



# SERVICE ACTION N128: BALANCER SHAFT WHINE

# SERVICE BULLETIN

10-AUG-18

NO.: SGI18-15  
(ISSUE 2)

SEC.: GENERAL  
INFORMATION

MKT.: CAN / USA

**CHANGES ARE HIGHLIGHTED IN BLUE**

## DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Land Rover 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

Range Rover Velar (L560; INGENIUM I4 2.0L Diesel)  
Model Year: ..... 2018  
VIN: ..... 700002-724548

## SERVICE PROGRAM / REWORK ACTION

Retailers will, if necessary, 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:

1. Completion of accurate diagnosis in accordance with instructions in the workshop procedure.
2. Submission of information detailed in the workshop procedure to [jlrcamp@jaguarlandrover.com](mailto:jlrcamp@jaguarlandrover.com)
3. Receipt of confirmation vehicle has been added to this service action and that repairs may commence.

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 N128NAS, *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.**

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED PERCENTAGE DEMAND
A/C O-ring	LR054871	2	100
A/C O-ring	LR044466	4	100
Balancer Shaft	LR074075	2	100
Bolt (shock absorber yoke) to rear lower arm	LR090641	2	100
Bolt (shock absorber yoke) to shock absorber	FC110136	2	100

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED PERCENTAGE DEMAND
Brake Caliper bolt and Washers	LR097381	4	100
Crankshaft damper bolt	LR085468	4	100
Differential oil drain plug	LR093822	1	100
Differential oil fill plug	LR096012	1	100
DPF to EGR inlet manifold gasket	LR082314	1	100
DPF to SCR Exhaust Pipe Gasket	LR085942	1	100
DPF to SCR Exhaust Pipe Gasket Nuts	FX110046	2	100
Drive plate bolt	LR074135	8	100
FR Differential Support bracket to oil pan seal	LR101450	1	100
FR halfshaft bolt	LR092703	4	100
Gasket - High Pressure EGR to exhaust manifold	LR082314	2	100
Halfshaft circlip	LR093715	2	100
Kit - Element & Gasket - Oil Filter	LR073669	1	100
Lower suspension arm Ball joint nut	LR090518	2	100
Plug - Oil Drain	LR073675	1	100
Seal - Crankshaft Oil - Front	LR093852	1	100
Seal - Crankshaft Oil - Rear	LR084639	1	100
Sealer - Oil Pan/Engine	STC50550	1	100
Stabilizer link nut, Front upper arm bush nut, wheel knuckle upper nut	FY110056	6	100
Tie rod end nut	LR026275	2	100
Torque converter to drive plate	LR038661	4	100
Turbocharger to Catalyst Gasket	LR072251	1	100
Wheel hub nut	LR024151	2	100
Wheel knuckle upper Bolt	LR090520	2	100
Engine Oil	ZZZ999	6.25L	\$102.82
Differential Fluid	ZZZ999	1.0L	40.00

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'.

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'.

## TOOLS

Refer to Technical Bulletin noted above for any required tools.

## WARRANTY

NOTE: 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'.

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'.

NOTE: Diagnosis time must be performed under a separate claim, per the warranty terms and conditions, and not as part of this Program.

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

Warranty claims must be submitted quoting the Program Code 'N128', 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)
N128	X	Balance shaft assembly - Renew	12.49.16	9.3
N128	X	Drive in/drive out	02.02.02	0.2

*Normal Warranty policies and procedures apply.*