



SERVICE ACTION H059: BALANCER SHAFT WHINE

SERVICE BULLETIN

10-AUG-18

NO.: 6-379NAS
(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 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, 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
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 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
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.

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 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.