

Reference	SSM72030
Models	LR4 / L319 Range Rover Sport / L320
Title	Steering Column Noise.
Category	Chassis
Last modified	18-Oct-2014 00:00:00
Symptom	303000 Steering/Handling

Attachments**Content**Issue:

A customer may report a noise when turning the steering wheel, which is confirmed by the dealer as originating from the steering column. Discovery 4/LR4 (L319) and Range Rover Sport (L320) Only. 10 Model year onwards.

Cause:

JLR engineering are currently investigating to understand any situations where the steering column is the cause of noise when turning.

Action:

Where possible raise an ePQR quoting this SSM number and answering as best as possible the questions detailed below:

1. Is the noise a grind, knock, click, creak or squeak?
2. Is the noise continuous, intermittent or at a single point during steering turn?
3. Does the noise occur during road speeds or when manoeuvring/parking?
4. Does the noise occur when turning in one direction or both left & right?
5. Is the column electric or manual? (if electric, please state whether it is in "auto" or "manual" mode)
6. Does the noise occur when the wheel is turned quickly or slowly?
7. When did the noise appear for the first time?
8. If the noise is found to be from the steering column, is the noise still present when it has been removed from the car?

If possible, please include a sound file of the noise.