

Reference	SSM71058
Models	LR2 / L359
Title	Power Steering Pump Noisy or Heavy.
Category	Chassis
Last modified	17-Jan-2014 00:00:00
Symptom	303000 Steering/Handling
Content	<p><u>Issue:</u> Upon customer complaint of a noisy power steering pump or heavy steering, should a dealer intend to change a power steering pump to resolve this, please address the questions below on a EPQR so that JLR may review and potentially request the part back for further engineering investigation. Pre 13 MY only, vehicles fitted with SI6 Petrol Engines Only.</p> <p><u>Cause:</u> Root cause currently under investigation.</p> <p><u>Action:</u> Define and document the following points on an EPQR.</p> <p><u>Initial drive testing:</u></p> <ul style="list-style-type: none"> • Have you confirmed the customer complaint? yes/no • If yes, please provide answers to following questions... • Is there any excessive noise when operating the steering? • Was the correct level of pump assistance available? • Was the failure intermittent or permanent? • Is the fault temperature related? • Please provide any additional comments and observations. <p>Diagnosis carried out...</p> <ul style="list-style-type: none"> • Check fluid level and condition • Was the fluid level condition okay? • Was there any air present in the fluid? • Was there any metallic particles in the fluid? • Is there any leakage on the entire steering system? • Was a steering pressure test carried out? If so, please provide results.