

Reference	SSM72933
Models	F-PACE / X761 XE / X760 XF / X260
Title	Creak or Groan noise from lower steering column
Category	Chassis
Last modified	19-Oct-2016 00:00:00
Symptom	303000 Steering/Handling
Content	<p>Issue: A customer may report a creak / groan noise coming from the lower steering column area.</p> <p>Cause: Currently under investigation - your support with further information about this concern will assist.</p> <p>Action: If this condition is present on the vehicle please raise an ePQR with a photo/video along with as much of the following as possible:</p> <ul style="list-style-type: none">• Does the noise occur more when engine is hot or cold (under bonnet temperature) - or no difference?• Does the occupant cabin temperature have an effect (HEVAC unit setting?)• Is noise evident from vehicle start up, or does it take some time to occur?• Does adjusting the steering column up or down have an effect?• Does noise only occur at certain steering column rotation speed or amount of rotation - e.g slow speed/large angle or fast speed/small angle?• Is noise affected by direction of steering wheel rotation - worse in one direction (clockwise or anti-clockwise)?• When lubricant has been applied to eliminate noise - what was the lubricant and where was it applied?• Are the contact surfaces clean and dry?• Can a vibration be felt on the surface of the seal when the noise is occurring? <p>Once this information has been sent in an EPQR, position the Column in the mid tilt position. Then adjust the foam surround of the bulkhead seal so that the hole, through which the column passes, is concentric to the column shaft. If this is achieved there is no need lubricate either the column shaft or the Bulkhead seal.</p>

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.