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GLASS, FRAMES AND MECHANISMS (G2401037)

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PRINCIPLE OF OPERATION

For a detailed description of the glass, frames and mechanisms and operation, refer to the relevant Description and Operation section of the workshop manual. REFER to: [Glass, Frames and Mechanisms](#) (501-11 Glass, Frames and Mechanisms, Description and Operation).

INSPECTION AND VERIFICATION

 CAUTION:

Diagnosis by substitution from a donor vehicle is **NOT** acceptable. Substitution of control modules does not guarantee confirmation of a fault and may also cause additional faults in the vehicle being checked and/or the donor vehicle.

 NOTES:

- If the control module or a component is at fault and the vehicle remains under manufacturer warranty, refer to the warranty policy and procedures manual, or determine if any prior approval program is in operation, prior to the installation of a new module/component.
- When performing voltage or resistance tests, always use a digital multimeter that has the resolution ability to view 3 decimal places. For example, on the 2 volts range can measure 1 mV or 2 kΩ range can measure 1 Ω. When testing resistance always take the resistance of the digital multimeter leads into account.
- Check and rectify basic faults before beginning diagnostic routines involving pinpoint tests.
- The window lift mechanism motor cannot be removed from the window lift mechanism assembly, if an issue with the window lift mechanism motor is diagnosed, replacement of the complete window lift mechanism assembly including motor will be required.

1. Verify the customer concern
2. Check the JLR claims submission system for open campaigns. Refer to the corresponding bulletins and SSMS which may be valid for the specific customer complaint and complete the recommendations required.
3. Visually inspect the moving glass system components for obvious signs of mechanical/electrical damage and system integrity.

Visual Inspection - Principal Moving Glass System Components

MECHANICAL	ELECTRICAL
■ Moving Glass (Window) ■ Glass ■ Window Lift Mechanism ■ Guide rail(s) ■ Slider(s) ■ Motor ■ Cables ■ Pulleys ■ Cable drum ■ Lower brackets ■ Window lift mechanism cable clip ■ Window lift mechanism fasteners ■ Sunblind mechanism ■ Door closing panel ■ Glass seal channels ■ Upper frame finisher ■ Glass Seals ■ Glass run seals ■ Inner waist seal ■ Outer waist sea/finisher	■ Supply fuses ■ Driver Door Switchpack ■ Window switch ■ Child lock switch ■ Non-Driver Door Switchpack ■ Window switch ■ Door module ■ Wiring harnesses and connectors

4. If an obvious cause for an observed or reported concern is found, correct the cause (if possible) before proceeding to the next step.

5. If the cause is not visually evident, verify the symptom and refer to the symptom chart, alternatively check for diagnostic trouble codes (Diagnostic Trouble Code(s) (DTC)s) and refer to the DTC Index.

POST REPAIR ACTIVITY

Door Window Motor Initialisation Procedure

It is critical that the Door Window Motor Initialisation Procedure REFER to: [Door Window Motor Initialization](#) (501-11 Glass, Frames and Mechanisms, General Procedures). is completed to calibrate and activate the one-touch and anti-trap functions correctly if, as part of the inspection, verification or repair process, any of the following procedures have been completed:

1. Disconnection of the door module power supply (including vehicle battery disconnection, fuse removal /replacement, disconnection of and harness elements between the supply fuse and the door module).
2. Disconnection of harness elements between the door module and the window lift mechanism motor(s)

3. Removal, refitting or replacement of any of the following components:

1. Window Lift Mechanism
2. Window
3. Glass Seals
4. Glass Seal Channels
5. Upper Frame Finisher

SYMPTOM CHART

SYMPTOM	POSSIBLE CAUSES	ACTION
Moving glass system(s) (window movements) inoperative	■ Supply fuse (s) loose /failed ■ Window switch faulty or damaged ■ Window switch electrical connector loose ■ Child lock switch faulty or damaged (only affects rear doors) ■ Child lock switch electrical connector loose (only affects rear doors) ■ Child lock feature activated (only affects rear doors) ■ Door module faulty or damaged ■ Door module electrical connector loose ■ Door module software	■ If the customer reports a moving glass system (door window) is completely inoperative, confirm if a noise can be heard from the window lift mechanism motor when attempting operation from the door window switch ■ If the inoperative door window is a rear unit, check the function of the isolator switch at the driver door switchpack ■ If the concern persists and a motor noise CANNOT be heard when operating the door window, GO to Pinpoint Test A. ■ If the concern persists and a motor noise IS heard when operating the door window, GO to Pinpoint Test B.

SYMPTOM	POSSIBLE CAUSES	ACTION
	incorrectly /partially flashed ■ Door module not initialized (windows) ■ Door module not initialized (rear door blind) ■ Sunblind mechanism motor faulty or damaged (only affects rear doors) ■ Sunblind mechanism hall sensor faulty or damaged (only affects rear doors) ■ Wiring harness faulty or damaged ■ Wiring harness connector pin(s) backed out ■ Window lift mechanism motor faulty or damaged ■ Window lift mechanism motor electrical connector loose ■ Window lift mechanism cable(s) broken or frayed ■ Window lift mechanism cable drum or pulleys seized ■ Window lift mechanism	

SYMPTOM	POSSIBLE CAUSES	ACTION
	guide rail faulty or damaged ■ Window lift mechanism sliders faulty or damaged ■ Moving glass (window) not connected to window lift mechanism ■ Moving glass (window) cracked or chipped ■ Glass seals faulty or damaged ■ Glass seals incorrectly fitted ■ Glass seal channel(s) faulty or damaged ■ Glass seal channel(s) incorrectly fitted ■ Upper frame finisher faulty or damaged ■ Upper frame finisher incorrectly fitted ■ Unintended contact to adjacent component	
Moving glass system(s) (window movements) 'one-shot' function inoperative	■ Window switch faulty or damaged ■ Window switch electrical connector loose	■ If a customer reports that a Moving Glass System cannot be operated using 'one-shot' function. Confirm if the window can be fully opened and closed at all. If the window does not move at all, see guidance for symptom 'Moving glass system(s) inoperative' above ■ If the window can be fully opened and closed, but not using the 'one-shot' function, GO to Pinpoint Test C.

SYMPTOM	POSSIBLE CAUSES	ACTION
	■ Door module not initialized (windows) ■ Door module not initialized (rear door blind) ■ Wiring harness faulty or damaged ■ Wiring harness connector(s) pin(s) backed out	
Moving glass system(s) (window movements) are consistently slow in operation	■ Wiring harness faulty or damaged ■ Window lift mechanism motor faulty or damaged ■ Window lift mechanism cable(s) broken or frayed ■ Window lift mechanism cable drum or pulleys seized ■ Window lift mechanism guide rail faulty or damaged ■ Window lift mechanism sliders faulty or damaged ■ Glass seals faulty or damaged ■ Glass seals incorrectly fitted	■ If a customer reports that a Moving Glass System is consistently slow operating. Confirm if the window closing/raising speed operates normally at room temperature ■ If the window closing/raising speed at room temperature is >100mm/s, then this constitutes design intent and no components should be replaced ■ If the window closing/raising speed at room temperature is <100mm/s GO to Pinpoint Test D.

SYMPTOM	POSSIBLE CAUSES	ACTION
	■ Glass seal channel(s) faulty or damaged ■ Glass seal channel(s) incorrectly fitted ■ Upper frame finisher faulty or damaged ■ Upper frame finisher incorrectly fitted ■ Unintended contact to adjacent component (s)	
Moving glass system(s) (window movements) consistently only partially move	■ Door module learned false limit ■ Window lift mechanism cable(s) broken or frayed ■ Window lift mechanism cable drum or pulleys seized ■ Window lift mechanism guide rail faulty or damaged ■ Window lift mechanism sliders faulty or damaged ■ Moving glass (window) cracked or chipped ■ Glass seals faulty or damaged	■ If a customer reports a Moving Glass System consistently only partially moves GO to Pinpoint Test E.

SYMPTOM	POSSIBLE CAUSES	ACTION
	■ Glass seals incorrectly fitted ■ Glass seal channel(s) faulty or damaged ■ Glass seal channel(s) incorrectly fitted ■ Upper frame finisher faulty or damaged ■ Upper frame finisher incorrectly fitted ■ Unintended contact to adjacent component (s)	
Moving glass system(s) (window movements) inconsistently have only partial movement	■ Supply fuse (s) loose ■ Window switch faulty or damaged ■ Window switch electrical connector loose ■ Child lock switch faulty or damaged (only affects rear doors) ■ Child lock switch electrical connector loose (only affects rear doors) ■ Child lock feature activated (only affects rear doors) ■ Door module	■ If a customer reports a Moving Glass System inconsistently have only partial movement GO to Pinpoint Test F.

SYMPTOM	POSSIBLE CAUSES	ACTION
	faulty or damaged ■ Door module electrical connector loose ■ Wiring harness faulty or damaged ■ Wiring harness connector(s) pin(s) backed out ■ Window lift mechanism motor faulty or damaged ■ Window lift mechanism motor electrical connector loose ■ Window lift mechanism cable(s) broken or frayed ■ Window lift mechanism cable drum or pulleys seized ■ Window lift mechanism guide rail faulty or damaged ■ Window lift mechanism sliders faulty or damaged ■ Glass seals faulty or damaged ■ Glass seals incorrectly fitted ■ Glass seal channel(s) faulty or damaged	

SYMPTOM	POSSIBLE CAUSES	ACTION
	■ Glass seal channel(s) incorrectly fitted ■ Upper frame finisher faulty or damaged ■ Upper frame finisher incorrectly fitted ■ Unintended contact to adjacent component (s)	
Moving glass system(s) (window stability) overly flexible when glass fully up (windows are closed)	■ Window lift mechanism guide rail faulty or damaged ■ Window lift mechanism sliders faulty or damaged ■ Window lift mechanism fasteners faulty or damaged ■ Window lift mechanism fasteners not secured to design intent torque ■ Moving glass (window) not connected to window lift mechanism ■ Glass seals faulty or damaged ■ Glass seals incorrectly fitted ■ Glass seal channel(s) faulty or damaged	■ If a customer reports that a Moving Glass System (window stability) is overly flexible when the glass is fully up (windows are closed) GO to Pinpoint Test G.

SYMPTOM	POSSIBLE CAUSES	ACTION
	■ Glass seal channel(s) incorrectly fitted ■ Upper frame finisher faulty or damaged ■ Upper frame finisher incorrectly fitted	
Moving glass system(s) (window stability) overly flexible when glass down (windows are open)	■ Window lift mechanism guide rail faulty or damaged ■ Window lift mechanism sliders faulty or damaged ■ Window lift mechanism fasteners faulty or damaged ■ Window lift mechanism fasteners not secured to design intent torque ■ Moving glass (window) not connected to window lift mechanism ■ Glass seals faulty or damaged ■ Glass seals incorrectly fitted ■ Glass seal channel(s) faulty or damaged ■ Glass seal channel(s) incorrectly fitted	■ If a customer reports that a Moving Glass System (window stability) is overly flexible when the glass is down (windows are open) GO to Pinpoint Test H.

SYMPTOM	POSSIBLE CAUSES	ACTION
	■ Upper frame finisher faulty or damaged ■ Upper frame finisher incorrectly fitted	
Wind noise or water leak between glass run seal and moving glass (window)	■ Door module learned false limit ■ Door module soft stop inappropriate ■ Window lift mechanism motor faulty or damaged ■ Window lift mechanism cable(s) broken or frayed ■ Window lift mechanism cable drum or pulleys seized ■ Window lift mechanism guide rail faulty or damaged ■ Window lift mechanism sliders faulty or damaged ■ Window lift mechanism fasteners faulty or damaged ■ Window lift mechanism fasteners not secured to design intent torque ■ Moving glass (window) not connected	■ If a customer reports wind noise or water leak between glass run seal and moving glass (window). Start by completing a road test to confirm the presence of the issue. If the issue is observed, tape the moving glass (window) to glass run seal connection separately along the upper portion of the glass run seal and along the two vertical portions of the glass run seal. With the connection fully sealed by tape, complete the road test again. ■ If the issue is still present, the leak is NOT between the glass run seal and the moving glass (window). Continue investigations as required. ■ If issue is NO LONGER present, first remove the tape from along the vertical portions of the glass run seal and continue the road test. ■ If the issue then re-occurs, this indicates that the leak is between the vertical portions of the glass run seal and the moving glass (window). GO to Pinpoint Test I. ■ If issue is NOT evident with tape removed from vertical portions of glass run seal, this may indicate that the leak is between upper portion of glass run seal and the moving glass (window). GO to Pinpoint Test J.

SYMPTOM	POSSIBLE CAUSES	ACTION
	to window lift mechanism ■ Moving glass (window) cracked or chipped ■ Glass seals faulty or damaged ■ Glass seals incorrectly fitted ■ Glass seal channel(s) faulty or damaged ■ Glass seal channel(s) incorrectly fitted ■ Upper frame finisher faulty or damaged ■ Upper frame finisher incorrectly fitted	
Moving glass system(s) noisy during operation	■ Window lift mechanism motor faulty or damaged ■ Window lift mechanism cable(s) broken or frayed ■ Window lift mechanism cable drum or pulleys seized ■ Window lift mechanism guide rail faulty or damaged ■ Window lift mechanism sliders faulty or damaged	■ If a customer reports Moving glass system(s) are noisy during operation, GO to Pinpoint Test K. ■ If a customer reports Moving glass system(s) are noisy (rattling) during door closing, GO to Pinpoint Test L.

SYMPTOM	POSSIBLE CAUSES	ACTION
	■ Window lift mechanism fasteners faulty or damaged ■ Window lift mechanism fasteners not secured to design intent torque ■ Window lift mechanism cable anti-rattle clip faulty or damaged ■ Window lift mechanism cable anti-rattle clip incorrectly fitted ■ Window lift mechanism cable anti-rattle clip not connected to cable ■ Window lift mechanism cable anti-rattle clip not connected to mating part ■ Window lift mechanism cable anti-rattle clip tail not secured ■ Moving glass (window) not connected to window lift mechanism ■ Moving glass (window) cracked or chipped	

SYMPTOM	POSSIBLE CAUSES	ACTION
	■ Glass seals faulty or damaged ■ Glass seals incorrectly fitted ■ Glass seal channel(s) faulty or damaged ■ Glass seal channel(s) incorrectly fitted ■ Upper frame finisher faulty or damaged ■ Upper frame finisher incorrectly fitted ■ Unintended contact to adjacent component (s)	
Moving glass system(s) noisy during door close	■ Window lift mechanism cable(s) broken or frayed ■ Window lift mechanism guide rail faulty or damaged ■ Window lift mechanism sliders faulty or damaged ■ Window lift mechanism fasteners faulty or damaged ■ Window lift mechanism fasteners not secured to design intent torque	■ If a customer reports Moving glass system(s) are noisy (rattling) during door closing, GO to Pinpoint Test L.

SYMPTOM	POSSIBLE CAUSES	ACTION
	■ Window lift mechanism cable anti-rattle clip faulty or damaged ■ Window lift mechanism cable anti-rattle clip incorrectly fitted ■ Window lift mechanism cable anti-rattle clip not connected to cable ■ Window lift mechanism cable anti-rattle clip not connected to mating part ■ Window lift mechanism cable anti-rattle clip tail not secured ■ Moving glass (window) not connected to window lift mechanism ■ Glass seals faulty or damaged ■ Glass seals incorrectly fitted ■ Glass seal channel(s) faulty or damaged ■ Glass seal channel(s) incorrectly fitted	

SYMPTOM	POSSIBLE CAUSES	ACTION
	■ Upper frame finisher faulty or damaged ■ Upper frame finisher incorrectly fitted ■ Unintended contact to adjacent component (s)	
Moving glass system(s) have nuisance bounce back	■ Door module software incorrectly /partially flashed ■ Window lift mechanism motor faulty or damaged ■ Window lift mechanism hall sensor faulty or damaged ■ Window lift mechanism motor electrical connector loose ■ Window lift mechanism cable(s) broken or frayed ■ Window lift mechanism cable drum or pulleys seized ■ Window lift mechanism guide rail faulty or damaged ■ Window lift mechanism sliders faulty or damaged	■ If a customer reports that the moving glass system(s) either automatically reverse movement direction during closing or have nuisance bounce back, GO to Pinpoint Test M.

SYMPTOM	POSSIBLE CAUSES	ACTION
	■ Window lift mechanism fasteners faulty or damaged ■ Window lift mechanism fasteners not secured to design intent torque ■ Moving glass (window) not connected to window lift mechanism ■ Moving glass (window) cracked or chipped ■ Glass seals faulty or damaged ■ Glass seals incorrectly fitted ■ Glass seal channel(s) faulty or damaged ■ Glass seal channel(s) incorrectly fitted ■ Upper frame finisher faulty or damaged ■ Upper frame finisher incorrectly fitted ■ Unintended contact to adjacent component (s)	
Moving glass system(s) moving in steps during		■ If a customer reports moving glass system(s) are only moving in a small step each time the switch is pressed, GO to Pinpoint Test N.

SYMPTOM	POSSIBLE CAUSES	ACTION
operation	■ Wiring harness faulty or damaged ■ Wiring harness connector(s) pin(s) backed out ■ Window lift mechanism motor faulty or damaged ■ Window lift mechanism hall sensor faulty or damaged ■ Window lift mechanism motor electrical connector loose	

PINPOINT TEST A : MOVING GLASS SYSTEM INOPERATIVE (MOTOR NOISE CANNOT BE HEARD)	
A1: CHECK FOR RELATED DIAGNOSTIC TROUBLE CODES	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Using the Jaguar Land Rover approved diagnostic equipment, perform routine - On demand self test (0x0202) and check for related DTCs. For a list of Diagnostic Trouble Codes (DTCs) that could be set on this vehicle, please refer to Section 100-00. REFER to: Diagnostic Trouble Code Index - DTC: Driver/ Passenger/ Rear Door Module (DDM/PDM/RDM) (100-00 General Information, Description and Operation).
	Are there any relevant DTCs set? Yes If relevant DTC is set, address the specific issue(s) described. When repairs have been completed, retest window operation, if the issue is resolved, record cause as in-line with set Diagnostic Trouble Code. If the concern persists, GO toA2. No GO toA2.
A2: CHECK IF DOOR MODULE SOFTWARE UPDATES AVAILABLE AND COMPLETE DOOR MODULE INITIALISATION PROCEDURE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Using the Jaguar Land Rover approved diagnostic equipment, check if software updates for the driver/passenger /rear door module are available.
	Are door module software updates required? Yes

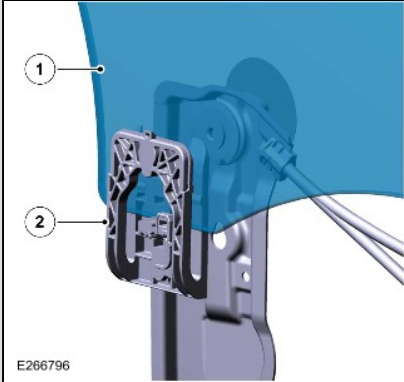
A2: CHECK IF DOOR MODULE SOFTWARE UPDATES AVAILABLE AND COMPLETE DOOR MODULE INITIALISATION PROCEDURE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	Install the latest relevant level of software to the driver/passenger/rear door module. When latest software installed complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU lost initialization. If the concern persists, GO to A3. No Using the Jaguar Land Rover approved diagnostic equipment, complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU software issue. If the concern persists, GO to A3.
A3: CHECK FUNCTIONALITY WHEN OPERATED FROM WINDOW SWITCH IN AFFECTED DOOR AND FROM WINDOW SWITCH IN DRIVER DOOR	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check window operation from both the window switch in the door exhibiting the issue and the corresponding window switch in driver door.
	Does the window operate from either switch? Yes If the issue is with the REAR DOOR, confirm child lock switch in driver door is not activated. If active, deactivate and retest window operation. If the child lock is not activated, investigate the issue at the non-functioning switch. Check connections to the affected switchpack for loose connectors, backed out pin(s) and rectify as required, then retest window operation. If the issue is resolved, record cause as window switchpack connection loose. If any switchpack components are found to be faulty, replace the affected switchpack and retest window operation. If the issue is resolved, record cause as window switchpack component fault. If the switchpack does not have power supply, GO to A4. . If the issue is not/not only with the rear doors, check connections to the affected switchpack for loose connectors, backed out pin(s) and rectify as required, then retest window operation. If the issue is resolved, record cause as window switchpack connection loose. If any switchpack components are found to be faulty, replace the affected switchpack and retest window operation. If the issue is resolved, record cause as window switchpack component fault. No GO to A4.
A4: CHECK DOOR MODULE SUPPLY FUSE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Refer to the electrical circuit diagrams and identify the correct fuse(s), then check electrical connections and integrity.
	Is there an issue with the door module supply fuse? Yes If the fuse / fuse connection is loose, secure and retest window operation, if the issue is resolved, record cause as DCU Supply fuse / fuse connection loose. If the fuse has blown, replace and retest window operation, if the issue is resolved, record cause as DCU Supply fuse blown. No If the fuse is correctly connected and functioning, GO to A5.
A5: CHECK DOOR MODULE HARNESS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Refer to the electrical circuit diagrams and check the wiring harness to the door module for loose electrical connections.
	Is there an issue with loose electrical connections or other wiring faults at the door module wiring harness? Yes If a connection is loose, secure and retest window operation. If the issue is resolved, record cause as Electrical harness to DCU connection loose. If the electrical connectors are secure then, using a multimeter, measure the door module supply voltage (at the door module connector). Check if the door module supply voltage is greater than 10v. If

A5: CHECK DOOR MODULE HARNESS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	the voltage is LESS than 10v, this suggests the issue may be a wiring fault on the supply circuit between the supply fuse and the door module. Check the door module supply circuit backed out pin(s) and short circuit to ground, short circuit to power, open circuit, high resistance and rectify as required. Retest window operation. If the issue is resolved, record cause as Electrical harness fault. If the voltage is GREATER than 10v then, using a multimeter, measure the output voltage from the door module to the window lift motor at the door module connector. Check if the door module output voltage to the window lift motor is greater than 10v. If the voltage is LESS than 10v, this suggests the issue may be with the door module. Replace the affected door module. Retest window operation. If the issue is resolved, record cause as DCU hardware fault. No GO toA6.
A6: CHECK WINDOW LIFT MECHANISM MOTOR	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Refer to the electrical circuit diagrams and check the wiring harness to the window lift mechanism motor for loose electrical connections. If connection is loose, secure and retest window operation. If the issue is resolved, record cause as Electrical harness to window lift motor electrical connection loose.
	2 If electrical connector(s) are secure then, using a multimeter, measure the supply voltage to the window lift mechanism motor (at the window lift mechanism motor connector) when window operation is being attempted.
	Is the window lift motor supply voltage greater than 10v (at the window lift mechanism motor connector)? Yes This would indicate that the issue is with window lift mechanism motor, replace the window lift mechanism and retest window operation. If the issue is resolved record cause as Window lift mechanism motor fault. If the concern persists, GO toA7. No This would indicate that the issue is between the door module and the window lift mechanism motor. Check for connector pin(s) backed out or short circuit to ground, short circuit to power, open circuit, high resistance and rectify as required. Then, retest window operation. If the issue is resolved, record cause as Electrical harness fault.
A7: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.
	Is the issue or concern still present? Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

PINPOINT TEST B : MOVING GLASS SYSTEM INOPERATIVE (MOTOR NOISE IS HEARD)	
B1: CHECK THE WINDOW IS SECURED TO THE WINDOW LIFT MECHANISM	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.

PINPOINT TEST B : MOVING GLASS SYSTEM INOPERATIVE (MOTOR NOISE IS HEARD)

B1: CHECK THE WINDOW IS SECURED TO THE WINDOW LIFT MECHANISM

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
 E266796	NOTE: Illustration shows a window without a bonded a window lift mechanism attachment bracket: 1 - Window; 2 - Window Lift Mechanism Slider. 2 If the window does not have bonded window lift mechanism attachment brackets, then, with reference to the illustration supplied, check if the window is correctly engaged with the window lift mechanism slider(s).
	Is the window correctly engaged with the window lift mechanism slider(s)? Yes GO toB2. No Resecure the window to the window lift mechanism slider(s) and retest window operation. If the issue is resolved, record cause as Window disconnected from window lift mechanism slider. If the window to window lift mechanism connection cannot be secured replace the window lift mechanism, making sure to correctly secure the window to the window lift mechanism slider(s), then retest window operation. If the issue is resolved, record cause as Window lift mechanism slider fault.

B2: CHECK THE WINDOW LIFT MECHANISM FUNCTIONALITY

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	2 Remove the window.
	3 Attempt to operate the window lift mechanism up and down from the window switch when the mechanism is still installed within the door.
	Is the window lift mechanism functional and able to freely move from fully up to fully down without abnormal noise? Yes GO toB3. No Replace the window lift mechanism and retest. If the issue is resolved, visually inspect the faulty window lift mechanism that was removed from the vehicle and record cause as appropriate: Window lift mechanism failed - cable(s) broken or frayed / Window lift mechanism failed - cable drum or pulleys seized / Window lift mechanism failed - de-cabled / Window lift mechanism failed - un-identifiable.

B3: CHECK THE WINDOW CONDITION

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the window and visually inspect its condition for signs of damage.
	Does the window show any signs of damage (for example, cracks or chips)? Yes

B3: CHECK THE WINDOW CONDITION	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	If the window shows signs of damage (for example, cracks or chips), replace the window and retest window operation. If the issue is resolved, record cause as Window glass damaged. If, after completing the repairs as described above, the concern persists, GO toB4. No GO toB4.
B4: CHECK THE GLASS SEALS ARE FREE FROM FOREIGN MATERIAL	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check for any foreign material or obstructions in the glass seals.
	Are there signs of any foreign material(s) or obstructions in the glass seals? Yes If foreign material is found within the glass seals, remove material or replace the seal as required and retest window operation, if the issue is resolved, record cause as Foreign material in glass seals. No GO toB5.
B5: CHECK THE GLASS SEALS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the glass seals for correctly installation.
	Are the glass seals correctly installed? Yes GO toB6. No Install the glass seals correctly and retest window operation, if the issue is resolved, record cause as Glass seals incorrectly installed.
B6: CHECK THE GLASS SEAL CHANNELS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
 NOTE: Glass seal channels are either part of the Door BIW, B-Pillar Capping, C-Pillar Capping or part of the Door Fixed Quarter Glass.	
	1 Check the glass seal channels are installed correctly?
	Are the glass seal channels correctly fitted and secured to BIW with fixings tightened to correct tightening torque? Yes GO toB7. No Install the glass seal channel(s) correctly and retest window operation, if the issue is resolved, record cause as Glass seal channel(s) incorrectly installed.
B7: CHECK THE UPPER FRAME FINISHER IS INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Inspect the upper frame finisher for correct installation.

B7: CHECK THE UPPER FRAME FINISHER IS INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	Is the upper frame finisher correctly fitted and secured to BIW? Yes GO toB8. No Install the upper frame finisher correctly and retest window operation, if the issue is resolved, record cause as Upper frame finisher incorrectly installed. If concern persists, GO toB8.
B8: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.
	Is the issue or concern still present? Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

PINPOINT TEST C : MOVING GLASS SYSTEM 'ONE-SHOT' FUNCTION INOPERATIVE	
C1: CHECK FOR RELATED DIAGNOSTIC TROUBLE CODES	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Using the Jaguar Land Rover approved diagnostic equipment, perform routine - On demand self test (0x0202) and check for related DTCs. For a list of Diagnostic Trouble Codes (DTCs) that could be set on this vehicle, please refer to Section 100-00. REFER to: Diagnostic Trouble Code Index - DTC: Driver/ Passenger/ Rear Door Module (DDM/PDM/RDM) (100-00 General Information, Description and Operation).
	Are there any relevant DTCs set? Yes If a relevant DTC is set, address the specific issue(s) described. When repairs have been completed, retest window operation, if the issue is resolved, record cause as in-line with set Diagnostic Trouble Code. If the concern persists, GO toC2. No GO toC2.
C2: CHECK IF DOOR MODULE SOFTWARE UPDATES AVAILABLE AND COMPLETE DOOR MODULE INITIALISATION PROCEDURE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Using the Jaguar Land Rover approved diagnostic equipment, check if software updates for the driver/passenger /rear door module are available.
	Are door module software updates required? Yes Install the latest relevant level of software to the driver/passenger/rear door module. When latest software installed complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU lost initialization. If the concern persists, GO toC3. No

C2: CHECK IF DOOR MODULE SOFTWARE UPDATES AVAILABLE AND COMPLETE DOOR MODULE INITIALISATION PROCEDURE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	Using the Jaguar Land Rover approved diagnostic equipment, complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU software issue . If the concern persists, GO toC3 .
C3: CHECK FUNCTIONALITY WHEN OPERATED FROM WINDOW SWITCH IN AFFECTED DOOR AND FROM WINDOW SWITCH IN DRIVER DOOR	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check window operation from both the window switch in the door exhibiting the issue and the corresponding window switch in driver door.
	Does the window operate from either switch? Yes If the issue is with the REAR DOOR, confirm child lock switch in driver door is not activated. If active, deactivate and retest window operation. If the child lock is not activated, investigate the issue at the non-functioning switch. Check connections to the affected switchpack for loose connectors, backed out pin(s) and rectify as required, then retest window operation. If the issue is resolved, record cause as window switchpack connection loose. If any switchpack components are found to be faulty, replace the affected switchpack and retest window operation. If the issue is resolved, record cause as window switchpack component fault. If the switchpack does not have power supply, GO toC4. If the issue is not/not only with the rear doors, check connections to the affected switchpack for loose connectors, backed out pin(s) and rectify as required, then retest window operation. If the issue is resolved, record cause as window switchpack connection loose. If any switchpack components are found to be faulty, replace the affected switchpack and retest window operation. If the issue is resolved, record cause as window switchpack component fault. No GO toC4.
C4: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.
	Is the issue or concern still present? Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

PINPOINT TEST D : MOVING GLASS SYSTEM(S) (WINDOW MOVEMENTS) ARE CONSISTENTLY SLOW OPERATING	
D1: CHECK THE GLASS SEALS ARE FREE FROM FOREIGN MATERIAL	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check for any foreign material or obstructions in the glass seals.
	Are there signs of any foreign material(s) or obstructions in the glass seals? Yes If foreign material is found within the glass seals, remove material or replace the seal as required and retest window operation, if the issue is resolved, record cause as Foreign material in glass seals. No

PINPOINT TEST D : MOVING GLASS SYSTEM(S) (WINDOW MOVEMENTS) ARE CONSISTENTLY SLOW OPERATING	
D1: CHECK THE GLASS SEALS ARE FREE FROM FOREIGN MATERIAL	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	GO toD3.
D2: CHECK THE GLASS SEALS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the glass seals for correctly installation.
	Are the glass seals correctly installed? Yes GO toD3. No Install the glass seals correctly and retest window operation, if the issue is resolved, record cause as Glass seals incorrectly installed.
D3: CHECK THE GLASS SEAL CHANNELS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
 NOTE: Glass seal channels are either part of the Door BIW, B-Pillar Capping, C-Pillar Capping or part of the Door Fixed Quarter Glass.	
	1 Check the glass seal channels are installed correctly?
	Are the glass seal channels correctly fitted and secured to BIW with fixings tightened to correct tightening torque? Yes GO toD4. No Install the glass seal channel(s) correctly and retest window operation, if the issue is resolved, record cause as Glass seal channel(s) incorrectly installed.
D4: CHECK THE WINDOW CONDITION	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the window and visually inspect its condition for signs of damage.
	Does the window show any signs of damage (for example, cracks or chips)? Yes If the window shows signs of damage (for example, cracks or chips), replace the window and retest window operation. If the issue is resolved, record cause as Window glass damaged. If, after completing the repairs as described above, the concern persists, GO toD5. No GO toD5.
D5: CHECK DOOR MODULE HARDWARE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Refer to the electrical circuit diagrams and, using a multimeter, measure the door module supply voltage (at the door module connector). Check if the door module supply voltage is greater than 10v.

D5: CHECK DOOR MODULE HARDWARE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	Is the door module supply voltage greater than 10v (measured at the door module connector)? Yes If the voltage is GREATER than 10v then, using a multimeter, measure the output voltage from the door module to the window lift motor at the door module connector. Check if the door module output voltage to the window lift motor is greater than 10v. If the voltage is LESS than 10v, this suggests the issue may be with the door module. Replace the affected door module. Retest window operation. If the issue is resolved, record cause as DCU hardware fault. If the voltage is LESS than 10v, GO toD6. No This suggests the issue may be a wiring fault on the supply circuit between the supply fuse and the door module. Check the door module supply circuit backed out pin(s) and short circuit to ground, short circuit to power, open circuit, high resistance and rectify as required. Retest window operation. If the issue is resolved, record cause as Electrical harness fault.
D6: CHECK WINDOW LIFT MECHANISM MOTOR	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Refer to the electrical circuit diagrams and, using a multimeter, measure the supply voltage to the window lift mechanism motor (at the window lift mechanism motor connector) when window operation is being attempted.
	Is the window lift motor supply voltage greater than 10v (at the window lift mechanism motor connector)? Yes GO toD7. No This would indicate that the issue is between the door module and the window lift mechanism motor. Check for connector pin(s) backed out or short circuit to ground, short circuit to power, open circuit, high resistance and rectify as required. Then, retest window operation. If the issue is resolved, record cause as Electrical harness fault.
D7: CHECK THE WINDOW LIFT MECHANISM FUNCTIONALITY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	2 Remove the window.
	3 Attempt to operate the window lift mechanism up and down from the window switch when the mechanism is still installed within the door.
	Is the window lift mechanism functional and able to freely move from fully up to fully down without abnormal noise? Yes GO toD8. No Replace the window lift mechanism and retest. If the issue is resolved, visually inspect the faulty window lift mechanism that was removed from the vehicle and record cause as appropriate: Window lift mechanism failed - cable(s) broken or frayed / Window lift mechanism failed - cable drum or pulleys seized / Window lift mechanism failed - de-cabled / Window lift mechanism failed - un-identifiable. If the problem persists, GO toD8.
D8: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.
	Is the issue or concern still present? Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must

D8: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

PINPOINT TEST E : MOVING GLASS SYSTEM (WINDOW MOVEMENT) CONSISTENTLY ONLY PARTIALLY MOVES	
E1: CHECK FOR RELATED DIAGNOSTIC TROUBLE CODES	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Using the Jaguar Land Rover approved diagnostic equipment, perform routine - On demand self test (0x0202) and check for related DTCs. For a list of Diagnostic Trouble Codes (DTCs) that could be set on this vehicle, please refer to Section 100-00. REFER to: Diagnostic Trouble Code Index - DTC: Driver/ Passenger/ Rear Door Module (DDM/PDM/RDM) (100-00 General Information, Description and Operation).
	Are there any relevant DTCs set? Yes If a relevant DTC is set, address the specific issue(s) described. When repairs have been completed, retest window operation, if the issue is resolved, record cause as in-line with set Diagnostic Trouble Code. If the concern persists, GO toE2. No GO toE2.
E2: CHECK IF DOOR MODULE SOFTWARE UPDATES AVAILABLE AND COMPLETE DOOR MODULE INITIALISATION PROCEDURE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Using the Jaguar Land Rover approved diagnostic equipment, check if software updates for the driver/passenger /rear door module are available.
	Are door module software updates required? Yes Install the latest relevant level of software to the driver/passenger/rear door module. When latest software installed complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU lost initialization. If the concern persists, GO toE3. No Using the Jaguar Land Rover approved diagnostic equipment, complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU software issue. If the concern persists, GO toE3.
E3: CHECK THE GLASS SEALS ARE FREE FROM FOREIGN MATERIAL	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check for any foreign material or obstructions in the glass seals.
	Are there signs of any foreign material(s) or obstructions in the glass seals? Yes If foreign material is found within the glass seals, remove material or replace the seal as required and retest window operation, if the issue is resolved, record cause as Foreign material in glass seals. No GO toE4.

E4: CHECK THE GLASS SEALS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the glass seals for correctly installation.
	Are the glass seals correctly installed? Yes GO toE5. No Install the glass seals correctly and retest window operation, if the issue is resolved, record cause as Glass seals incorrectly installed.
E5: CHECK THE GLASS SEAL CHANNELS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
 NOTE: Glass seal channels are either part of the Door BIW, B-Pillar Capping, C-Pillar Capping or part of the Door Fixed Quarter Glass.	
	1 Check the glass seal channels are installed correctly?
	Are the glass seal channels correctly fitted and secured to BIW with fixings tightened to correct tightening torque? Yes GO toE6. No Install the glass seal channel(s) correctly and retest window operation, if the issue is resolved, record cause as Glass seal channel(s) incorrectly installed.
E6: CHECK THE WINDOW CONDITION	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the window and visually inspect its condition for signs of damage.
	Does the window show any signs of damage (for example, cracks or chips)? Yes If the window shows signs of damage (for example, cracks or chips), replace the window and retest window operation. If the issue is resolved, record cause as Window glass damaged. If, after completing the repairs as described above, the concern persists, GO toE7. No GO toE7.
E7: CHECK THE WINDOW LIFT MECHANISM FUNCTIONALITY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	2 Remove the window.
	3 Attempt to operate the window lift mechanism up and down from the window switch when the mechanism is still installed within the door.
	Is the window lift mechanism functional and able to freely move from fully up to fully down without abnormal noise? Yes GO toE8. No

E7: CHECK THE WINDOW LIFT MECHANISM FUNCTIONALITY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	Replace the window lift mechanism and retest. If the issue is resolved, visually inspect the faulty window lift mechanism that was removed from the vehicle and record cause as appropriate: Window lift mechanism failed - cable(s) broken or frayed / Window lift mechanism failed - cable drum or pulleys seized / Window lift mechanism failed - de-cabled / Window lift mechanism failed - un-identifiable.
E8: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.
	Is the issue or concern still present? Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

PINPOINT TEST F : MOVING GLASS SYSTEM INCONSISTENTLY ONLY PARTIALLY MOVES	
F1: CHECK FOR RELATED DIAGNOSTIC TROUBLE CODES	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Using the Jaguar Land Rover approved diagnostic equipment, perform routine - On demand self test (0x0202) and check for related DTCs. For a list of Diagnostic Trouble Codes (DTCs) that could be set on this vehicle, please refer to Section 100-00. REFER to: Diagnostic Trouble Code Index - DTC: Driver/ Passenger/ Rear Door Module (DDM/PDM/RDM) (100-00 General Information, Description and Operation).
	Are there any relevant DTCs set? Yes If a relevant DTC is set, address the specific issue(s) described. When repairs have been completed, retest window operation, if the issue is resolved, record cause as in-line with set Diagnostic Trouble Code. If the concern persists, GO to F2. No GO to F2.
F2: CHECK FUNCTIONALITY WHEN OPERATED FROM WINDOW SWITCH IN AFFECTED DOOR AND FROM WINDOW SWITCH IN DRIVER DOOR	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check window operation from both the window switch in the door exhibiting the issue and the corresponding window switch in driver door.
	Does the window operate from either switch? Yes If the issue is with the REAR DOOR, confirm child lock switch in driver door is not activated. If active, deactivate and retest window operation. If the child lock is not activated, investigate the issue at the non-functioning switch. Check connections to the affected switchpack for loose connectors, backed out pin(s) and rectify as required, then retest window operation. If the issue is resolved, record cause as window switchpack connection loose. If any switchpack components are found to be faulty, replace the affected switchpack and retest window operation. If the issue is resolved, record cause as window switchpack component fault. If the switchpack does not have power supply, GO to F3. . If the issue is not/not only with the rear doors, check connections to the affected switchpack for loose connectors, backed out

F2: CHECK FUNCTIONALITY WHEN OPERATED FROM WINDOW SWITCH IN AFFECTED DOOR AND FROM WINDOW SWITCH IN DRIVER DOOR	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	pin(s) and rectify as required, then retest window operation. If the issue is resolved, record cause as window switchpack connection loose. If any switchpack components are found to be faulty, replace the affected switchpack and retest window operation. If the issue is resolved, record cause as window switchpack component fault. No GO toF3.
F3: CHECK DOOR MODULE SUPPLY FUSE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Refer to the electrical circuit diagrams and identify the correct fuse(s), then check electrical connections and integrity.
	Is there an issue with the door module supply fuse? Yes If the fuse / fuse connection is loose, secure and retest window operation, if the issue is resolved, record cause as DCU Supply fuse / fuse connection loose. If the fuse has blown, replace and retest window operation, if the issue is resolved, record cause as DCU Supply fuse blown. No If the fuse is correctly connected and functioning, GO toF4.
F4: CHECK DOOR MODULE HARDWARE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Refer to the electrical circuit diagrams and, using a multimeter, measure the door module supply voltage (at the door module connector). Check if the door module supply voltage is greater than 10v.
	Is the door module supply voltage greater than 10v (measured at the door module connector)? Yes If the voltage is GREATER than 10v then, using a multimeter, measure the output voltage from the door module to the window lift motor at the door module connector. Check if the door module output voltage to the window lift motor is greater than 10v. If the voltage is LESS than 10v, this suggests the issue may be with the door module. Replace the affected door module. Retest window operation. If the issue is resolved, record cause as DCU hardware fault. If the voltage is LESS than 10v, GO to Pinpoint Test E. No This suggests the issue may be a wiring fault on the supply circuit between the supply fuse and the door module. Check the door module supply circuit backed out pin(s) and short circuit to ground, short circuit to power, open circuit, high resistance and rectify as required. Retest window operation. If the issue is resolved, record cause as Electrical harness fault.
F5: CHECK WINDOW LIFT MECHANISM MOTOR	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Refer to the electrical circuit diagrams and then, using a multimeter, measure the supply voltage to the window lift mechanism motor (at the window lift mechanism motor connector) when window operation is being attempted.
	Is the window lift motor supply voltage greater than 10v (at the window lift mechanism motor connector)? Yes GO toF6. No This would indicate that the issue is between the door module and the window lift mechanism motor. Check for connector pin(s) backed out or short circuit to ground, short circuit to power, open circuit, high resistance and rectify as required. Then, retest window operation. If the issue is resolved, record cause as Electrical harness fault.

F6: CHECK THE WINDOW CONDITION	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the window and visually inspect its condition for signs of damage.
	Does the window show any signs of damage (for example, cracks or chips)? Yes If the window shows signs of damage (for example, cracks or chips), replace the window and retest window operation. If the issue is resolved, record cause as Window glass damaged. If, after completing the repairs as described above, the concern persists, GO toF7. No GO toF7.
F7: CHECK THE GLASS SEALS ARE FREE FROM FOREIGN MATERIAL	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check for any foreign material or obstructions in the glass seals.
	Are there signs of any foreign material(s) or obstructions in the glass seals? Yes If foreign material is found within the glass seals, remove material or replace the seal as required and retest window operation, if the issue is resolved, record cause as Foreign material in glass seals. No GO toF8.
F8: CHECK THE GLASS SEALS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the glass seals for correctly installation.
	Are the glass seals correctly installed? Yes GO toF9. No Install the glass seals correctly and retest window operation, if the issue is resolved, record cause as Glass seals incorrectly installed.
F9: CHECK THE GLASS SEAL CHANNELS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
 NOTE: Glass seal channels are either part of the Door BIW, B-Pillar Capping, C-Pillar Capping or part of the Door Fixed Quarter Glass.	
	1 Check the glass seal channels are installed correctly?
	Are the glass seal channels correctly fitted and secured to BIW with fixings tightened to correct tightening torque? Yes GO toF10. No Install the glass seal channel(s) correctly and retest window operation, if the issue is resolved, record cause as Glass seal channel(s) incorrectly installed.

F10: CHECK THE UPPER FRAME FINISHER IS INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Inspect the upper frame finisher for correct installation.
	Is the upper frame finisher correctly fitted and secured to BIW? Yes GO to F11. No Install the upper frame finisher correctly and retest window operation, if the issue is resolved, record cause as Upper frame finisher incorrectly installed.
F11: CHECK THE WINDOW LIFT MECHANISM FUNCTIONALITY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	2 Remove the window.
	3 Attempt to operate the window lift mechanism up and down from the window switch when the mechanism is still installed within the door.
	Is the window lift mechanism functional and able to freely move from fully up to fully down without abnormal noise? Yes GO to F12. No Replace the window lift mechanism and retest. If the issue is resolved, visually inspect the faulty window lift mechanism that was removed from the vehicle and record cause as appropriate: Window lift mechanism failed - cable(s) broken or frayed / Window lift mechanism failed - cable drum or pulleys seized / Window lift mechanism failed - de-cabled / Window lift mechanism failed - un-identifiable. If the problem persists, GO to F12.
F12: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.
	Is the issue or concern still present? Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

PINPOINT TEST G : MOVING GLASS SYSTEM OVERLY FLEXIBLE (WINDOW STABILITY) WHEN GLASS UP (WINDOWS ARE CLOSED)	
G1: CHECK THE GLASS SEALS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the glass seals for correctly installation.
	Are the glass seals correctly installed? Yes GO to G2.

PINPOINT TEST G : MOVING GLASS SYSTEM OVERLY FLEXIBLE (WINDOW STABILITY) WHEN GLASS UP (WINDOWS ARE CLOSED)

G1: CHECK THE GLASS SEALS ARE INSTALLED CORRECTLY

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	No Install the glass seals correctly and retest window operation, if the issue is resolved, record cause as Glass seals incorrectly installed.

G2: CHECK THE GLASS SEAL CHANNELS ARE INSTALLED CORRECTLY

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
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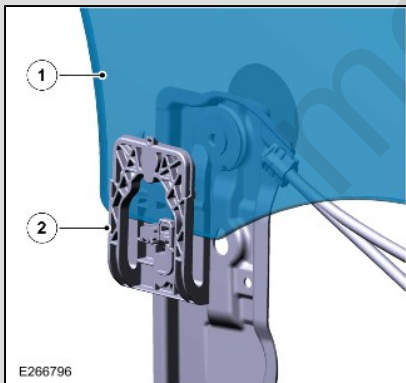


NOTE:

Glass seal channels are either part of the Door BIW, B-Pillar Capping, C-Pillar Capping or part of the Door Fixed Quarter Glass.

	1 Check the glass seal channels are installed correctly?
	Are the glass seal channels correctly fitted and secured to BIW with fixings tightened to correct tightening torque? Yes GO to G3. No Install the glass seal channel(s) correctly and retest window operation, if the issue is resolved, record cause as Glass seal channel(s) incorrectly installed.

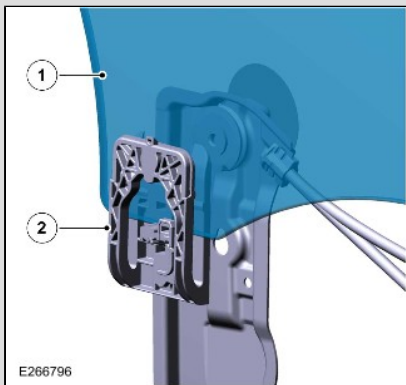
G3: CHECK THE WINDOW IS SECURED TO THE WINDOW LIFT MECHANISM

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	NOTE: Illustration shows a window without a bonded a window lift mechanism attachment bracket: 1 - Window; 2 - Window Lift Mechanism Slider. 2 If the window does not have bonded window lift mechanism attachment brackets, then, with reference to the illustration supplied, check if the window is correctly engaged with the window lift mechanism slider(s).
	Is the window correctly engaged with the window lift mechanism slider(s)? Yes GO to G4. No Resecure the window to the window lift mechanism slider(s) and retest window operation. If the issue is resolved, record cause as Window disconnected from window lift mechanism slider. If the window to window lift mechanism connection cannot be secured replace the window lift mechanism, making sure to correctly secure the window to the window lift mechanism slider(s), then retest window operation. If the issue is resolved, record cause as Window lift mechanism slider fault.

G4: CHECK THE WINDOW CONDITION	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the window and visually inspect its condition for signs of damage.
	Does the window show any signs of damage (for example, cracks or chips)? Yes If the window shows signs of damage (for example, cracks or chips), replace the window and retest window operation. If the issue is resolved, record cause as Window glass damaged. If, after completing the repairs as described above, the concern persists, GO to G5. No GO to G5.
G5: CHECK THE WINDOW LIFT MECHANISM FIXINGS TO DOOR	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and covers for the fixing access holes so that the window lift mechanism fixings to the door can be clearly viewed.
	2 Check all fasteners are tightened to released/specified torque.
	Are all fasteners tightened to released/specified torque? Yes GO to G6. No Re-tighten the affected fasteners and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fixing(s) not tightened to specified torque. Note: Please make sure you describe which particular fixing(s) were loose/required re-tightening to correct torque. If the window lift mechanism fixings cannot be correctly tightened, replace the fixings making sure the new fixings are tightened to released/specified torque and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fastener fault. Note: Please make sure you describe which fixings have been replaced. If the new window lift mechanism to door system fixings still cannot be correctly tightened, replace window lift mechanism and retest. If the issue is resolved, record cause as Window lift mechanism fault - fastener cannot be tightened to specified torque. If, after completing the repairs as described above, the concern persists, GO to G6.
G6: CHECK THE WINDOW LIFT MECHANISM INTEGRITY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	2 Inspect the Window Lift Mechanism for: Slider looseness on guide rail / Cable Drum looseness on guide rail / Bracket looseness on guide rail / Pulley looseness on guide rail
	Are any of the issues identified above present? Yes Replace the window lift mechanism and retest. If the issue is resolved, record cause as appropriate: Window Lift Mechanism failed - slider loose on guide rail / Window Lift Mechanism failed - cable drum, loose on guide rail / Window Lift Mechanism failed - bracket loose on guide rail / Window Lift Mechanism failed - pulley loose on guide rail. If the concern persists, GO to G7. No GO to G7.
G7: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.

G7: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	Is the issue or concern still present? Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

PINPOINT TEST H : MOVING GLASS SYSTEM OVERLY FLEXIBLE (WINDOW STABILITY) WHEN GLASS DOWN (WINDOWS ARE OPEN)	
H1: CHECK IF DOOR MODULE SOFTWARE UPDATES AVAILABLE AND COMPLETE DOOR MODULE INITIALISATION PROCEDURE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Using the Jaguar Land Rover approved diagnostic equipment, check if software updates for the driver/passenger /rear door module are available.
	Are door module software updates required? Yes Install the latest relevant level of software to the driver/passenger/rear door module. When latest software installed complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU lost initialization. If the concern persists, GO toH2. No Using the Jaguar Land Rover approved diagnostic equipment, complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU software issue. If the concern persists, GO toH2.
H2: CHECK THE GLASS SEALS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the glass seals for correctly installation.
	Are the glass seals correctly installed? Yes GO toH3. No Install the glass seals correctly and retest window operation, if the issue is resolved, record cause as Glass seals incorrectly installed.
H3: CHECK THE GLASS SEAL CHANNELS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
 NOTE: Glass seal channels are either part of the Door BIW, B-Pillar Capping, C-Pillar Capping or part of the Door Fixed Quarter Glass.	
	1 Check the glass seal channels are installed correctly?

H3: CHECK THE GLASS SEAL CHANNELS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	Are the glass seal channels correctly fitted and secured to BIW with fixings tightened to correct tightening torque? Yes GO toH4. No Install the glass seal channel(s) correctly and retest window operation, if the issue is resolved, record cause as Glass seal channel(s) incorrectly installed.
H4: CHECK THE WINDOW IS SECURED TO THE WINDOW LIFT MECHANISM	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	NOTE: Illustration shows a window without a bonded a window lift mechanism attachment bracket: 1 - Window; 2 - Window Lift Mechanism Slider. 2 If the window does not have bonded window lift mechanism attachment brackets, then, with reference to the illustration supplied, check if the window is correctly engaged with the window lift mechanism slider(s).
	Is the window correctly engaged with the window lift mechanism slider(s)? Yes GO toH5. No Resecure the window to the window lift mechanism slider(s) and retest window operation. If the issue is resolved, record cause as Window disconnected from window lift mechanism slider. If the window to window lift mechanism connection cannot be secured replace the window lift mechanism, making sure to correctly secure the window to the window lift mechanism slider(s), then retest window operation. If the issue is resolved, record cause as Window lift mechanism slider fault.
H5: CHECK THE WINDOW CONDITION	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the window and visually inspect its condition for signs of damage.
	Does the window show any signs of damage (for example, cracks or chips)? Yes If the window shows signs of damage (for example, cracks or chips), replace the window and retest window operation. If the issue is resolved, record cause as Window glass damaged. If, after completing the repairs as described above, the concern persists, GO toH6. No GO toH6.

H6: CHECK THE WINDOW LIFT MECHANISM FIXINGS TO DOOR	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and covers for the fixing access holes so that the window lift mechanism fixings to the door can be clearly viewed.
	2 Check all fasteners are tightened to released/specified torque.
	Are all fasteners tightened to released/specified torque? Yes GO toH7. No Re-tighten the affected fasteners and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fixing(s) not tightened to specified torque. Note: Please make sure you describe which particular fixing(s) were loose/required re-tightening to correct torque. If the window lift mechanism fixings cannot be correctly tightened, replace the fixings making sure the new fixings are tightened to released/specified torque and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fastener fault. Note: Please make sure you describe which fixings have been replaced. If the new window lift mechanism to door system fixings still cannot be correctly tightened, replace window lift mechanism and retest. If the issue is resolved, record cause as Window lift mechanism fault - fastener cannot be tightened to specified torque. If, after completing the repairs as described above, the concern persists, GO toH7.
H7: CHECK THE WINDOW LIFT MECHANISM INTEGRITY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	2 Inspect the Window Lift Mechanism for: Slider looseness on guide rail / Cable Drum looseness on guide rail / Bracket looseness on guide rail / Pulley looseness on guide rail
	Are any of the issues identified above present? Yes Replace the window lift mechanism and retest. If the issue is resolved, record cause as appropriate: Window Lift Mechanism failed - slider loose on guide rail / Window Lift Mechanism failed - cable drum, loose on guide rail / Window Lift Mechanism failed - bracket loose on guide rail / Window Lift Mechanism failed - pulley loose on guide rail. If the concern persists, GO toH8. No GO toH8.
H8: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.
	Is the issue or concern still present? Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

PINPOINT TEST I : WIND NOISE BETWEEN VERTICAL PORTIONS OF GLASS SEALS AND MOVING GLASS (WINDOW)

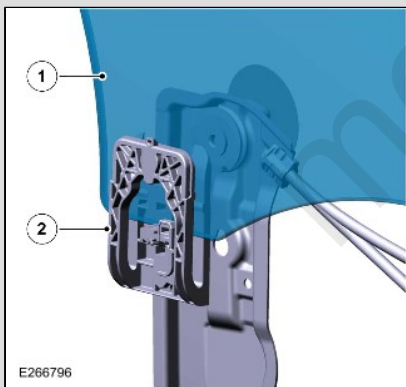
I1: CHECK THE GLASS SEALS ARE FREE FROM FOREIGN MATERIAL

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check for any foreign material or obstructions in the glass seals.
	Are there signs of any foreign material(s) or obstructions in the glass seals? Yes If foreign material is found within the glass seals, remove material or replace the seal as required and retest window operation, if the issue is resolved, record cause as Foreign material in glass seals. No GO to2.

I2: CHECK THE GLASS SEALS ARE INSTALLED CORRECTLY

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the glass seals for correctly installation.
	Are the glass seals correctly installed? Yes GO to3. No Install the glass seals correctly and retest window operation, if the issue is resolved, record cause as Glass seals incorrectly installed.

I3: CHECK THE WINDOW IS SECURED TO THE WINDOW LIFT MECHANISM

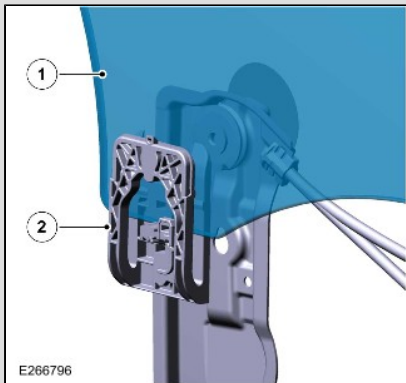
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	NOTE: Illustration shows a window without a bonded a window lift mechanism attachment bracket: 1 - Window; 2 - Window Lift Mechanism Slider. 2 If the window does not have bonded window lift mechanism attachment brackets, then, with reference to the illustration supplied, check if the window is correctly engaged with the window lift mechanism slider(s).
	Is the window correctly engaged with the window lift mechanism slider(s)? Yes GO to4. No Resecure the window to the window lift mechanism slider(s) and retest window operation. If the issue is resolved, record cause as Window disconnected from window lift mechanism slider. If the window to window lift mechanism connection cannot be secured replace the window lift mechanism, making sure to correctly secure the window to the window lift mechanism slider(s), then retest window operation. If the issue is resolved, record cause as Window lift mechanism slider fault.

I4: CHECK THE WINDOW CONDITION	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the window and visually inspect its condition for signs of damage.
	Does the window show any signs of damage (for example, cracks or chips)? Yes If the window shows signs of damage (for example, cracks or chips), replace the window and retest window operation. If the issue is resolved, record cause as Window glass damaged. If, after completing the repairs as described above, the concern persists, GO to I5. No GO to I5.
I5: CHECK THE WINDOW LIFT MECHANISM FIXINGS TO DOOR	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and covers for the fixing access holes so that the window lift mechanism fixings to the door can be clearly viewed.
	2 Check all fasteners are tightened to released/specified torque.
	Are all fasteners tightened to released/specified torque? Yes GO to I6. No Re-tighten the affected fasteners and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fixing(s) not tightened to specified torque. Note: Please make sure you describe which particular fixing(s) were loose/required re-tightening to correct torque. If the window lift mechanism fixings cannot be correctly tightened, replace the fixings making sure the new fixings are tightened to released/specified torque and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fastener fault. Note: Please make sure you describe which fixings have been replaced. If the new window lift mechanism to door system fixings still cannot be correctly tightened, replace window lift mechanism and retest. If the issue is resolved, record cause as Window lift mechanism fault - fastener cannot be tightened to specified torque. If, after completing the repairs as described above, the concern persists, GO to I6.
I6: CHECK THE WINDOW LIFT MECHANISM INTEGRITY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	2 Inspect the Window Lift Mechanism for: Slider looseness on guide rail / Cable Drum looseness on guide rail / Bracket looseness on guide rail / Pulley looseness on guide rail
	Are any of the issues identified above present? Yes Replace the window lift mechanism and retest. If the issue is resolved, record cause as appropriate: Window Lift Mechanism failed - slider loose on guide rail / Window Lift Mechanism failed - cable drum, loose on guide rail / Window Lift Mechanism failed - bracket loose on guide rail / Window Lift Mechanism failed - pulley loose on guide rail. If the concern persists, GO to I7. No GO to I7.
I7: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.

I7: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	Is the issue or concern still present? Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

PINPOINT TEST J : WIND NOISE BETWEEN UPPER PORTION OF GLASS SEAL AND MOVING GLASS (WINDOW)	
J1: CHECK THE GLASS SEALS ARE FREE FROM FOREIGN MATERIAL	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check for any foreign material or obstructions in the glass seals.
	Are there signs of any foreign material(s) or obstructions in the glass seals? Yes If foreign material is found within the glass seals, remove material or replace the seal as required and retest window operation, if the issue is resolved, record cause as Foreign material in glass seals. No GO toJ2.
J2: CHECK THE GLASS SEALS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the glass seals for correctly installation.
	Are the glass seals correctly installed? Yes GO toJ3. No Install the glass seals correctly and retest window operation, if the issue is resolved, record cause as Glass seals incorrectly installed.
J3: CHECK IF DOOR MODULE SOFTWARE UPDATES AVAILABLE AND COMPLETE DOOR MODULE INITIALISATION PROCEDURE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Using the Jaguar Land Rover approved diagnostic equipment, check if software updates for the driver/passenger /rear door module are available.
	Are door module software updates required? Yes Install the latest relevant level of software to the driver/passenger/rear door module. When latest software installed complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU lost initialization. If the concern persists, GO toJ4. No Using the Jaguar Land Rover approved diagnostic equipment, complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU software issue. If the concern persists, GO toJ4.

J4: CHECK THE WINDOW IS SECURED TO THE WINDOW LIFT MECHANISM

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
 E266796	NOTE: Illustration shows a window without a bonded a window lift mechanism attachment bracket: 1 - Window; 2 - Window Lift Mechanism Slider. 2 If the window does not have bonded window lift mechanism attachment brackets, then, with reference to the illustration supplied, check if the window is correctly engaged with the window lift mechanism slider(s).
	Is the window correctly engaged with the window lift mechanism slider(s)? Yes GO to J5. No Resecure the window to the window lift mechanism slider(s) and retest window operation. If the issue is resolved, record cause as Window disconnected from window lift mechanism slider. If the window to window lift mechanism connection cannot be secured replace the window lift mechanism, making sure to correctly secure the window to the window lift mechanism slider(s), then retest window operation. If the issue is resolved, record cause as Window lift mechanism slider fault.

J5: CHECK THE WINDOW LIFT MECHANISM FIXINGS TO DOOR

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and covers for the fixing access holes so that the window lift mechanism fixings to the door can be clearly viewed.
	2 Check all fasteners are tightened to released/specified torque.
	Are all fasteners tightened to released/specified torque? Yes GO to J6. No Re-tighten the affected fasteners and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fixing(s) not tightened to specified torque. Note: Please make sure you describe which particular fixing(s) were loose/required re-tightening to correct torque. If the window lift mechanism fixings cannot be correctly tightened, replace the fixings making sure the new fixings are tightened to released/specified torque and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fastener fault. Note: Please make sure you describe which fixings have been replaced. If the new window lift mechanism to door system fixings still cannot be correctly tightened, replace window lift mechanism and retest. If the issue is resolved, record cause as Window lift mechanism fault - fastener cannot be tightened to specified torque. If, after completing the repairs as described above, the concern persists, GO to J6.

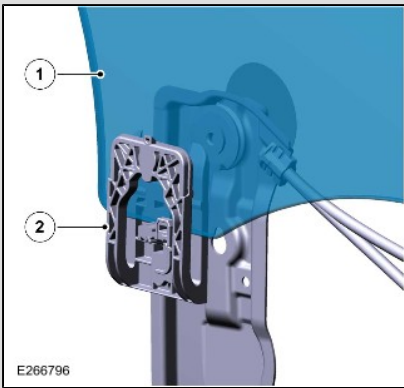
J6: CHECK THE WINDOW CONDITION

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the window and visually inspect its condition for signs of damage.
	Does the window show any signs of damage (for example, cracks or chips)?

J6: CHECK THE WINDOW CONDITION	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	Yes If the window shows signs of damage (for example, cracks or chips), replace the window and retest window operation. If the issue is resolved, record cause as Window glass damaged. If, after completing the repairs as described above, the concern persists, GO toJ7. No GO toJ7.
J7: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.
	Is the issue or concern still present? Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

PINPOINT TEST K : MOVING GLASS SYSTEM NOISY DURING OPERATION	
K1: CHECK THE GLASS SEALS ARE FREE FROM FOREIGN MATERIAL	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check for any foreign material or obstructions in the glass seals.
	Are there signs of any foreign material(s) or obstructions in the glass seals? Yes If foreign material is found within the glass seals, remove material or replace the seal as required and retest window operation, if the issue is resolved, record cause as Foreign material in glass seals. No GO toK2.
K2: CHECK THE GLASS SEALS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the glass seals for correctly installation.
	Are the glass seals correctly installed? Yes GO toK3. No Install the glass seals correctly and retest window operation, if the issue is resolved, record cause as Glass seals incorrectly installed.
K3: CHECK THE WINDOW IS SECURED TO THE WINDOW LIFT MECHANISM	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.

K3: CHECK THE WINDOW IS SECURED TO THE WINDOW LIFT MECHANISM

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
 E266796	NOTE: Illustration shows a window without a bonded a window lift mechanism attachment bracket: 1 - Window; 2 - Window Lift Mechanism Slider. 2 If the window does not have bonded window lift mechanism attachment brackets, then, with reference to the illustration supplied, check if the window is correctly engaged with the window lift mechanism slider(s).
	Is the window correctly engaged with the window lift mechanism slider(s)? Yes GO toK4. No Resecure the window to the window lift mechanism slider(s) and retest window operation. If the issue is resolved, record cause as Window disconnected from window lift mechanism slider. If the window to window lift mechanism connection cannot be secured replace the window lift mechanism, making sure to correctly secure the window to the window lift mechanism slider(s), then retest window operation. If the issue is resolved, record cause as Window lift mechanism slider fault.

K4: CHECK THE WINDOW LIFT MECHANISM FIXINGS TO DOOR

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and covers for the fixing access holes so that the window lift mechanism fixings to the door can be clearly viewed.
	2 Check all fasteners are tightened to released/specified torque.
	Are all fasteners tightened to released/specified torque? Yes GO toK5. No Re-tighten the affected fasteners and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fixing(s) not tightened to specified torque. Note: Please make sure you describe which particular fixing(s) were loose/required re-tightening to correct torque. If the window lift mechanism fixings cannot be correctly tightened, replace the fixings making sure the new fixings are tightened to released/specified torque and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fastener fault. Note: Please make sure you describe which fixings have been replaced. If the new window lift mechanism to door system fixings still cannot be correctly tightened, replace window lift mechanism and retest. If the issue is resolved, record cause as Window lift mechanism fault - fastener cannot be tightened to specified torque. If, after completing the repairs as described above, the concern persists, GO toK5.

K5: CHECK THE GLASS SEAL CHANNELS ARE INSTALLED CORRECTLY

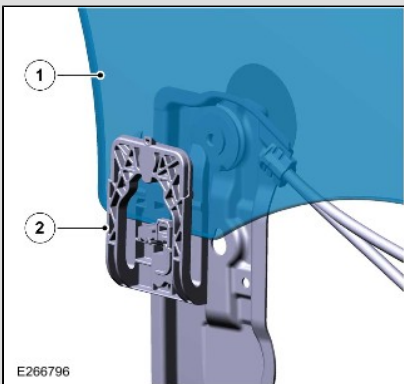
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	NOTE: Glass seal channels are either part of the Door BIW, B-Pillar Capping, C-Pillar Capping or part of the Door Fixed Quarter Glass.

K5: CHECK THE GLASS SEAL CHANNELS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the glass seal channels are installed correctly?
	Are the glass seal channels correctly fitted and secured to BIW with fixings tightened to correct tightening torque? Yes GO toK6. No Install the glass seal channel(s) correctly and retest window operation, if the issue is resolved, record cause as Glass seal channel(s) incorrectly installed.
K6: CHECK THE UPPER FRAME FINISHER IS INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Inspect the upper frame finisher for correct installation.
	Is the upper frame finisher correctly fitted and secured to BIW? Yes GO toK7. No Install the upper frame finisher correctly and retest window operation, if the issue is resolved, record cause as Upper frame finisher incorrectly installed.
K7: CHECK THE MOVING ELEMENTS OF THE WINDOW FOR UNINTENDED CONTACT/OBSTRUCTION(S)	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	2 Attempt to operate the window up and down from window switch.
	3 Review functionality and inspect for any unintended obstructions to moving elements.
	Are there any unintended obstructions to moving elements? Yes Clear any obstruction(s) and retest. If the issue is resolved, record cause as Unintended obstruction within door cavity caused by XXXX part (give details of the nature of the obstruction). If the concern persists, GO toK8. No GO toK8.
K8: CHECK THE WINDOW CONDITION	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the window and visually inspect its condition for signs of damage.
	Does the window show any signs of damage (for example, cracks or chips)? Yes If the window shows signs of damage (for example, cracks or chips), replace the window and retest window operation. If the issue is resolved, record cause as Window glass damaged. If, after completing the repairs as described above, the concern persists, GO toK9. No GO toK9.

K9: CHECK THE WINDOW LIFT MECHANISM FUNCTIONALITY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	2 Remove the window.
	3 Attempt to operate the window lift mechanism up and down from the window switch when the mechanism is still installed within the door.
	Is the window lift mechanism functional and able to freely move from fully up to fully down without abnormal noise? Yes GO to K10. No Replace the window lift mechanism and retest. If the issue is resolved, visually inspect the faulty window lift mechanism that was removed from the vehicle and record cause as appropriate: Window lift mechanism failed - cable(s) broken or frayed / Window lift mechanism failed - cable drum or pulleys seized / Window lift mechanism failed - de-cabled / Window lift mechanism failed - un-identifiable.
K10: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.
	Is the issue or concern still present? Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

PINPOINT TEST L : MOVING GLASS SYSTEM NOISY DURING DOOR CLOSE	
L1: CHECK THE WINDOW LIFT MECHANISM FIXINGS TO DOOR	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and covers for the fixing access holes so that the window lift mechanism fixings to the door can be clearly viewed.
	2 Check all fasteners are tightened to released/specified torque.
	Are all fasteners tightened to released/specified torque? Yes GO to L2. No Re-tighten the affected fasteners and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fixing(s) not tightened to specified torque. Note: Please make sure you describe which particular fixing(s) were loose/required re-tightening to correct torque. If the window lift mechanism fixings cannot be correctly tightened, replace the fixings making sure the new fixings are tightened to released/specified torque and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fastener fault. Note: Please make sure you describe which fixings have been replaced. If the new window lift mechanism to door system fixings still cannot be correctly tightened, replace window lift mechanism and retest. If the issue is resolved, record cause as Window lift mechanism fault - fastener cannot be tightened to specified torque. If, after completing the repairs as described above, the concern persists, GO to L2.

L2: CHECK THE WINDOW IS SECURED TO THE WINDOW LIFT MECHANISM

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
 E266796	NOTE: Illustration shows a window without a bonded a window lift mechanism attachment bracket: 1 - Window; 2 - Window Lift Mechanism Slider. 2 If the window does not have bonded window lift mechanism attachment brackets, then, with reference to the illustration supplied, check if the window is correctly engaged with the window lift mechanism slider(s).
	Is the window correctly engaged with the window lift mechanism slider(s)? Yes GO to L3. No Resecure the window to the window lift mechanism slider(s) and retest window operation. If the issue is resolved, record cause as Window disconnected from window lift mechanism slider. If the window to window lift mechanism connection cannot be secured replace the window lift mechanism, making sure to correctly secure the window to the window lift mechanism slider(s), then retest window operation. If the issue is resolved, record cause as Window lift mechanism slider fault.

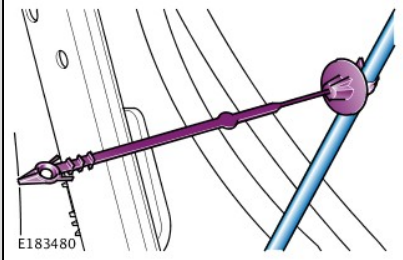
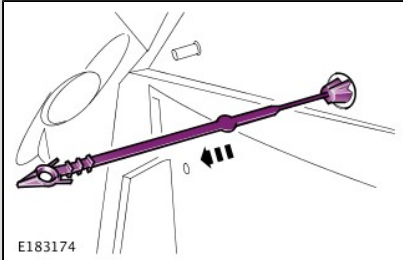
L3: CHECK THE MOVING ELEMENTS OF THE WINDOW FOR UNINTENDED CONTACT/OBSTRUCTION(S)

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	2 Attempt to operate the window up and down from window switch.
	3 Review functionality and inspect for any unintended obstructions to moving elements.
	Are there any unintended obstructions to moving elements? Yes Clear any obstruction(s) and retest. If the issue is resolved, record cause as Unintended obstruction within door cavity caused by XXXX part (give details of the nature of the obstruction). If the concern persists, GO to Pinpoint Test D. No GO to L4.

L4: CHECK WINDOW LIFT MECHANISM CABLE ANTI-RATTLE CLIP INSTALLATION

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	2 Check for the correct fit of the anti-rattle clip to the window lift mechanism cable (as illustrated), and rectify as required.

L4: CHECK WINDOW LIFT MECHANISM CABLE ANTI-RATTLE CLIP INSTALLATION

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
 E183480	
	3 Refit the door closing panel.
 E183174	4 Check for the correct fit of retaining clip to door closing panel (as illustrated), and rectify as required. Then retest.
	Is the noise on door closing issue resolved? Yes If the issue is resolved, record cause as either: Cable retaining clip loose from window lift mechanism cable, or, Cable retaining clip loose from door closing panel. No If the concern persists, GO to L5.

L5: CHECK THE WINDOW CONDITION

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the window and visually inspect its condition for signs of damage.
	Does the window show any signs of damage (for example, cracks or chips)? Yes If the window shows signs of damage (for example, cracks or chips), replace the window and retest window operation. If the issue is resolved, record cause as Window glass damaged. If, after completing the repairs as described above, the concern persists, GO to L6. No GO to L6.

L6: CHECK THE GLASS SEAL CHANNELS ARE INSTALLED CORRECTLY

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
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NOTE:

Glass seal channels are either part of the Door BIW, B-Pillar Capping, C-Pillar Capping or part of the Door Fixed Quarter Glass.

L6: CHECK THE GLASS SEAL CHANNELS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the glass seal channels are installed correctly?
	Are the glass seal channels correctly fitted and secured to BIW with fixings tightened to correct tightening torque? Yes GO to L7. No Install the glass seal channel(s) correctly and retest window operation, if the issue is resolved, record cause as Glass seal channel(s) incorrectly installed.
L7: CHECK THE WINDOW LIFT MECHANISM INTEGRITY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and door module plate so that the window lift mechanism and window glass can be clearly viewed.
	2 Inspect the Window Lift Mechanism for: Slider looseness on guide rail / Cable Drum looseness on guide rail / Bracket looseness on guide rail / Pulley looseness on guide rail
	Are any of the issues identified above present? Yes Replace the window lift mechanism and retest. If the issue is resolved, record cause as appropriate: Window Lift Mechanism failed - slider loose on guide rail / Window Lift Mechanism failed - cable drum, loose on guide rail / Window Lift Mechanism failed - bracket loose on guide rail / Window Lift Mechanism failed - pulley loose on guide rail. If the concern persists, GO to L8. No GO to L8.
L8: CHECK THE UPPER FRAME FINISHER IS INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Inspect the upper frame finisher for correct installation.
	Is the upper frame finisher correctly fitted and secured to BIW? Yes GO to L9. No Install the upper frame finisher correctly and retest window operation, if the issue is resolved, record cause as Upper frame finisher incorrectly installed.
L9: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.
	Is the issue or concern still present? Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

PINPOINT TEST M : MOVING GLASS SYSTEM HAS NUISANCE BOUNCE BACK	
M1: CHECK FOR RELATED DIAGNOSTIC TROUBLE CODES	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Using the Jaguar Land Rover approved diagnostic equipment, perform routine - On demand self test (0x0202) and check for related DTCs. For a list of Diagnostic Trouble Codes (DTCs) that could be set on this vehicle, please refer to Section 100-00. REFER to: Diagnostic Trouble Code Index - DTC: Driver/ Passenger/ Rear Door Module (DDM/PDM/RDM) (100-00 General Information, Description and Operation).
	Are there any relevant DTCs set? Yes If relevant DTC is set, address the specific issue(s) described. When repairs have been completed, retest window operation, if the issue is resolved, record cause as in-line with set Diagnostic Trouble Code. If the concern persists, GO toM2. No GO toM2.
M2: CHECK IF DOOR MODULE SOFTWARE UPDATES AVAILABLE AND COMPLETE DOOR MODULE INITIALISATION PROCEDURE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Using the Jaguar Land Rover approved diagnostic equipment, check if software updates for the driver/passenger /rear door module are available.
	Are door module software updates required? Yes Install the latest relevant level of software to the driver/passenger/rear door module. When latest software installed complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU lost initialization. If the concern persists, GO toM3. No Using the Jaguar Land Rover approved diagnostic equipment, complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU software issue. If the concern persists, GO toM3.
M3: CHECK THE GLASS SEALS ARE FREE FROM FOREIGN MATERIAL	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check for any foreign material or obstructions in the glass seals.
	Are there signs of any foreign material(s) or obstructions in the glass seals? Yes If foreign material is found within the glass seals, remove material or replace the seal as required and retest window operation, if the issue is resolved, record cause as Foreign material in glass seals. No GO toM4.
M4: CHECK THE GLASS SEALS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the glass seals for correctly installation.
	Are the glass seals correctly installed? Yes GO toM5. No

M4: CHECK THE GLASS SEALS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	Install the glass seals correctly and retest window operation, if the issue is resolved, record cause as Glass seals incorrectly installed .
M5: CHECK THE GLASS SEAL CHANNELS ARE INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
 NOTE: Glass seal channels are either part of the Door BIW, B-Pillar Capping, C-Pillar Capping or part of the Door Fixed Quarter Glass.	
	1 Check the glass seal channels are installed correctly?
	Are the glass seal channels correctly fitted and secured to BIW with fixings tightened to correct tightening torque? Yes GO toM6. No Install the glass seal channel(s) correctly and retest window operation, if the issue is resolved, record cause as Glass seal channel(s) incorrectly installed .
M6: CHECK THE UPPER FRAME FINISHER IS INSTALLED CORRECTLY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Inspect the upper frame finisher for correct installation.
	Is the upper frame finisher correctly fitted and secured to BIW? Yes GO toM7. No Install the upper frame finisher correctly and retest window operation, if the issue is resolved, record cause as Upper frame finisher incorrectly installed .
M7: CHECK THE WINDOW LIFT MECHANISM FIXINGS TO DOOR	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Remove the door trim/door card and covers for the fixing access holes so that the window lift mechanism fixings to the door can be clearly viewed.
	2 Check all fasteners are tightened to released/specified torque.
	Are all fasteners tightened to released/specified torque? Yes GO toM8. No Re-tighten the affected fasteners and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fixing(s) not tightened to specified torque . Note: Please make sure you describe which particular fixing(s) were loose/required re-tightening to correct torque. If the window lift mechanism fixings cannot be correctly tightened, replace the fixings making sure the new fixings are tightened to released/specified torque and then retest window operation. If the issue is resolved, record cause as Window lift mechanism to door system fastener fault . Note: Please make sure you describe which fixings have been replaced. If the new window lift mechanism to door system fixings still cannot be correctly tightened, replace window lift mechanism and retest. If the issue is resolved, record cause as Window lift mechanism fault - fastener cannot be tightened to specified torque . If, after completing the repairs as described above, the concern persists, GO toM8 .

M8: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.
	Is the issue or concern still present? Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

PINPOINT TEST N : MOVING GLASS SYSTEM MOVES IN STEPS DURING OPERATION	
N1: CHECK FOR RELATED DIAGNOSTIC TROUBLE CODES	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Using the Jaguar Land Rover approved diagnostic equipment, perform routine - On demand self test (0x0202) and check for related DTCs. For a list of Diagnostic Trouble Codes (DTCs) that could be set on this vehicle, please refer to Section 100-00. REFER to: Diagnostic Trouble Code Index - DTC: Driver/ Passenger/ Rear Door Module (DDM/PDM/RDM) (100-00 General Information, Description and Operation).
	Are there any relevant DTCs set? Yes If relevant DTC is set, address the specific issue(s) described. When repairs have been completed, retest window operation, if the issue is resolved, record cause as in-line with set Diagnostic Trouble Code. If the concern persists, GO toN2. No GO toN2.
N2: CHECK IF DOOR MODULE SOFTWARE UPDATES AVAILABLE AND COMPLETE DOOR MODULE INITIALISATION PROCEDURE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Using the Jaguar Land Rover approved diagnostic equipment, check if software updates for the driver/passenger /rear door module are available.
	Are door module software updates required? Yes Install the latest relevant level of software to the driver/passenger/rear door module. When latest software installed complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU lost initialization. If the concern persists, GO toN3. No Using the Jaguar Land Rover approved diagnostic equipment, complete the door module initialization procedure. REFER to: Door Window Motor Initialization (501-11 Glass, Frames and Mechanisms, General Procedures). When completed, check window operation from window switch. If the issue is resolved, record cause as DCU software issue. If the concern persists, GO toN3.
N3: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Make sure that all the diagnostic steps described above have been fully completed.
	Is the issue or concern still present?

N3: IF ACTIONS DESCRIBED IN PREVIOUS STEPS HAVE BEEN COMPLETED AND CONCERN PERSISTS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	Yes Where all diagnostic options described above have been exhausted, yet the concern remains, authorized retailers /repairers must contact Jaguar Land Rover retailer support for advice. The person contacting Jaguar Land Rover must be in possession of all documentation relating to the concern and be able to provide full details of the primary and secondary diagnosis completed. Where practicable, the vehicle should also be accessible when contacting Jaguar Land Rover to allow for additional information to be obtained if required. No No further action required.

DTC INDEX

For a list of diagnostic trouble codes (DTCs) that could be set on this vehicle, please refer to Section 100-00. REFER to:(100-00 General Information)

[Diagnostic Trouble Code Index - DTC: Driver/ Passenger/ Rear Door Module \(DDM/PDM/RDM\)](#) (Description and Operation),

[Diagnostic Trouble Code Index - DTC: Body Control Module \(BCM\)](#) (Description and Operation).

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