



SERVICE ACTION H059: BALANCER SHAFT WHINE

SERVICE BULLETIN

29-MAR-18

NO.: 6-379NAS

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles within the listed Affected Vehicle Range which may exhibit an audible engine whine noise within the cabin. Investigations have highlighted that the noise is related to the engine balance shaft which requires remedial action with the least amount of delay.

AFFECTED VEHICLE RANGE

F-PACE (X761; INGENIUM I4 2.0L Diesel)

Model Year: 2017-2018

VIN: 045080-099999; 494996-499964; 880002-899997; 240049-273746

XE (X760; INGENIUM I4 2.0L Diesel)

Model Year: 2017-2018

VIN: 923882-978627; P10168-P30540

XF (X260; INGENIUM I4 2.0L Diesel)

Model Year: 2017-2018

VIN: Y11889-Y61825

SERVICE PROGRAM / REWORK ACTION

Retailers will replace the engine balance shaft assembly. There will be no charge to owners for this action under this program.

ACTION TO BE TAKEN

Affected vehicles will not be flagged in the Jaguar Land Rover claims submission system or TOPIx until the following steps are complete:

- If a vehicle is suspected of having this issue, submit a Technical Assistance (TA) request for assistance with the diagnosis.
- If investigations confirm a balance shaft concern is present, the VIN will be added to this program.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin H059NAS, *Service Action: Balancer Shaft Whine*, for detailed repair instructions.

PARTS

NOTE: only order the expected percentage demand of parts identified after the diagnosis has been completed and balance shaft noise issue confirmed.

F-PACE (X761) VEHICLES:

| DESCRIPTION | PART NO. / SUNDRY CODE | QTY. / VALUE | EXPECTED PERCENTAGE DEMAND |
|-------------|---------------------------|--------------|----------------------------------|
| A/C O-ring | T2R4991 | 2 | 100 |
| A/C O-ring | C2P24809 | 4 | 100 |

| DESCRIPTION | PART NO. / SUNDRY CODE | QTY. / VALUE | EXPECTED PERCENTAGE DEMAND |
|--|---------------------------|--------------|----------------------------------|
| Balancer Shaft | JDE36994 | 2 | 100 |
| Brake Caliper bolt and Washers | T4A16359 | 4 | 100 |
| Crankshaft damper bolt | JDE39146 | 4 | 100 |
| Damper bracket bolt | T2H17786 | 2 | 100 |
| Damper bracket bolt | C2P11385 | 2 | 100 |
| Differential oil drain plug | T2H13851 | 1 | 100 |
| Differential oil fill plug | T2H13852 | 1 | 100 |
| Differential Support bracket to sump seal | T4A18130 | 1 | 100 |
| DPF to EGR inlet gasket | AJ813345 | 1 | 100 |
| DPF to intermediate exhaust gasket | T2H14088 | 1 | 100 |
| DPF to intermediate exhaust nuts | T2H2804 | 2 | 100 |
| Drive plate bolt | T2R15200 | 8 | 100 |
| Gasket - High Pressure EGR to exhaust manifold | AJ813342 | 2 | 100 |
| Halfshaft bolt | T2H9243 | 4 | 100 |
| Halfshaft circlip | C2D23748 | 2 | 100 |
| Kit - Element & Gasket - Oil Filter | JDE37128 | 1 | 100 |
| Lower suspension arm Ball joint nut | T2H3159 | 2 | 100 |
| Plug - Oil Drain | AJ813202 | 1 | 100 |
| Seal - Crankshaft Oil - Front | JDE38485 | 1 | 100 |
| Seal - Crankshaft Oil - Rear | JDE39481 | 1 | 100 |
| Sealer - Adhesive - Oil Pan/Engine | STC50550 | 1 | 100 |
| Stabilizer link nut, Front arm bush nut, wheel knuckle nut | XR848057 | 6 | 100 |
| Torque converter to drive plate | C2D25075 | 4 | 100 |
| Track rod end to vertical link Nut | T4N8037 | 2 | 100 |
| Turbocharger to Catalyst Gasket | T2H11760 | 1 | 100 |
| Wheel hub nut | C2P12731 | 2 | 100 |
| Wheel knuckle bolt | T2H6322 | 2 | 100 |
| Engine Oil | ZZZ999 | *6.25L | *\$102.82 |
| Differential Oil | ZZZ999 | **1.0L | **40.00 |

* - an allowance of \$102.83 USD (or local equivalent) has been provided to cover the cost of the engine oil (6.25L). Claim using Sundry Code 'ZZZ999'.

** - an allowance of \$40.00 USD (or local equivalent) has been provided to cover the cost of the differential oil (1L). Claim using Sundry Code 'ZZZ999'.

XE (X760), XF (X260) VEHICLES:

| DESCRIPTION | PART NO. / SUNDRY CODE | QTY. / VALUE | EXPECTED PERCENTAGE DEMAND |
|--|---------------------------|--------------|----------------------------------|
| A/C O-ring | T2R4991 | 2 | 100 |
| A/C O-ring | C2P24809 | 4 | 100 |
| Balancer Shaft | JDE36994 | 2 | 100 |
| Bolt shock absorber yoke | T2H17786 | 2 | 100 |
| Bolt shock absorber yoke | C2P11385 | 2 | 100 |
| Brake Caliper bolt and Washers (17" wheels) | T2H18669 | 4 | 100 |
| Crankshaft damper bolt | JDE39146 | 4 | 100 |
| Differential Support bracket to oil pan seal | C2D27326 | 1 | 100 |
| DPF to EGR inlet gasket | AJ813345 | 1 | 100 |
| DPF to intermediate exhaust gasket | T2H14088 | 1 | 100 |
| DPF to intermediate exhaust nuts | T2H2804 | 2 | 100 |
| Drive plate bolt | T2R15200 | 8 | 100 |
| Gasket - HP EGR exhaust manifold | AJ813342 | 2 | 100 |
| Halfshaft bolt | T2H9243 | 4 | 100 |
| Halfshaft circlip | C2D23748 | 2 | 100 |
| Kit - Element & Gasket - Oil Filter | JDE37128 | 1 | 100 |
| Lower suspension arm ball joint nut | T2H3159 | 2 | 100 |
| Plug - Oil drain | AJ813202 | 1 | 100 |
| Seal - Crankshaft Oil - Front | JDE38485 | 1 | 100 |
| Seal - Crankshaft Oil - Rear | JDE39481 | 1 | 100 |
| Sealer - Oil Pan/Engine | STC50550 | 1 | 100 |
| Stabilizer link nut, Front arm bush nut, wheel knuckle nut | XR848057 | 6 | 100 |
| Torque converter to drive plate | C2D25075 | 4 | 100 |
| Track rod end to vertical link nut | T4N8037 | 2 | 100 |
| Turbocharger to Catalyst Gasket | T2H11760 | 1 | 100 |
| Wheel hub nut | C2P12731 | 2 | 100 |
| Wheel knuckle bolt | T2H6322 | 2 | 100 |
| Engine Oil | ZZZ999 | *6.25L | *\$102.82 |

* - an allowance of \$102.82 USD (or local equivalent) has been provided to cover the cost of the engine oil (6.25L). Claim using Sundry Code 'ZZZ999'.

TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

WARRANTY

NOTE: an allowance of \$102.82 USD (or local equivalent) has been provided to cover the cost of the engine oil (6.25L). Claim using Sundry Code 'ZZZ999'.

NOTE: an allowance of \$40.00 USD (or local equivalent) has been provided to cover the cost of the differential oil (1L). Claim using Sundry Code 'ZZZ999'. No parts required.

At the time of confirming a booking for vehicle repair, make sure that all outstanding Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code 'H059', Option Code 'X', and the relevant SRO and parts information. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Use the Jaguar Land Rover claims submission system to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the 31 January 2020 closure date must be submitted for payment within 30 calendar days of completion of the repair.

| PROGRAM CODE | OPTION CODE | DESCRIPTION | SRO | TIME (HOURS) |
|--------------|-------------|---|----------|--------------|
| H059 | X | Balance shaft assembly - Renew - F-PACE (X761) | 12.49.16 | 9.1 |
| H059 | X | Balance shaft assembly - Renew - XE (X760; AWD) | 12.49.16 | 9.2 |
| H059 | X | Balance shaft assembly - Renew - XE (X760; RWD) | 12.49.16 | 7.9 |
| H059 | X | Balance shaft assembly - Renew - XF (X260; AWD) | 12.49.16 | 9.3 |
| H059 | X | Balance shaft assembly - Renew - XF (X260; RWD) | 12.49.16 | 7.9 |
| H059 | X | Drive in/drive out | 10.10.10 | 0.2 |

Normal Warranty policies and procedures apply.