Reference	SSM72933
Models	F-PACE / X761 XE / X760 XF / X260
Title	Click, Knock, Creak, Squeak or Grind noise from Steering column
Category	Chassis
Last modified	04-Sep-2017 00:00:00
Symptom	303000 Steering/Handling
Attachments	Steering column bolt.pdf (Steering column bolt.pdf)

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. This issue is affecting X260, X760 and X761.

Cause:

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

Action:

If this condition is present on the vehicle please follow the below where applicable:

1. If a knock or creak noise is present - Identify where this noise is coming from before upper steering column removal. Confirm the noise originates in the upper universal joint. Replace the bolt that connects the upper steering column to the intermediate shaft, and tighten the new bolt to 22Nm. Refer to TOPIx, section 211-04 Steering Column Lower Shaft.

When replacing the bolt, please ensure the splines on the shaft are aligned correctly as per the image attached. The image on the left shows a correctly aligned shaft and joint and the image on the right shows it incorrectly aligned.

2. If a Squeak noise is present - Identify where this noise is coming from before upper steering column removal. Confirm the noise originates in the Bulkhead Seal. Align the foam surround so that it is not contacting the Steering Column Shaft.

3. If a grinding noise is present - Identify where this noise is coming from. Confirm the noise originates at the steering angle sensor, remove the sensor, clean and refit. Refer to TOPIx, section 211-05 Steering Column Switches.

Once these actions have been taken and if the noise still persists then replace the steering column and report fault via an ePQR with appropriate noise description. If possible, please include a sound/video file of the noise.

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.