

Subject

**DOOR LOCKING/LATCHING DIAGNOSIS**

Model: S-TYPE

Year: 2002.5 Onwards

VIN M45255 Onwards

Section: 501

Body Systems

Sub-Section: 501-14

Handles, Locks, Latches and Entry Systems

### Summary

This Technical Bulletin has been issued, for Information only, as an aid in the diagnosis of door locking/latching issues.

### Action

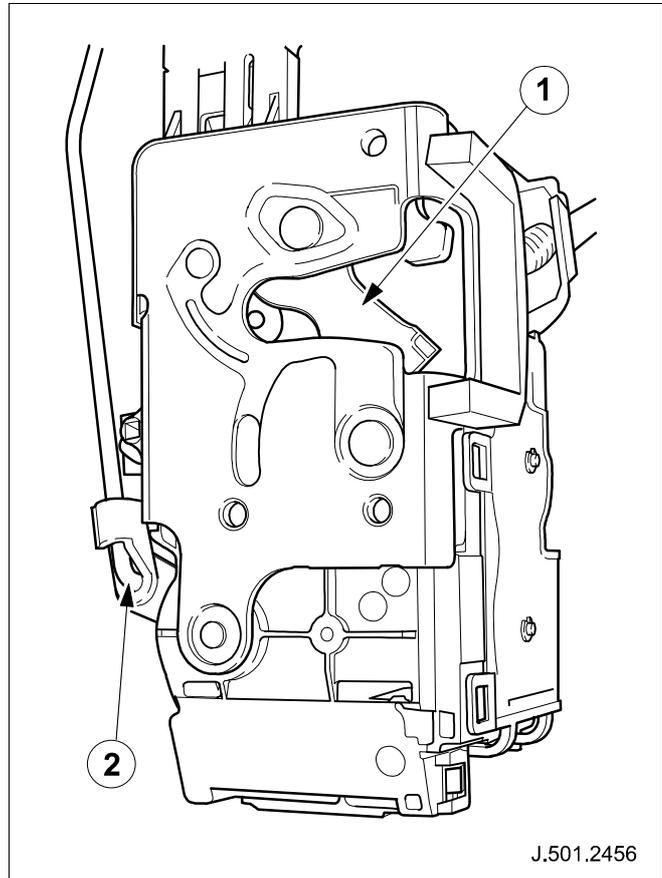
Please refer to the procedure and care points below. If electrical testing of the latching and security system is required, use the appropriate test installed on the Worldwide Diagnostic System (WDS).

**Note: To ensure deadlock latches or central lock latches are correct to specification, check part numbers using Jaguar Electronic Parts Catalogue (JEPC).**

### Component location information

Pawl (see 1 Fig. 1)

Link to exterior handle (see 2 Fig. 1)



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Fig 1

Interior Paddle System (see Fig. 2)

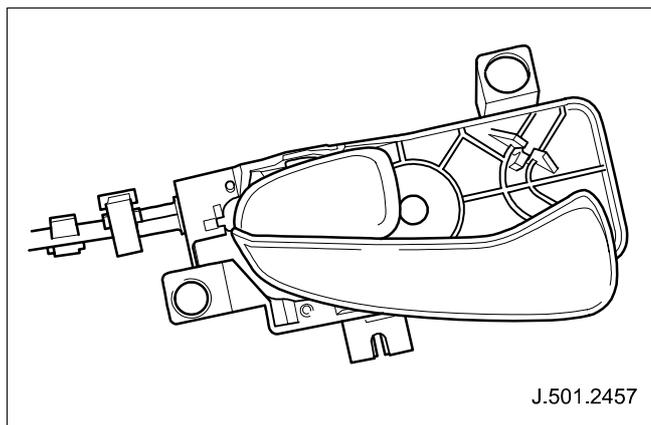


Fig. 2

**Note: Key transmitters will not operate if a key is in the ignition switch.**

Symptom	Specific Symptom	Possible Cause	Check	Resultant Action
<b>The car or a door fails to lock</b>	Key transmitter	A door, luggage compartment lid or hood is ajar	Open all doors, luggage compartment lid and hood, manually operate pawls in latches and hood switch and try key transmitter. Is issue still apparent?	Yes - Carry out electrical fault check using WDS
				No - Check door, luggage compartment lid and hood settings, pawls must be able to reach the fully latched condition
		Door latch motor failure/no signal received		Carry out electrical fault check using WDS
	Drive away locking	Door latch motor failure/no signal received		Carry out electrical fault check using WDS
	Key	Linkage rod or lock barrel operating lever is disconnected (drivers door)	Do all doors fail to lock?	Yes - Remove casing and check linkage rod connection from lock barrel to latch
				No - Carry out electrical fault check using WDS
	Interior locking paddle	Cable damaged or disconnected		Remove casing and check operation and condition of cable
		Locking paddle broken		Remove casing and check condition of locking paddle
<b>The car or a door fails to unlock</b>	Key transmitter	Door latch motor failure/no signal received		Carry out electrical fault check using WDS

Symptom	Specific Symptom	Possible Cause	Check	Resultant Action
<b>The car or a door fails to unlock cont.</b>	Key	Linkage rod or lock barrel operating lever is disconnected (drivers door)	Do all doors fail to unlock?	Yes - Remove casing and check linkage rod connection from lock barrel to latch
				No - Carry out electrical fault check using WDS
	Interior locking paddle	Cable damaged or disconnected		Remove casing and check operation and condition of cable
		Locking paddle broke		Remove casing and check condition of locking paddle
		Wrong interior handle fitted	Check unlocking paddle operates when interior release is pulled (on Federal vehicles front doors only)	Replace interior handle
		Child lock is activated	For rear door, check child lock is not activated. Door should open from exterior	Re-set child lock and advise customer
		Door is double-locked		Carry out electrical fault check using WDS
		Wrong door latch fitted	Check that a double-lock latch is not fitted in a central lock specification car	Replace door latch
<b>Door fails to latch fully</b> (does not stay closed)	Door ajar	Pawl fails to return	With door open check that pawl has latched open	Replace door latch
		Striker is too far inboard	Check door setting, door must be able to reach the fully latched condition	Re-set striker
<b>Door is difficult to open</b>		Door setting is wrong	Check door setting	Re-set door
		Pawl fails to operate	Open doors, latch over pawls, unlatch latch. Check for correct/smooth release of pawl	Replace door latch
<b>Door fails to unlatch</b>	Exterior release handle	Operating link is disconnected		Remove casing and check exterior door handle to latch linkage rod, clips and connections
				Check exterior door handle to latch linkage rod clips are retaining linkage rod during operation of exterior handle

Symptom	Specific Symptom	Possible Cause	Check	Resultant Action
Door fails to unlatch cont.	Exterior release handle cont.	Insufficient handle travel	Does interior release work?	Yes - Check exterior door handle to latch linkage rod, clips and connections
				No - Replace door latch
		Latch mechanism jammed/failed	Does interior release work?	Yes - Check exterior door handle to latch linkage rod, clips and connections
				No - Replace door latch
	Interior release handle	Cable damaged or disconnected		Remove casing and check operation and condition of cable
		Interior release handle broken		Remove casing and check condition of interior release handle
		Wrong interior handle fitted	Check unlocking paddle operates when interior release is pulled (on Federal vehicles front doors only)	Replace interior handle
		Child lock is activated	For rear door, check child lock is not activated. Door should open from exterior	Re-set child lock and advise customer
		Door is double-locked		Carry out electrical fault check using WDS
		Wrong door latch fitted	Check that a double-lock latch is not fitted in a central lock specification car	Replace door latch
		Insufficient interior release handle travel	Does exterior release work?	Yes - Remove door casing and check for correct operation and condition of interior release mechanism
				No - Replace interior release handle
		Latch mechanism jammed/failed	Does exterior release work?	Yes - Remove door casing and check for correct operation and condition of interior release mechanism
				No - Replace door latch

<b>Symptom</b>	<b>Specific Symptom</b>	<b>Possible Cause</b>	<b>Check</b>	<b>Resultant Action</b>
<b>Car locks without request</b>		Locking barrel operating lever or linkage rod is disconnected	Does locking with the key function correctly?	Yes - Carry out electrical fault check using WDS
				No - Remove casing and check linkage rod connection from lock barrel to latch