

Details for Technical Assistance: 3545678

Open - With Dealer

Vehicle		Details	
VIN	SALZA2AT4LH119158 (2020)	Reported	20 FEB 2023 15:33
Model	New Range Rover Evoque / L551	Total Time	367 Days 0 Hours
Engine	1.5 AJ20 P3H PHEV	Job Card Date:	04 FEB 2023
TIS	26	Amended Job Card Date:	
Miles/KM	13351 Miles	Symptom	Engine oil consumption higher than expected
VOR	Yes	Suspect Part	Unknown
Roadside Assist?	Yes	Condition	
Cause of Breakdown?	Yes	Outcome	
Repeat Repair	Yes	Diagnostic tool used	TOPIX Cloud
Modifications:	No		
CRC Case	No		
Customer Vehicle ?	Yes		
DTC's			

Contact	
Name	Ballester Ashley
Phone	07932589768
Email	cgm@fosolutions.co.uk
Dealer Details	H6027, Vertu Land Rover Bradford
Country	United Kingdom
Alternative Vehicle?	Unknown

Customer Concern/ Comments

bad smell from exhaust.

Detailed Diagnostics
confirmed fault, exhaust smells really bad - eggy smell.

removed CAT found CAT cracked see video - "cracked cat" / evidence of it overheating. there is a plastic pipe on the engine that has melted due to the cat getting so hot- see video "melted pipe". checked oil on dip stick = none shown, removed oil from engine found 3 liters in engine (should be 6, we serviced 22/08/22 @ 11149 miles) removed intake hose ontop of engine (charge air cooler to throttle) found oil pooling in the hose. removed spark plugs from the engine and found number 3 covered in oil see picture "spark plugs first inspection". i then went on holiday for 2 days and the car got drove outside, today i drove the car in to do compressions and took another photo of the spark plug on number 3 after a few cold starts see picture "second inspection" all 3 compressions on the cylinders where 150psi. we are unsure wether the oil in the cylinder is masking a piston ring issue. we have not inspected the turbo yet, we thought if the turbo had failed the oil would be across all 3 cylinders not just number 3.

sending TA as we're not sure if there is any other checks to do before we take the head off ????

thanks ash :) please call 07932589768 if any questions.

Dialogue			
Assign to user jdawson9	Coling Peter	20 FEB 2023 15:36	Assign To
Hello Ash	Dawson Jamie	20 FEB 2023 17:02	Respond to Retailer
I have reviewed the TA.			
I am going to need some more information.How long has the customer owned the vehicle?			
1. What date did the customer notice the concern? 2. Prior to the first occurrence of this issue were any updates or repairs undertaken by yourselves or a third-party repairer 3. Has the customer experienced any engine running concerns, misfire, hesitation, etc...? 4. Has the customer had any warning messages/lights on the IPC?			
Please complete the actions below			
<ul style="list-style-type: none">Carry out a pico compression testCarry out a manual compression test - wet and dry (I understand a dry test is going to be difficult on cylinder 3 due to the oil contamination but try and blow out as much oil as possible then crank the engine with the spark plug attached to try and clear some oil)Use a borescope and inspect all 3 cylinders for bore wear/marks and check for oil contaminationFully inspect the intake, charge/turbo and exhaust system for oil contamination - note where oil is found			
Regards Jamie			

Quality of input : 5

View

Dawson Jamie

20 FEB 2023 17:02

Star Rating

hi jamie,

Ballester Ashley

21 FEB 2023 13:11

Respond to Helpdesk

Thanks for the reply. we removed the turbo hose and found loads of oil pooling in the intake hose to the turbo.
we then started the car with all the breathers off the turbo to make sure the oil is not getting sucked up from the engine.

found the oil is coming from the turbo, please see video.

we are quite happy to close the case as vehicle repaired and re open if we have further issues when the turbo is fit.

thanks

Hello,

Coling Peter

21 FEB 2023 13:42

Closure

Thanks for the update,
Case closed,
Please reopen the case if you need further assistance after the turbo has been replaced,

Regards,

Your report has been closed by the helpdesk (Vehicle repaired).

Quality of input : 5

Coling Peter

21 FEB 2023 13:42

Star Rating

Reopened

Ballester Ashley

28 MAR 2023 11:02

Reopened

Assign to user rwhinmi1

Whinmill Ryan

31 OCT 2023 10:50

Assign To

Assign to user wound1

Whinmill Ryan

01 NOV 2023 13:29

Assign To