

# 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 75471 - AJ21D4 Alternator Belt - Damaged

**Models :** E-Pace / X540

F-Pace / X761

XE / X760

XF / X260

**Engineer** Shilvock Matthew

**Name :**

**Last** 16 JUL 2021 07:28:32

**Modified :**

**Category :** Engine

**Symptom :** 401000 Oil System Concerns

**Content :** **Issue** – JLR is investigating an issue on AJ21 D4M powered vehicles. Customers are experiencing issues with FEAD Primary Belt failure which could result in a flat battery leading to a roadside assist. This could also lead to an oil leak.

**Cause** – 1) The belt tensioner becomes temporarily stuck and the belt snaps during an engine start.

**Action** – Please replace the tensioner assembly and the drive belts at the same time using the appropriate service tool for the water pump belt.

**Cause** – 2) Residual diesel and/or oil from a previous leak enter the tensioner and cause internal damage.

**Action** – When repairing oil leak and/or fuel leak please replace the tensioner assembly and the drive belts at the same time using the appropriate service tool for the water pump belt.

Main (Primary) Fead Belt T2H44393

Main FEAD Tensioner T2H52304

Water Pump Belt T2H44394