

Reference	SSM72127
Models	Range Rover / L405 Range Rover Sport / L320 Range Rover Sport / L494
Title	Wheel and Tire Vibration.
Category	Chassis
Last modified	05-Jan-2015 00:00:00
Symptom	306000 Tyres/Wheels
Attachments	Water in tyres.JPG

ContentIssue:

A customer may experience a vibration from the vehicle whilst travelling along a smooth road surface at speeds greater than 45 mph/72 kph.

Cause:

Wheel and tyre assemblies out of balance due to water inside the wheel and tyre assemblies. See attachment for example.

Action:

Please confirm whether you have seen evidence of water inside the wheel and tyre assemblies causing a vibration.

Additionally, where the information is available:

- Please record/estimate the amount of water within the tyres before rebalancing the wheel and tyre assemblies.
- Submit a Quality Concern Report including photos of the rim of the wheel, and side wall of the tyres.
- Include information on wheel style and tyre size and type.
- Which wheel location had evidence of water ingress and which did not.
- Information on customer vehicle usage and customers location.
- Is the tyre an original factory fit or an aftermarket replacement.
- Is this the first time the customer has experienced this issue or is it a repeat repair? If repeat repair, please include details of the mileage since the previous repair.
- UK Only. Where a repeat repair of water in tyres is suspected, please submit a Quality Report prior to breaking the bead of the wheels and tyres as engineering may require further information or parts returning to help with this investigation.

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.

