



X-TYPE

DATE 06/05

XT501-30

SERVICE

TECHNICAL BULLETIN

Windshield Wiper Performance Issues – KATS Contamination/Debris/ Rubber Deterioration – Recommendations

MODEL 2002 MY-ON X-TYPE  
VIN C00001-ON

**Issue:**

This bulletin has been issued for information only, to address concerns of the windshield wiper blade(s) squeaking, smearing, or juddering.

**Action:**

Should a customer express concern, follow the information outlined below.

**Note:** It should be noted that scoring of the wiping edge of the wiper blade rubber by road grit, or rubber deterioration through ageing, must be considered as ‘fair wear and tear’ and **do not constitute a manufacturing defect covered by Warranty.**  
A claim for a wiper blade rubber or wiper blade assembly is **only** permissible in the event of a manufacturing fault or premature ageing. Claims for these parts can only be made in the time up to and including the first scheduled service or one year.

DURING PDI

To ensure the optimum cleanliness of the windshield wiper blade rubber, use extreme care during new vehicle preparation to keep the possibility of KATS coat contamination of the wiper blade surface to a minimum when the KATS coating is being removed. Contamination of the wiper blade rubber with KATS coating may lead to subsequent smearing of the windshield.

ON A CUSTOMER CONCERN BASIS

To rectify a concern of windshield wiper judder or streaking:

1. First remove road film and oil deposits from the glass by the application of Jaguar ‘Screen Cleaning Paste’, following the instructions on the container.

**NOTE: THE INFORMATION IN TECHNICAL BULLETINS IS INTENDED FOR USE BY TRAINED, PROFESSIONAL TECHNICIANS WITH THE KNOWLEDGE, TOOLS, AND EQUIPMENT TO DO THE JOB PROPERLY AND SAFELY. IT INFORMS THESE TECHNICIANS OF CONDITIONS THAT MAY OCCUR ON SOME VEHICLES, OR PROVIDES INFORMATION THAT COULD ASSIST IN PROPER VEHICLE SERVICE. THE PROCEDURES SHOULD NOT BE PERFORMED BY “DO-IT-YOURSELFERS.” DO NOT ASSUME THAT A CONDITION DESCRIBED AFFECTS YOUR CAR. CONTACT A JAGUAR DEALER TO DETERMINE WHETHER THE BULLETIN APPLIES TO YOUR VEHICLE.**



2. Examine the wiping edge of the wiper blade; if free from wear, scoring or deterioration, operate the windshield washer and wiper functions to check the wiper judder or streaking has been rectified.
3. If the above does not provide a satisfactory solution, it is **not necessary to replace the entire wiper blade assembly** or wiper arm; **only the wiper blade rubber should be replaced.**  
There should be no need to replace the wiper blade assembly or wiper arm, unless there is a manufacturing defect in one of these components.
4. The glass must always be cleaned using Jaguar 'Screen Cleaning Paste' part no. C2S 1638 immediately before installing a new wiper blade rubber or wiper blade assembly.