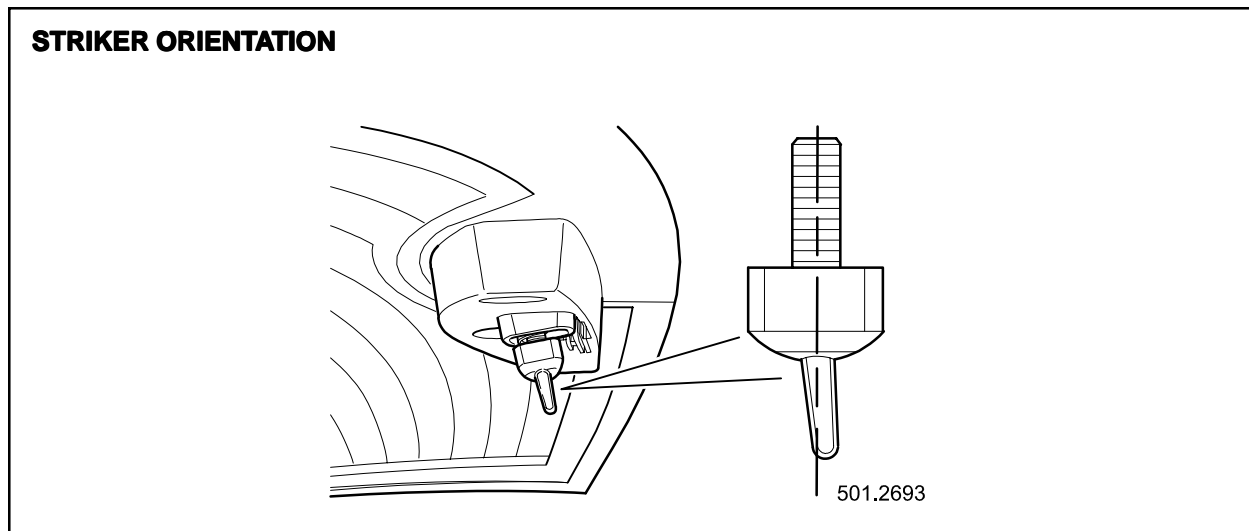


ILLUSTRATION 2

9. Remove striker trim.
10. Ensure the lock nut is still loose.
11. Close liftgate glass.
12. Open main liftgate.
13. Tighten striker lock nut to 8Nm (do not over tighten).
14. Close main liftgate.
15. Open and close the main liftgate glass a number of times to check the closing effort.
16. Ensure the rear wiper rotor is engaged on to the driving pin.
17. Open door.
18. Turn ignition 'ON'.
19. Turn rear wiper 'ON'.
20. Check operation of the rear wiper.
21. Turn rear wiper 'OFF'.

22. Turn ignition 'OFF'.

23. Close door.

If the closing effort is still not acceptable:

24. Remove rear liftgate trim panel (see Workshop Manual, section: 501-05, SRO 76.19.65.60).

25. Disconnect both electrical connectors, remove the four rear wiper motor securing nuts and remove the rear wiper motor (Illustration 3).

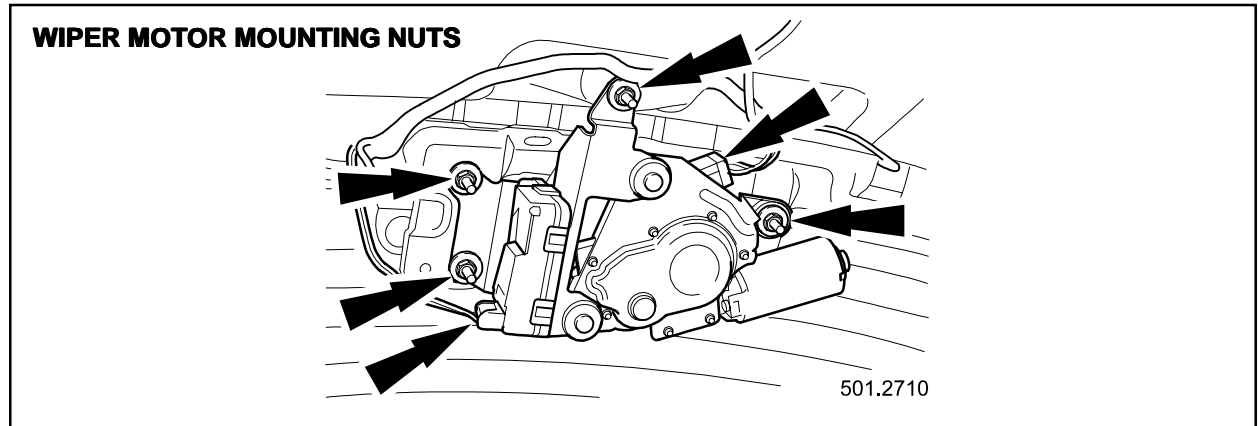


ILLUSTRATION 3

26. Close main liftgate.

27. Remove liftgate glass aperture seal.

28. Ensure that all the mastic residue from the liftgate aperture seal is removed from the liftgate flange.

29. Working at the first liftgate wiper motor bracket:

30. Place a suitable straight edge tool onto the liftgate aperture upper/lower flanges, measure distance between the end of the bracket and the straight edge (Illustration 4).

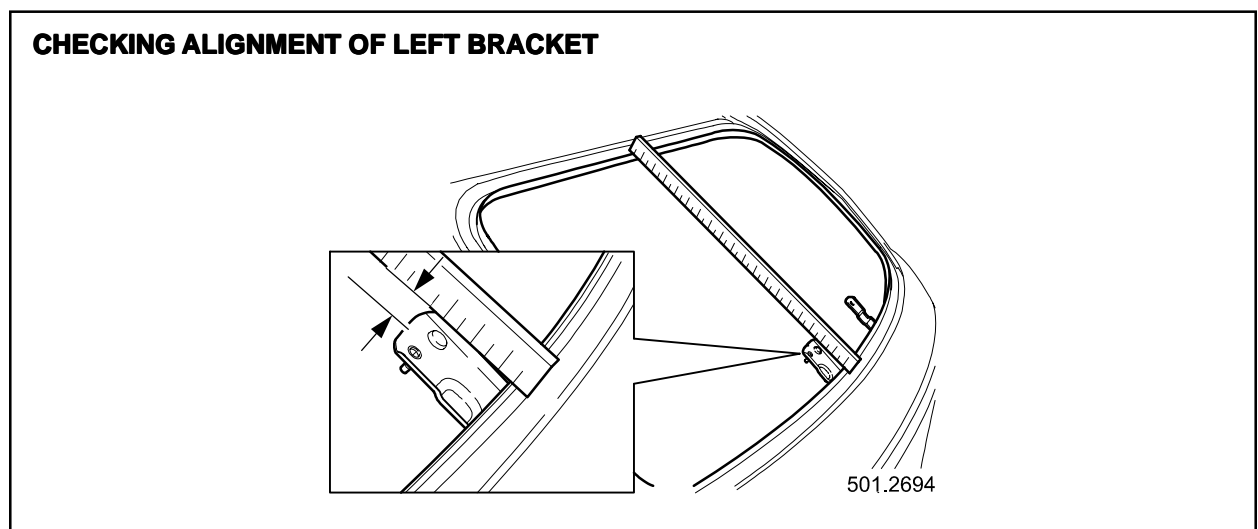


ILLUSTRATION 4

**Note:** Measurement should be 18 mm from the straight edge.

**Caution:** Use suitable long nosed grips with jaw protection to avoid paint damage to the vehicle.

31. Using suitable long nosed grips adjust bracket as required.
32. Remove straight edge.
33. Working on the remaining liftgate wiper motor bracket, carry out steps 30 to 32 (Illustration 5).

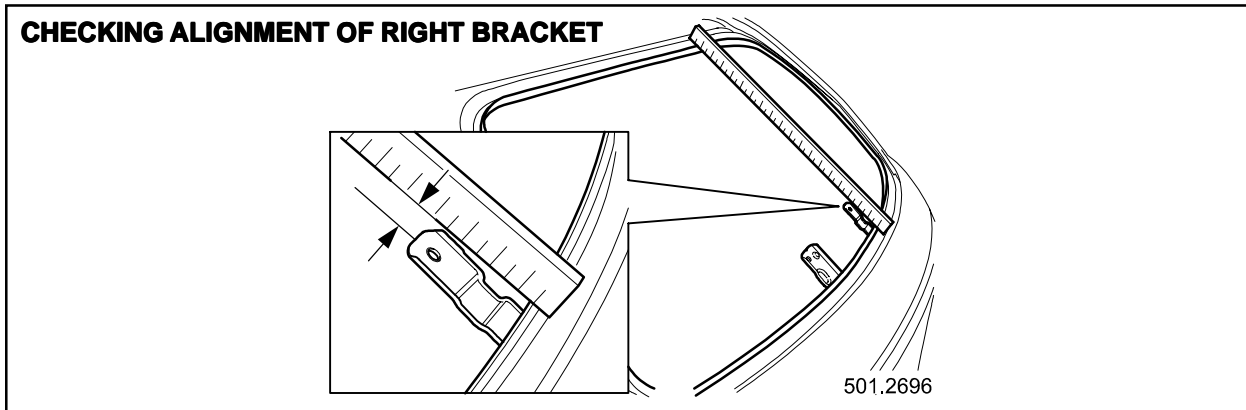


ILLUSTRATION 5

34. Install a new liftgate glass aperture seal.
35. Open main liftgate.
36. Install rear wiper motor.
37. Install the four rear wiper motor securing nuts, connect both electrical connectors (Illustration 6).

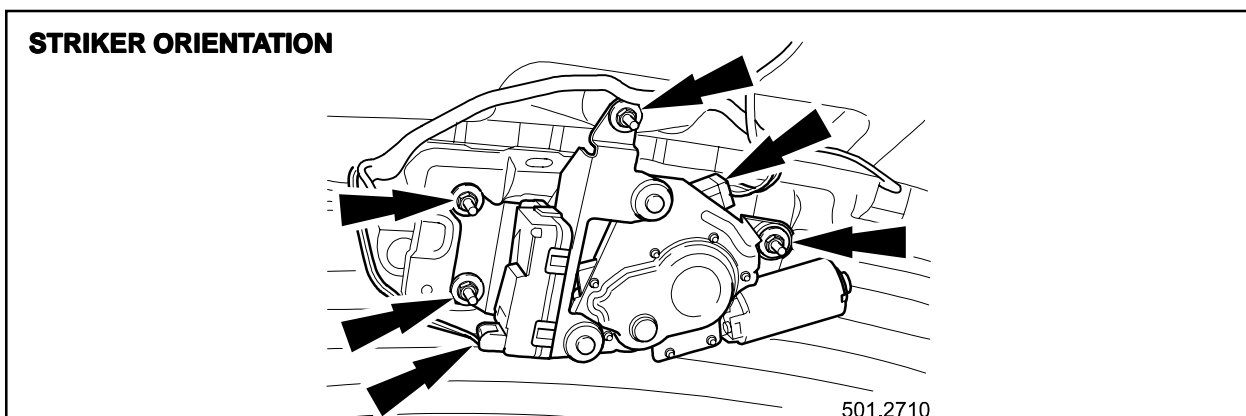


ILLUSTRATION 6

38. Close liftgate glass to align wiper motor.
39. Final-tighten rear wiper motor securing nuts.

40. Loosen liftgate glass striker lock nut.
41. Tighten striker lock nut to 8Nm (do not over tighten).
42. Install liftgate interior lower trim panel.
43. Close main liftgate.
44. Open liftgate glass.
45. Install liftgate glass latch finisher trim panel.
46. Close liftgate glass.
47. Open and close the main liftgate glass a number of times to check the closing effort.
48. Ensure wiper rotor is engaged on the driving pin.
49. Open door.
50. Turn ignition 'ON'.
51. Turn rear wiper 'ON'.
52. Check operation of the rear wiper.
53. Turn rear wiper 'OFF'.
54. Turn ignition 'OFF'.
55. Close door.
56. Open liftgate glass.
57. Install striker trim.
58. Install and tighten striker trim securing nuts.
59. Install and seat the striker trim securing nut plastic covers.
60. Close liftgate glass.

**Global Technical Reference (GTR):**

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>
Liftgate glass seal	C2S 37423	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
Liftgate glass hard to close - check and adjust striker position	76.94.57	0.2 hrs.	C2S 37423
Liftgate glass hard to close - check striker position and adjust wiper motor brackets	76.94.57/01	0.8 hrs.	C2S 37423
Liftgate glass hard to close - check and adjust striker position and adjust wiper motor brackets	76.94.57/02	0.9 hrs.	C2S 37423