

Reference	SSM73531
Models	Range Rover Evoque / L538
Title	Range Rover Evoque (L538) Dynamic Suspension damper lower retention nut
Category	Chassis
Last modified	04-Sep-2017 00:00:00
Symptom	304000 Suspension System
Attachments	JLR Dynamic Suspension Damper Build code identification.png (JLR Dynamic Suspension Damper Build code identification.png)

Content**Issue:**

Suppliers of the Range Rover Evoque (L538) front and rear Dynamic Suspension dampers have identified a defect in the manufacturing process whereby some components may not have been fully assembled during certain build periods. It is possible that a number of components manufactured during this build period may have been sent to Neovia for use in Service as JLR approved replacement parts. Components supplied for volume production at JLR manufacturing plants are not affected by this issue.

Cause:

An automatic nut torque application machine in the build process intermittently did not apply the correct assembly torque to the damper lower retention nut. This was observed to have occurred on only two dates, 3rd July 2017 and 7th July 2017.

Action:

Retailers are requested to check if they have received stock of the following component part numbers from Neovia during the recent period between 3rd July 2017 and 16th August 2017

LR070932 Adaptive Damper Front LH
 LR079420 Adaptive Damper Rear LH
 LR079421 Adaptive Damper Rear RH .

As per the attached instruction, retailers are requested to check any components they have received during this period and identify the build date from the damper. Should the dates be either '**170707**' or '**170703**', then retailers are advised to return the parts to Neovia and request replacements. All components supplied and available from Neovia since 16th August 2017 have been verified and are not subject to this reported defect.

JLR have identified that should any of the affected components have been already fitted to customer vehicles, then there may be a potential for customer complaint of a knock or tick noise from the relevant area of the suspension system.
There will be no detrimental affect to steering, ride or handling attributes.

In the instance of such reports, retailers are first requested to confirm whether the damper build code is within the affected range. If so, retailers are requested to replace the damper and return with reference to this SSM.

Should the date code not fall within the affected range, retailers are requested to follow standard diagnosis procedures to identify root cause and resolution, following recognised Topix repair procedures.

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.



**Affected Production Codes are 170707 and 170703
for LR079421, LR070932 and LR079420.**