



N128NAS2

# TECHNICAL BULLETIN

10 AUG 2018

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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

## INFORMATION

Changes are highlighted in blue

## SECTION:

303-01A: Engine - INGENIUM I4 2.0L Diesel

## SUBJECT/CONCERN:

Service Action: Balancer Shaft Whine

## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
Range Rover Velar (LY)	2018	700004-724548	Solihull	INGENIUM I4 2.0L Diesel

## MARKETS:

NORTH AMERICA

## CONDITION SUMMARY:

### SITUATION:

An issue has been identified on certain 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.

### ACTION:

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

- a. Completion of accurate diagnosis in accordance with instructions in the Workshop Procedure.
- b. Submission of information detailed in the Workshop Procedure to [jlrcamp@jaguarlandrover.com](mailto:jlrcamp@jaguarlandrover.com).
- c. Receipt of confirmation vehicle has been added to this program 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 Workshop Procedure detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer.

## PARTS:

### NOTE:

Order only the expected percentage demand of parts identified.

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

DESCRIPTION	PART NO./SUNDRY CODE	QTY./VALUE	EXPECTED PERCENTAGE DEMAND
AC O-ring	LR054871	2	100
AC O-ring	LR044466	4	100
Balancer Shaft	LR074075	2	100
Brake Caliper bolt and Washers	LR097381	4	100
Crankshaft damper bolt	LR085468	4	100
Bolt (shock absorber yoke) to rear lower arm	LR090641	2	100
Bolt (shock absorber yoke) to shock absorber	FC110136	2	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
Wheel knuckle upper Bolt	LR090520	2	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

DESCRIPTION	PART NO./SUNDRY CODE	QTY./VALUE	EXPECTED PERCENTAGE DEMAND
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
Engine Oil	ZZZ999	6.25L	\$102.82
Differential Fluid	ZZZ999	1.0L	40.00

## SPECIAL TOOLS:

Refer to TOPIx Workshop Manual/Workshop Procedure for any required special tools.

## WARRANTY:

### NOTES:

- Use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

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 ensure 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 all 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 back 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 or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
N128	X	Balance shaft assembly - Renew - Range Rover Velar (L560)	12.49.16	9.3
N128	X	Drive in/drive out	02.02.02	0.2

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

Normal Warranty policies and procedures apply.

#### SERVICE INFORMATION:

#### △ NOTES:

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

- The vehicle must be diagnosed correctly prior to performing this Program to avoid an incorrect repair.

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#### △ NOTE:

The engine build date is the first 6 characters (YY/MM/DD) of the engine serial number.



Locate and record the engine serial number.

➤ Go to Workshop Procedure 'A'.

WORKSHOP PROCEDURE 'A':

### ⚠ NOTES:

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

- The vehicle must be diagnosed correctly prior to performing this Program to avoid an incorrect repair.

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 NOTE:

If a suitable recording device is not available, email [jlrcamp@jaguarlandrover.com](mailto:jlrcamp@jaguarlandrover.com) with the vehicle: engine serial number, complete VIN, mileage, and repair history relating to balance shaft.

Use a suitable device to record a sound file of the noise.

- 1 Start engine and run to optimum operating temperature.
- 2 With the recording device 3 feet from the left-side of the engine, raise and hold the engine at 1,800 rpm for 30 seconds and then allow the engine to return to idle speed.
  - Repeat this sub-step 2 additional times.
- 3 Email [jlrcamp@jaguarlandrover.com](mailto:jlrcamp@jaguarlandrover.com) with the following vehicle information:
  - Sound file;
  - Engine serial number;
  - Complete VIN;
  - Mileage; and
  - Repair history relating to balance shaft.
- 4 Wait for further instructions before continuing.

## WORKSHOP PROCEDURE 'B':

 NOTE:

This Workshop Procedure shall only be performed after receiving approval.

- 1 Replace the balance shaft assembly (see TOPIx Workshop Manual section 303-01A: Engine - INGENIUM I4 2.0L Diesel - Removal and Installation - Balance Shaft Assembly).