

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Jaguar and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Jaguar technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 74385 - AJ20-D4 Lack of Power and Engine Noise

Models : E-Pace / X540

E-Pace / X540 (China L2C)

F-Pace / X761

XE / X760

XE / X760 (China L2C)

XF / X260

XF / X260 (China L2C)

Engineer Christian Bradley

Name :

Last Modified 20 FEB 2020 16:11:11

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Category : Engine

Symptom : 497000 Engine Noise

Content : Issue

Customer may report lack of power/reduced performance and induction noise under certain driving conditions. Engine may sound very much like it is operating without an air filter or boost and induction hose has become detached. These concerns are more evident under partial or light throttle driving conditions. No Engine MIL light illuminated and or DTC codes will not be present.

Cause

Investigations carried out by JLR Engineering have identified that a number of Variable Camshaft Timing solenoids have been manufactured away from the intended specification by the supplier. This may cause a stiction/friction event within the solenoid and may cause the solenoid to become stuck in certain positions.

Action

Following confirmation of customer complaint into reported engine noise and poor performance (please see attached sound file. Concern becomes evident at 7 seconds). Please ensure that there are no loose hoses on the induction system and complete diagnosis as per relevant section in Topix. Complete interrogation using

Jaguar Approved Diagnostic System to ensure that no fault codes are present. Once customer concern has been verified.

- Replace the Variable valve Timing Solenoid T4N32636 (AB) level parts and check the etched date on the new part.
- If the manufactured date is pre 18-08-23 (23rd August 2018) replace the solenoid. (TOPIx -WSM procedure section 303-14:Engine)

File : [IMG_2581 \(1\).JPG](#)
[Engine VCT Solenoid.mp4](#)