

Reference	SSM73839
Models	F-PACE / X761 XE / X760 XF / X260
Title	Ingenium I4 2.0L Diesel- Engine Balancer Shaft Whine 17-18MY XF, XE & F-Pace
Category	Engine
Last modified	03-Apr-2018 00:00:00
Symptom	497000 Engine Noise
Content	<p><u>Issue:</u> A concern has been identified on certain XF, XE and F-Pace vehicles equipped with the Ingenium 2.0L Diesel Engine which may exhibit an audible engine whine detectable within the cabin</p> <p><u>Cause:</u> Investigations have determined that the noise is related to the engine balance shaft which requires remedial actions with the least amount of delay</p> <p><u>Action:</u> Service Action H059 has been published to TOPIx and JBN Product Support to provide instructions on the repair of affected vehicles. Please refer to the H059 bulletins for applicable VIN ranges.</p> <p>At this time, this campaign has no specific VIN associated with it. Therefore, VINs will not flag open in either DDW or TOPIx. Retailers are required to hold any vehicles diagnosed with this engine whine and ensure they are repaired prior to sale. Vehicles in the hands of customers should be updated at the next available opportunity.</p> <p>Retailers are requested to raise a Technical Assistance case and LTS will assist in confirming if the vehicles fall within the scope of this concern at which point the affected VIN will be added to the campaign.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>