



© Jaguar Land Rover North America, LLC

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 Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

INFORMATION

This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in blue

SECTION:

501-19

**SUBJECT
/CONCERN:**

'Clunk' Noise From Front of Vehicle When Switching the Engine OFF

AFFECTED VEHICLE RANGE:

| MODEL: | MODEL YEAR: | VIN: | ASSEMBLY PLANT: |
|---------------|-------------|---------------|-----------------|
| E-PACE (X540) | 2018-2019 | Z00001-Z54767 | Graz (Austria) |

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:**SITUATION:**

A 'clunk' noise may be evident from the front of the vehicle when the engine is switched OFF.

CAUSE:

This may be caused by distortion of the cooling module lower air duct edge, resulting in an interference condition with the active grille.

ACTION:

Should a customer express this concern, follow the procedure(s) below.

PARTS:

| PART NUMBER | DESCRIPTION | QUANTITY |
|-------------|--------------------------------|----------|
| J9C12529 | Cooling module lower air duct | 1 |
| J9C18960 | Lower active grill air shutter | 1 |
| XR81517 | Securing pin | 1 |

TOOLS:

Refer to Workshop Manual for any required special tools.

WARRANTY:

NOTES:

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.
- The JLR claims submission system requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

| DESCRIPTION | SRO | TIME (HOURS) | CONDITION CODE | CAUSAL PART |
|--|----------|--------------|----------------|-------------|
| Cooling module lower air duct - Modification | 76.96.73 | 0.7 | 41 | J9C3981 |

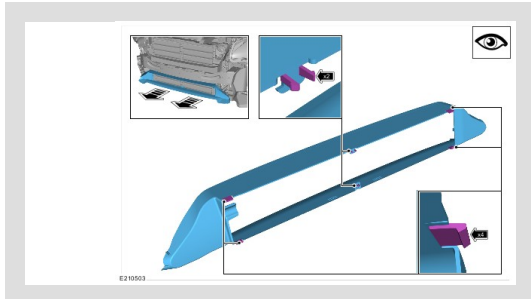
NOTE:

Normal Warranty procedures apply.

WORKSHOP PROCEDURE:

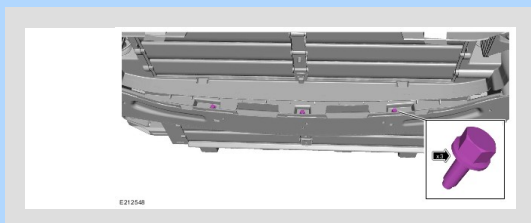
1. Remove the front bumper (see TOPIx Workshop Manual section 501-19: Bumpers - Removal and Installation - Front Bumper [for access only; steps 1-9])

2.



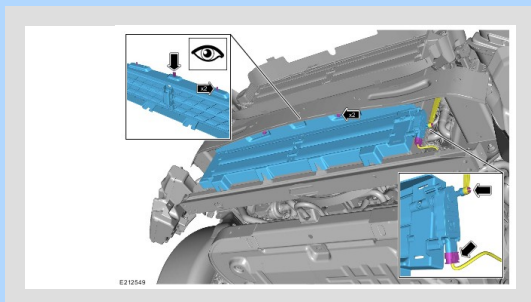
Remove and discard the cooling module lower air duct.

3.



Remove the 3 upper bolt(s) of the lower active grille air shutter.

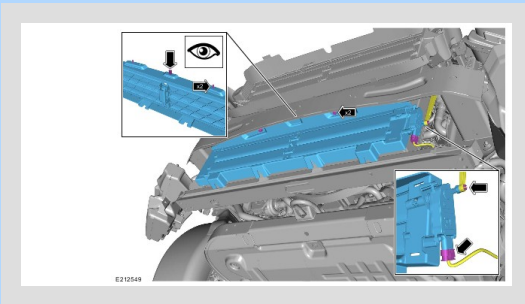
4.



Remove and discard the lower active grille air shutter.

1. Disconnect the electrical connector.
2. Release the lower active grill air shutter connecting rod.
3. Remove the 2 bolt(s).

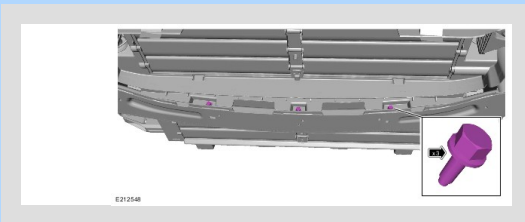
5.



Install the new lower active grille air shutter.

1. Install the 2 bolt(s).
 - Torque: **6 Nm**
2. Install the lower active grill air shutter connecting rod.
3. Connect the electrical connector.

6.



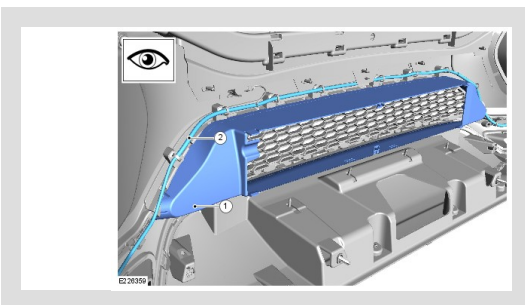
Install the 3 upper bolt(s) of the lower active grille air shutter.

- Torque: **6 Nm**

7.

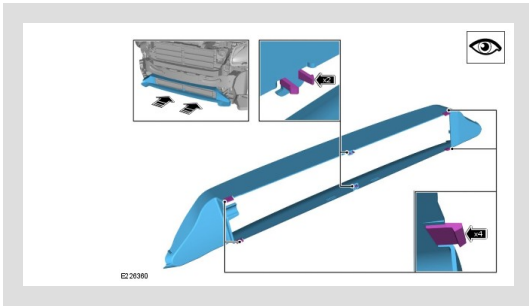
NOTE:

Do not install the cooling module lower air duct to the front bumper. Use the duct only to verify the installation of the front bumper wiring harness.



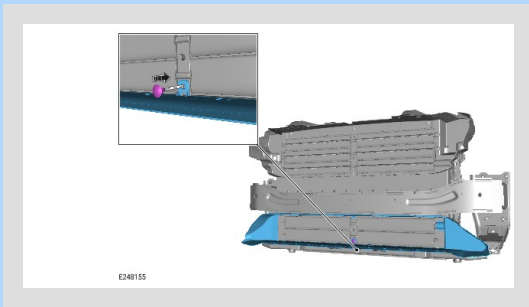
Inspect front bumper wiring harness installation: before installing the new cooling module lower air duct **(1)** to the vehicle, make sure the front bumper wiring harness **(2)** will not be trapped by the duct when the front bumper is installed.

8.



Install the new cooling module lower air duct to the vehicle.

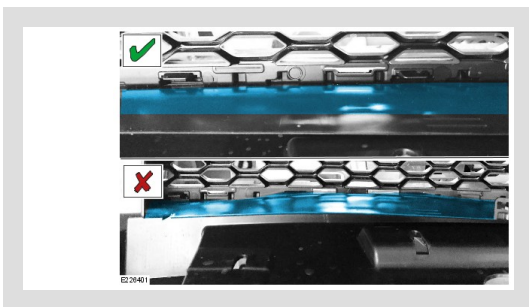
9.



Install the new cooling module lower air duct to the lower active grille air shutter.

1. Use the securing pin as shown.

10.



Make sure the cooling module air duct locates correctly **(0)** into the lower front grille
When installing the front bumper.

11.

Install the front bumper (see TOPIx Workshop Manual section 501-19: Bumpers - Removal and Installation - Front Bumper - steps 9-1 only).