

<b>Reference</b>	SSM73788
<b>Models</b>	F-PACE / X761
<b>Title</b>	Whirring/Grinding noise during cranking, starter motor pinion and flywheel ring gear worn
<b>Category</b>	Electrical
<b>Last modified</b>	09-Mar-2018 00:00:00
<b>Symptom</b>	203000 Basic Electrical
<b>Attachments</b>	C11-Z2.pdf C1DC71BA.pdf Flywheel Gear.pdf Starter Pinion.pdf

**Content** F-Pace / X761 AJ20D – Auto Transmission - 17MY - onwards

#### **Issue**

The customer may experience a whirring/grinding noise while cranking the engine. In some cases the vehicle will not crank

In addition, both the starter motor and the flywheel gear may be worn/damaged – see attached photos

#### **Cause**

The starter motor harness link wires are incorrectly positioned in the connector cavities – this could be in either connector C11-Z2 or C1DC71BA. This can cause the starter motor pinion to rotate before engaging the flywheel ring gear

#### **Action:**

Check the starter motor harness link wiring connectors are correctly populated, as follows:

**C11-Z2** – Starter motor link harness to engine harness

#### **Cav Color**

1 BN-WH

2 GY-BU

**C1DC71BA** – Starter motor

#### **Cav Color**

1 BN-WH

2 GY-BU

If found to be incorrectly populated, reposition as necessary

Check flywheel ring gear and starter pinion for damage, as shown – replace any damaged parts as necessary

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.