

Reference	SSM71966
Models	XK / X150 F-TYPE / X152 XJ / X351 XF / X250
Title	Guidelines for Submitting a Brake Noise EPQR
Category	Chassis
Last modified	23-Oct-2014 00:00:00
Symptom	301000 Service Brake System
Attachments	
Content	<p><u>Issue</u>: Submitting a Brake Noise EPQR. Specifically related to front brake disc grooving causing a noise and /or judder issue.</p> <p><u>Cause</u>: Under Investigation</p> <p><u>Action</u>: With all customer complaints of a brake 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>A) please attach a video and/or sound recording of the brake 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.</p> <p>B) type of noise (ie. squeal, groan, graunch, grind, click, rattle, other)</p> <p>C) front or rear axle</p> <p>D) direction of wheel rotation (forward, reverse)</p> <p>E) hot or cold brakes (ie, only happens in the morning on initial drive...or conversely, happens after brakes are at full operating temp... also, is the ambient air dry or humid - if it appears to be a factor in the case)</p> <p>F) vehicle speed/circumstances (ie, rolling up to a stop light, crawling in stop and go traffic, local roads/routine driving, or highway speeds such as exit ramp braking)</p> <p>G) brake pedal application (light, normal or heavy)</p> <p>H) original pads from factory ? (if so, amount of remaining friction material in mm)</p> <p>I) noise came after routine brake service ? (if so, were new discs installed at that time ? elapsed mileage since brake service ?)</p> <p>J) was the vehicle recently 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.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>