

SB-10056424-5068

Reference	SSM71780
Models	Range Rover (All New) / L405
Title	Vehicle jack did not operate correctly during use.
Category	Chassis
Last modified	06-Mar-2014 00:00:00
Symptom	307000 Jack/Tool & Spare
Content	<p>Issue: A customer reports the jack did not operate correctly when raising the vehicle.</p> <p>Cause: JLR engineering are currently investigating to understand any situations where the jack does not function as intended.</p> <p>Action: Where possible raise an ePQR answering as best as possible the questions detailed below:</p> <ol style="list-style-type: none"> 1. Were people in the vehicle whilst using the jack, if yes, how many? 2. Which Tyre required changing? 3. Which wheel was the chock applied to? 4. What was the road surface the vehicle was jacked up upon? 5. Was the road flat or on a hill? 6. Is the vehicle fitted with side steps? If yes, fixed or deployable? 7. Did the customer have any specific issues whilst using the jack? 8. Was the ground wet/dry/icy? 9. What suspension height was the vehicle set to? (Access/Normal/Off Road) 10. What position was the transmission in?