

Reference	SSM75876
Models	Defender / L663 Discovery / L462 New Range Rover / L460 Range Rover / L405 Range Rover Sport / L494 Range Rover Velar / L560
Title	INGENIUM I6 3.0L Petrol BISG/Accessory Belt and/or Tensioner May Become Damaged and/or Adrift
Category	Engine
Last modified	27-Oct-2022 00:00:00
Symptom	497000 Engine Noise
Attachments	Image_1_SSM75876.pdf (Image_1_SSM75876.pdf)
Content	<p><u>Issue:</u></p> <ul style="list-style-type: none"> • 19MY Onwards <p>JAGUAR LAND ROVER is investigating noise / low battery / low coolant / overheating as a result of BISG (Belt Integrated Starter Generator) / Accessory Drive failures (belt or/and tensioner).</p> <p><u>Cause:</u></p> <p>Unknown at this time.</p> <p><u>Action:</u></p> <p>If you see this issue present on a vehicle, please investigate the following points below.</p> <p>Tensioner Only</p> <ul style="list-style-type: none"> • Document (photo or video) the presence of spring in the tensioner before removal of any parts from the engine. • CARE POINT: DO NOT REMOVE THE SPRING FROM THE TENSIONER DURING OR AFTER DISASSEMBLY • Change the primary belt as a precaution and store it along with tensioner. These will be needed for warranty investigation and a request will be raised for parts pick up. <p>Primary Or Secondary Belt Damage</p> <ul style="list-style-type: none"> • Check for signs of oil spillage or coolant leakage • Check for oil and coolant for contamination on the belt <p>Primary Belt (Only) Worn Out or Shredded</p> <ul style="list-style-type: none"> • Remove the damaged belt and clean the area, if the belt was shredded • Check the secondary belt and pulleys for any captive pieces of primary belt • Check for any damage to the pulleys • Change the Secondary belt if.

- there is oil or coolant contaminant
- there is evidence of rubbing of secondary belt on the failed primary belt
- there is evidence of heat related cracks on the belt [see image A]

Secondary Belt (Only) Worn Out Or Shredded

- Remove the damaged belt and clean the area if belt was shredded
- Check the primary belt and pulleys for any captive pieces of secondary belt
- Check for any damage to pulleys
- **Change the Primary belt if.**
- there is oil or coolant contaminant
- there is evidence of rubbing of primary belt on the failed secondary belt
- there is evidence of heat related cracks on the belt [see image A]

Please raise an ePQR with the following information.

- Reference this SSM number
- Presence of spring on the tensioner
- Position of primary belt and secondary belt (were they in contact with each other)
- Presence of oil or coolant on and around the primary and secondary belts or on the pulleys
- Evidence of heat cracks on the primary or secondary belt (see image 1 attached)
- Any other observations that will help with the investigation of the failure

Please hold onto the parts replaced, as per the warranty policy (30 days).

Thank you in advance for your assistance with this matter.

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