

Reference	SSM72041
Models	XK / X150 F-TYPE / X152 XJ / X351 XF / X250
Title	Guidelines for Submitting a Steering system Noise EPQR
Category	Chassis
Last modified	03-Nov-2014 00:00:00
Symptom	303000 Steering/Handling
Attachments	

Content	<p>Please read this SSM in conjunction with TSB JTB00388 (Hydraulic Power Assisted Steering System (HPAS) Diagnosis). <u>Issue</u>: Submitting a Steering System Noise EPQR. <u>Cause</u>: Under Investigation <u>Action</u>: With all customer complaints of a Steering System noise concern where there is no published repair in a TSB or SSM, we request an EPQR is submitted for every occurrence based on the following guidelines:</p> <p>Please attach a video and/or sound recording of the Steering System noise to your EPQR. Note: many current smart phones produce desired MP4 video/sound files that are of great use to Engineering. Engineering has sophisticated frequency analysis equipment that has been used to resolve prior issues that now have published fixes in service bulletins.</p> <p>The EPQR system currently accepts the following audio/video file types: avi, mov, mp3, mp4, mpg, vid, wav and wmv with a file size limit of up to 5Mb. Should your recording device create a file other than the accepted file types, please e-mail the file to ashton@jaguarlandrover.com and reference your EPQR in the e-mail. The EPQR should also contain the following information.</p> <p>A) Type of noise (ie. squeal, groan, graunch, grind, click, rattle, other) B) Hot or cold system (ie, only happens in the morning on initial drive...or conversely, happens when the vehicle is at full operating temp...also, is the ambient air dry or humid - if it appears to be a factor in the case) C) Vehicle speed/circumstances (ie, only at idle or when the vehicle engine speed is above idle, steering wheel position i.e. around centre or with lock applied). D) Occurrence of noise (i.e. Has the noise been apparent from when the vehicle was new or has it become increasingly worse, under what circumstances has the noise become increasingly worse i.e. when lots of full lock steering applications are applied). E) Has the vehicle recently been subjected to any unusual use ? (ie. off-roading in mud/water/sand, towing a heavy trailer, etc)</p> <p>Ratings:</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>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.</p>
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