Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover 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 Land Rover 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 72102 - Evoque - Idle vibration.

Models : LV - Evoque

Engineer Name : Duncan Jason

Last Modified : 05-12-2014 09:00:33

Category : Noise Vibration

Symptom : 703000 Vibration Concerns

Content : Issue:

- **Poor idle quality.**
- **Vibration at idle is noticeably worse than comparison vehicles.**

Cause:

- **Incorrect positioning of engine mounts following repairs in service or production.**

Action:

- **Standard diagnosis procedures should be carried out and all possible causes should be checked.**
- **If no other contributing factors can be identified, resetting of the engine mounts (as per TOPIX section 303.01, engine mount adjustment) has been proven, in some instances, to reduce the amount of vibration felt through the vehicle.**
- **SRO 12.45.40 has been created for this procedure and will soon be visible in TOPIX.**

Ratings:

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.
5 = Excellent – All required information provided to resolve the customer concern.