

JTBO0685NAS3

**TECHNICAL BULLETIN**

01 NOV 2019



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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 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.**

This bulletin supersedes TSB JTBO0685NAS2/2019 dated 30 MAY 2019, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this Technical Bulletin in TOPIx.

Changes are highlighted in blue

**SECTION:**

303-01

**SUBJECT/CONCERN:**

Vibration Felt In Passenger Compartment When Starting and/or Idling Engine

**AFFECTED VEHICLE RANGE:**

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
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MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
F-PACE (X761)	2018 Onwards	093634 Onwards	Solihull	INGENIUM I4 2.0L Petrol/INGENIUM I4 2.0L Diesel

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## MARKETS:

NORTH AMERICA

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## CONDITION SUMMARY:

### SITUATION:

A vibration can be felt in the passenger compartment when starting the engine or when stationary with the engine at idle.

### CAUSE:

The active engine mounts are subject to premature wear. A new service part is now available.

### ACTION:

Follow the instructions below.

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## PARTS:

### NOTES:

- An Electronic Product Quality Report (EPQR) must be submitted, including a clear photograph of the original damaged/leaking active engine mounts installed in the vehicle, for new active engine mounts (part numbers T4A37103 and T4A37104) to be released. See the service information section for an example photograph.
- Part numbers JDE40145 and JDE40147 may be re-used for installation if they show no signs of damage or wear.

PART NUMBER	DESCRIPTION	QUANTITY
T4A37103	Active engine mount - Left side	1
T4A37104	Active engine mount - Right side	1

PART NUMBER	DESCRIPTION	QUANTITY
JDE38416	Exhaust manifold gasket - High Pressure (HP) turbocharger	1
JDE36455	Exhaust manifold spacers and bolts - HP turbocharger	8
C2Z31824	Exhaust Gas Recirculation (EGR) pipe gasket - HP turbocharger	1
JDE40147	Turbocharger gasket kit - HP turbocharger	1
JDE36824	Upper oil return O-ring seal - HP turbocharger	1
JDE36825	Lower oil return O-ring seal - HP turbocharger	2
JDE40145	Turbocharger outlet pipe O-ring kit - HP turbocharger	1
AJ813362	Turbocharger oil feed banjo washers - HP turbocharger	2
JDE38503	Turbocharger to exhaust manifold gasket - Low Pressure (LP) turbocharger	1
JDE36824	Upper oil return O-ring seal - LP turbocharger	1
JDE36825	Lower oil return O-ring seal - LP turbocharger	1
AJ813362	Turbocharger oil feed banjo washers - LP turbocharger	2
T4N15217	EGR cooler O-ring - LP turbocharger	1
T4N15215	EGR cooler gasket - LP turbocharger	1
T2H11760	Catalytic converter turbocharger gasket	1
T2H36778	Catalytic converter turbocharger clamp	1
AJ813345	EGR gasket	1
T2H14088	Diesel Particulate Filter (DPF) to exhaust gasket	1
AJ813342	EGR pipe to EGR valve gasket	1
T4N15216	EGR pipe to intake manifold O-ring	1
JDE39873	Thermostat to cylinder block gasket	1
T4A37741	Vacuum pipe attachment - Right side	1
T4A37742	Vacuum pipe attachment - Left side	1

**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
Mounting - Set - Renew - Ingenium I4 2.0L diesel (180PS)	12.45.13	1.8	01	T4A31807
Mounting - Set - Renew - Ingenium I4 2.0L petrol	12.45.13	1	01	T4A31807
Active engine mount vacuum hose - Modification	12.45.89.01	0.1	01	T4A31807

**NOTE:**

Normal Warranty procedures apply.

**SERVICE INFORMATION:****NOTE:**

An EPQR must be submitted, including a clear photograph of the original damaged/leaking active engine mounts installed in the vehicle, for new active engine mounts (part numbers T4A37103 and T4A37104) to be released.

1.



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For the release of the new active engine mounts, the parts team will require a photograph of the damaged/leaking active engine mount(s). Make sure a clear photograph is taken, with the active engine mount still installed to the vehicle, as shown in the illustration.

2.



Example of an excessively worn and/or leaking active engine mount.

3.



Example of an excessively worn and/or leaking active engine mount.

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**SERVICE INSTRUCTION:****NOTES:**

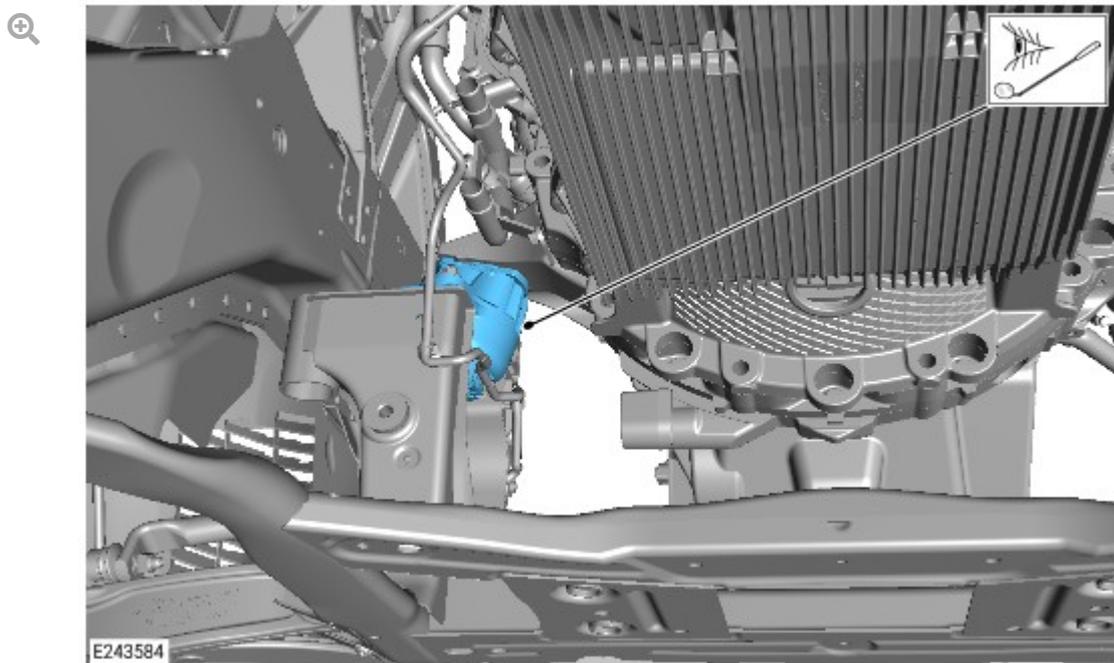
- Some components may be shown removed to provide extra clarity.
- Some variation in the illustrations may occur, but the essential information is always correct.

- 
1. Remove the undershield, (see TOPlx workshop manual section 501-02: Removal and Installation - Engine Undershield).
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2.

**NOTE:**

Repeat this step for the opposite side.



Inspect the active engine mounts for signs of excessive wear and/or leaking fluid.

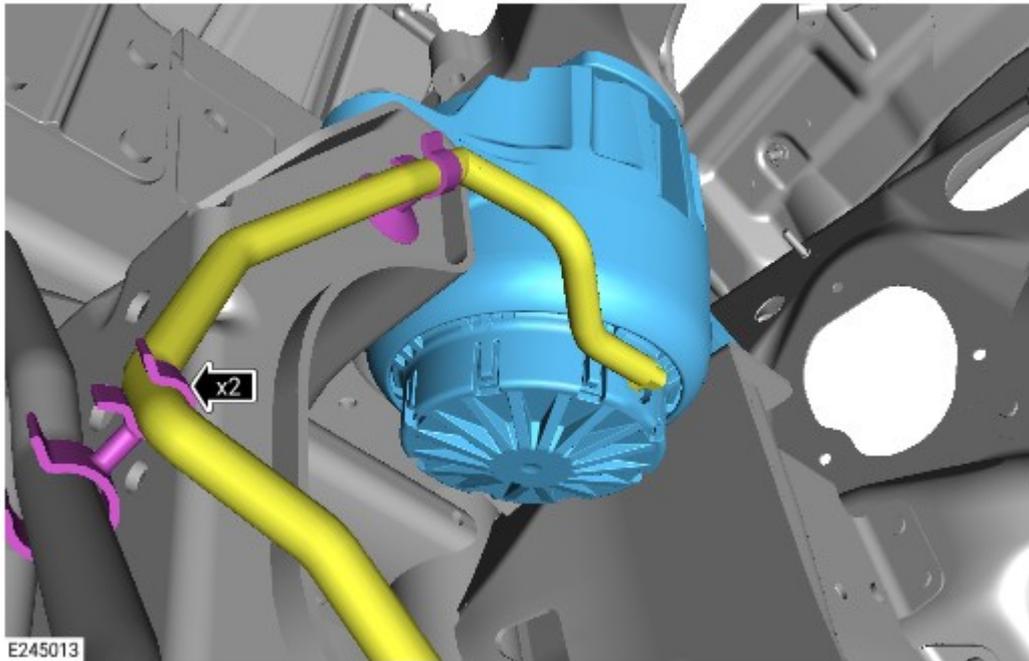
- ■ If **both** active engine mounts show **no** signs of excessive wear and/or leaking fluid, **do not continue with this technical bulletin**, as the content of this technical bulletin does not directly relate to the customer's concern. Continue to diagnose the vehicle using the TOPlx workshop manual, (see TOPlx workshop manual section 303-00: Diagnosis and Testing - Engine).
- ■ If **any** of the active engine mounts show **any** signs of excessive wear and/or leaking fluid, **continue to step 3**.

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3. Renew **both** active engine mounts, (see TOPlx workshop manual section 303-01: Removal and Installation - Left/Right Engine mount).

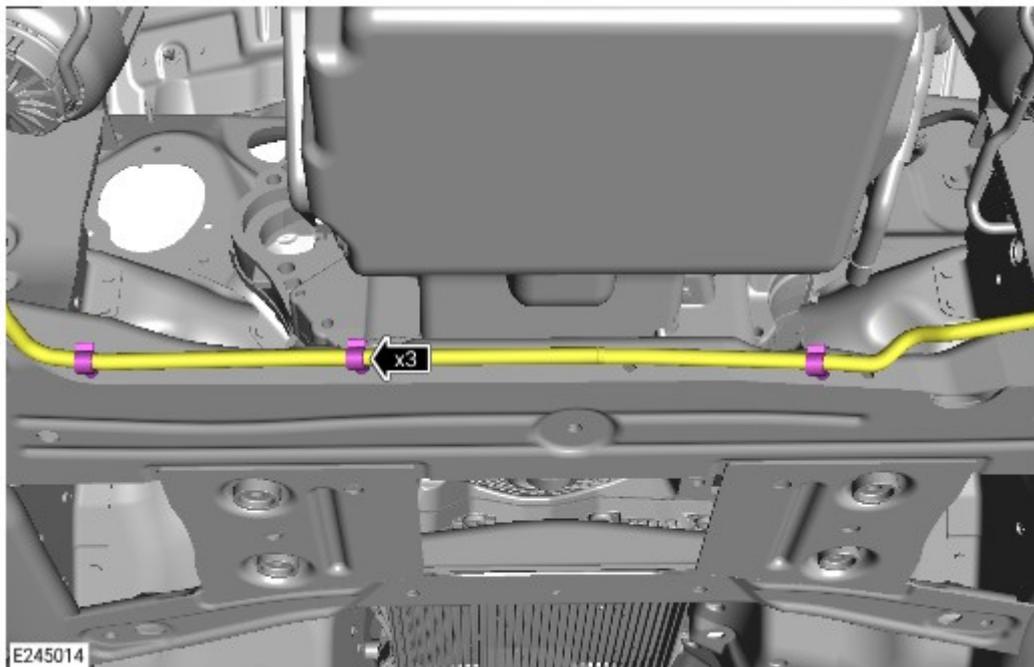
- ■ Do not install the air deflector during this step.
  - ■ Do not install the active engine mount vacuum hose to the active engine mounts during this step.
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4.



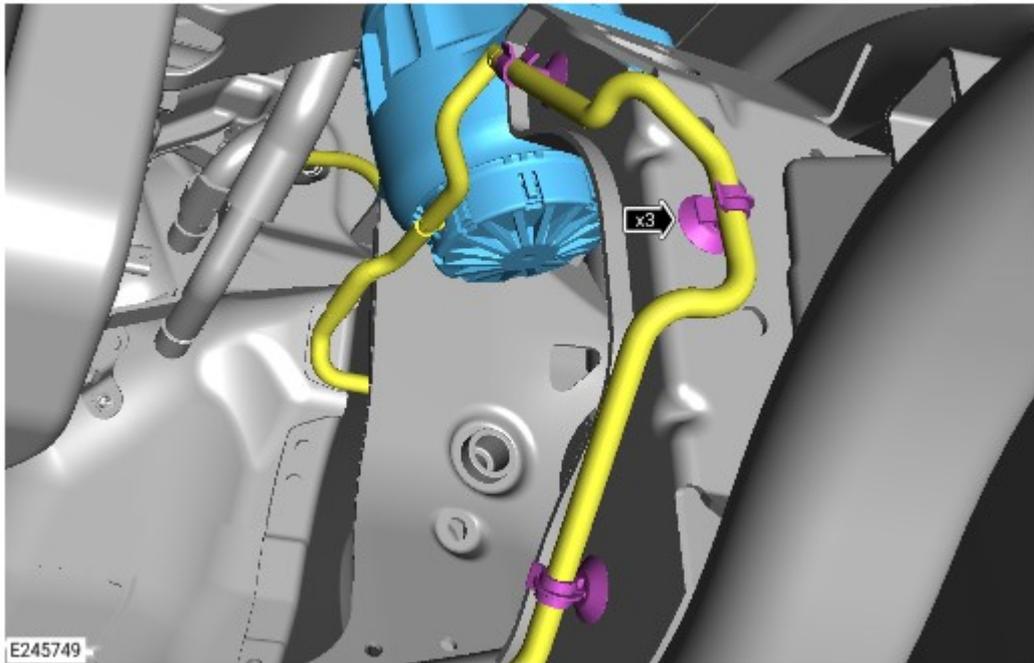
Disconnect the active engine mount vacuum hose from the fasteners.

5.



Disconnect the active engine mount vacuum hose from the fasteners.

6.

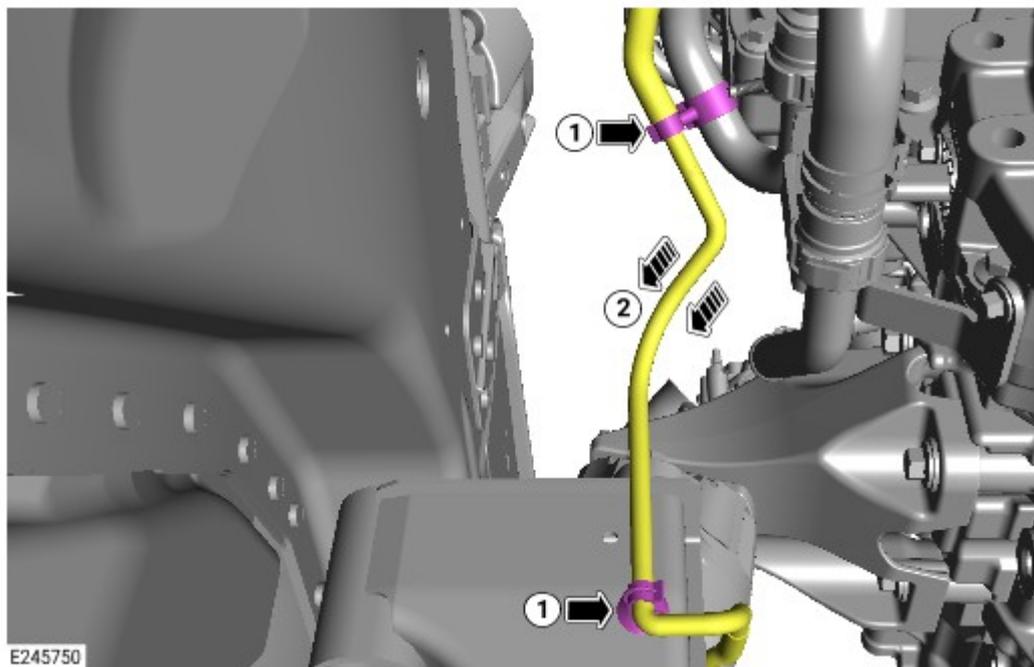


Disconnect the active engine mount vacuum hose from the fasteners.

7.

**NOTE:**

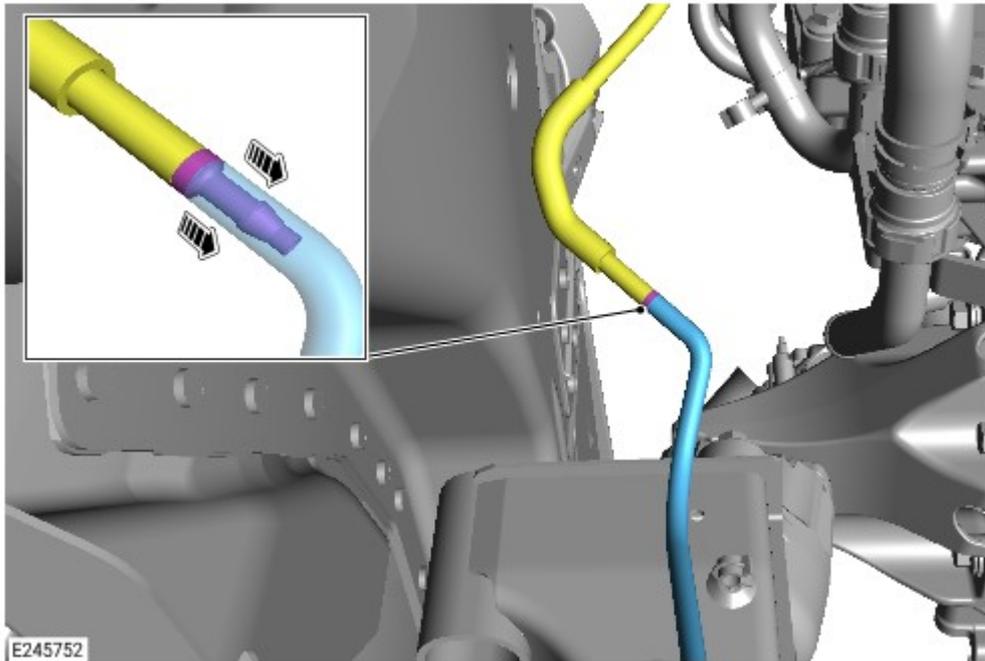
Do not pull on the active engine mount vacuum hose.



1 - Disconnect the active engine mount vacuum hose from the fasteners.

- ■ 2 - Allow the active engine mount vacuum hose to reposition downward.

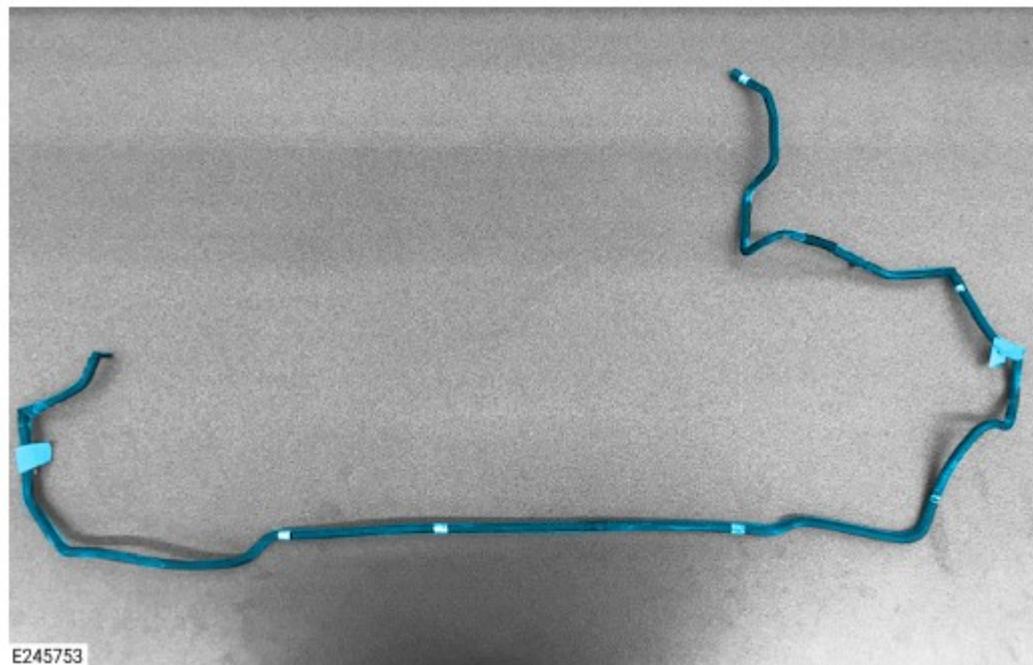
8.



Separate the active engine mount vacuum hose at the connector shown in the illustration.

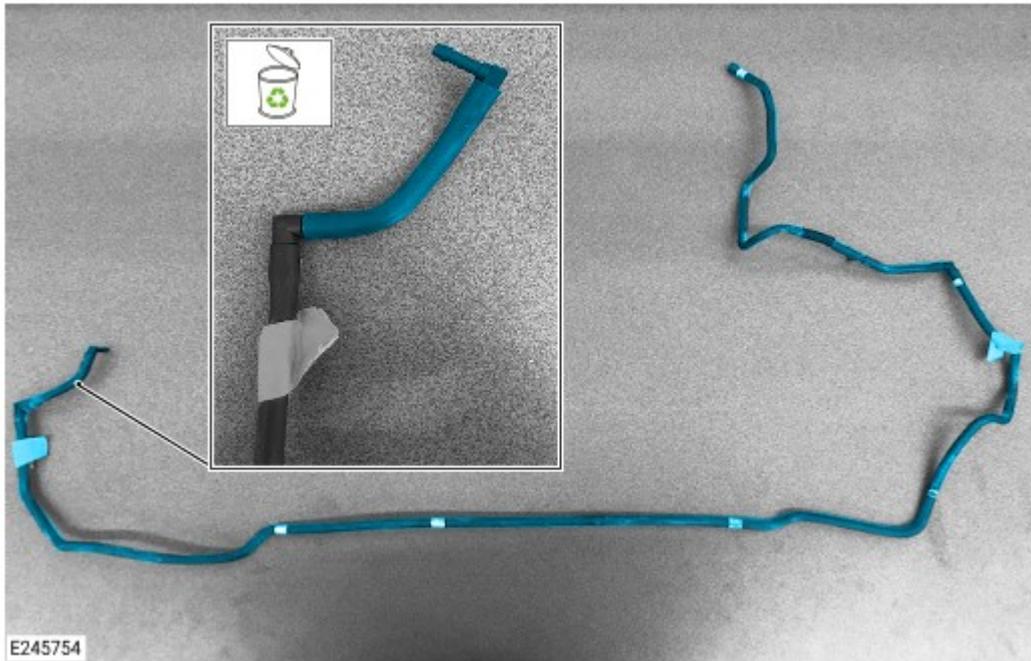
- ■ Remove the active engine mount vacuum hose from the vehicle.

9.



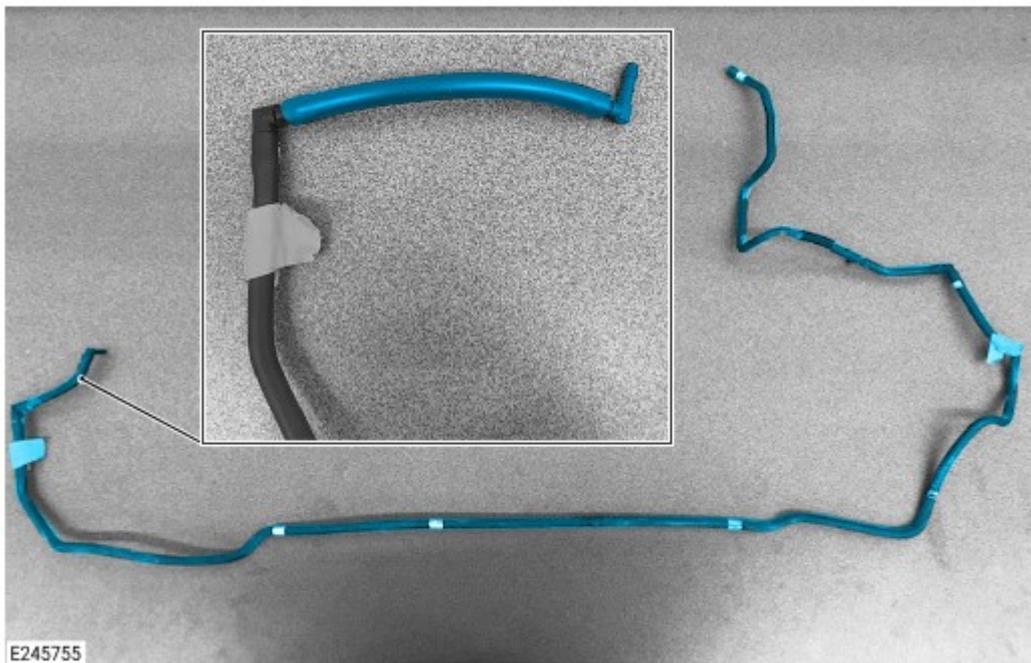
The illustration shows the active engine mount vacuum hose removed from the vehicle.

10.



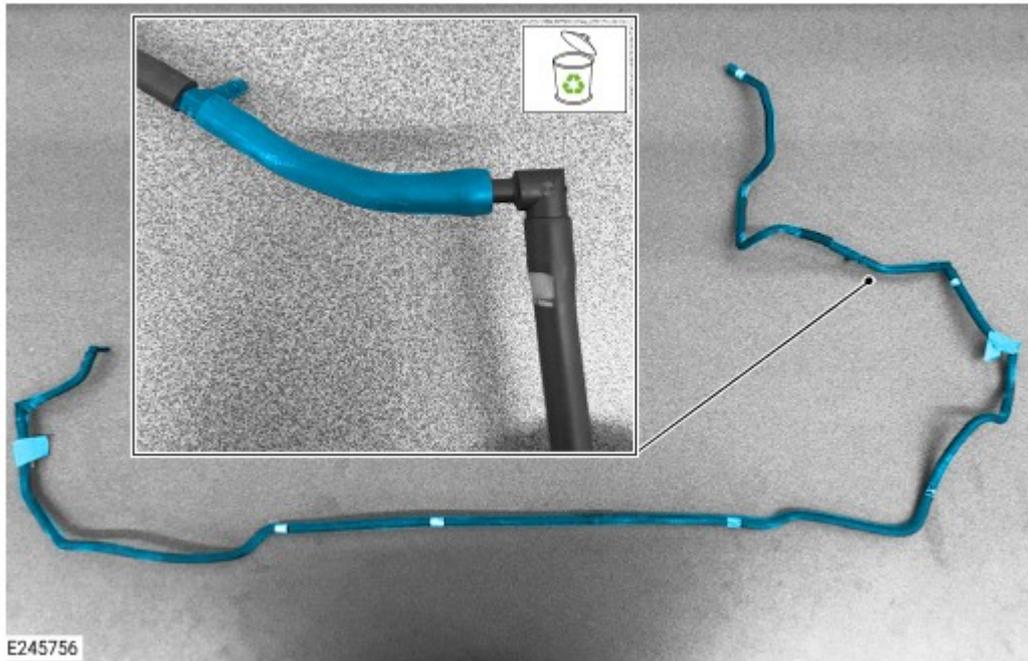
Remove and discard the section of active engine mount vacuum hose.

11.



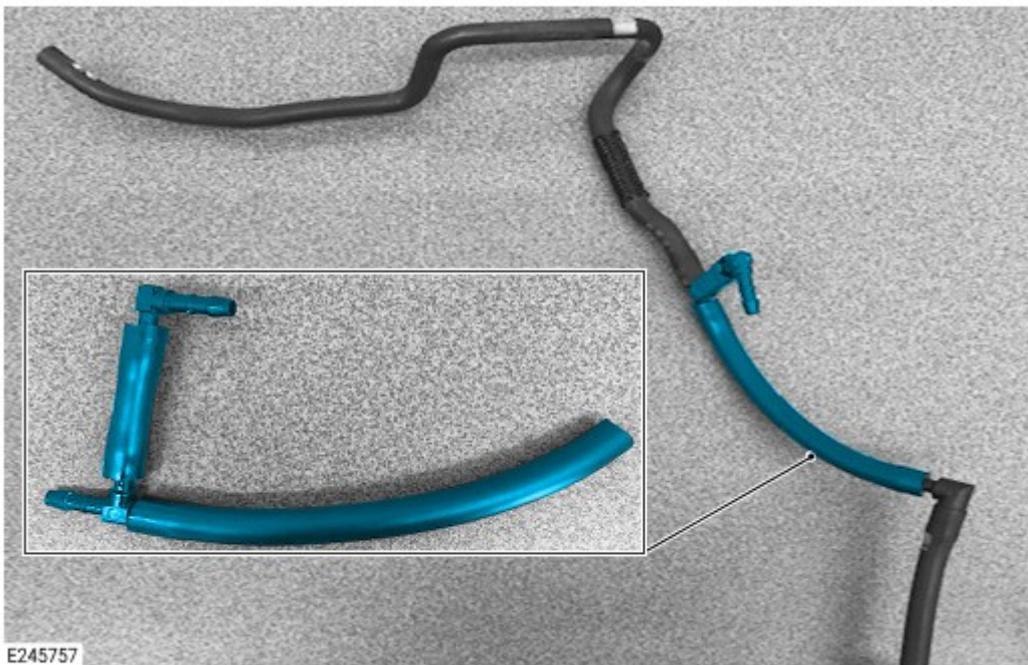
Install the section of active engine mount vacuum hose, as shown in the illustration.

12.



Remove and discard the section of active engine mount vacuum hose.

13.



Install the section of active engine mount vacuum hose, as shown in the illustration.

14. Reverse steps 4 to 8.

15.

**NOTE:**

Repeat this step for the opposite side of the vehicle.

Install the active engine mount vacuum hose to the active engine mount.

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16. Install the undershield, (see TOPIx workshop manual section 501-02: Removal and Installation - Engine Undershield).