

LTB00746NAS7



# TECHNICAL BULLETIN

19 SEP 2017

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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

## INFORMATION

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This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in blue

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### SECTION:

501-10: Seating

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### SUBJECT/CONCERN:

Creak Noise From Front Seat Frame

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**AFFECTED VEHICLE RANGE:**

<b>MODEL:</b>	<b>MODEL YEAR:</b>	<b>VIN:</b>	<b>ASSEMBLY PLANT:</b>
Range Rover Evoque (LV)	2012	000447-000695	Halewood
Range Rover Evoque (LV)	2012-2014	600018-799999	Halewood
Range Rover Evoque (LV)	2014-2015	900000-999999	Halewood
Range Rover Evoque (LV)	2015-2017	000015-077911	Halewood
Range Rover Sport (LW)	2014	001154-001204	Solihull
Range Rover Sport (LW)	2014-2015	300003-399999	Solihull
Range Rover Sport (LW)	2014-2016	500023-599999	Solihull
Range Rover Sport (LW)	2014 Onwards	600009 Onwards	Solihull
Range Rover Sport (LW)	2016-2017	100000-157806	Solihull
Range Rover (LG)	2013-2017	001204-357551	Solihull

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**MARKETS:**

NORTH AMERICA

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**CONDITION SUMMARY:****SITUATION:**

A creak noise from the front seat may be evident.

**CAUSE:**

This may be caused by metal-to-metal contact between the seat suspension mat hooks and the seat frame and may be verified by visual inspection of seat support mat location hole wear.

**ACTION:**

Should a customer express this concern, follow the Service Instruction outlined below.

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## PARTS:

### NOTE:

\* - an allowance (\$2.50 USD [or local equivalent]) has been provided to cover the cost of the foam [LR037626]. Claim using Sundry Code 'ZZZ001'.

PART NUMBER	DESCRIPTION	QUANTITY:
LR067428	Seat bolts - Range Rover Evoque (L538)	4
LR027165	Seat support mat - Range Rover Evoque (L538)	1
LR039018	Seat bolts - Range Rover Sport (L494); Range Rover (L405)	4
HGD500020	Seat support mat - Range Rover Sport (L494); Range Rover (L405)	1
LR072505	Bush suspension mat	4
ZZZ001	Foam [LR037626]	\$2.50 [USD]

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## TOOLS:

Refer to Workshop Manual for any required special tools.

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## WARRANTY:

### NOTE:

\* - an allowance (\$2.50 USD [or local equivalent]) has been provided to cover the cost of the foam [LR037626]. Claim using Sundry Code 'ZZZ001'.

**NOTES:**

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.
- The JLR Claims Submission System requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Front seat - Remove for access & refit - Range Rover Evoque (L538)	78.10.44.99	0.2	01	LR027165
Front seat - Remove for access & refit - Range Rover Sport (L494)	78.10.44.99	0.3	01	LR027165
Front seat - Remove for access & refit - Range Rover (L405; Standard Wheelbase [SWB])	78.10.44.99	0.3	01	LR027165
Front seat - Remove for access & refit - Range Rover (L405; Long Wheelbase [LWB])	78.10.44.99	0.4	01	LR027165
Install 4 front seat suspension mat bushes	05.10.20	0.2	01	LR027165
Seat frame - Modification	78.85.89.69	0.1	01	LR027165

**NOTE:**

Normal Warranty procedures apply.

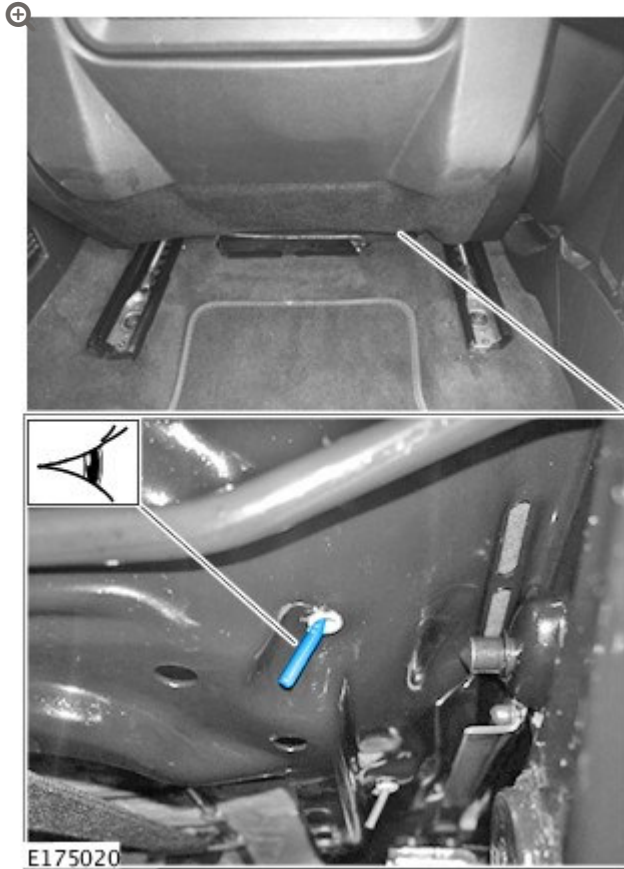
SERVICE INSTRUCTION:

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1

**NOTE:**

It may be necessary to have the person sitting on the seat to move their body weight up and down on the seat cushion in order to determine the creak.



With one person sitting in the seat, look under the seat to observe the interaction between the seat suspension mat hooks and the seat frame.

- Only continue with this Service Instruction if metal-to-metal noise is evident.

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2 Remove the front seat (see TOPIx Workshop Manual section 501-10: Seating).

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3

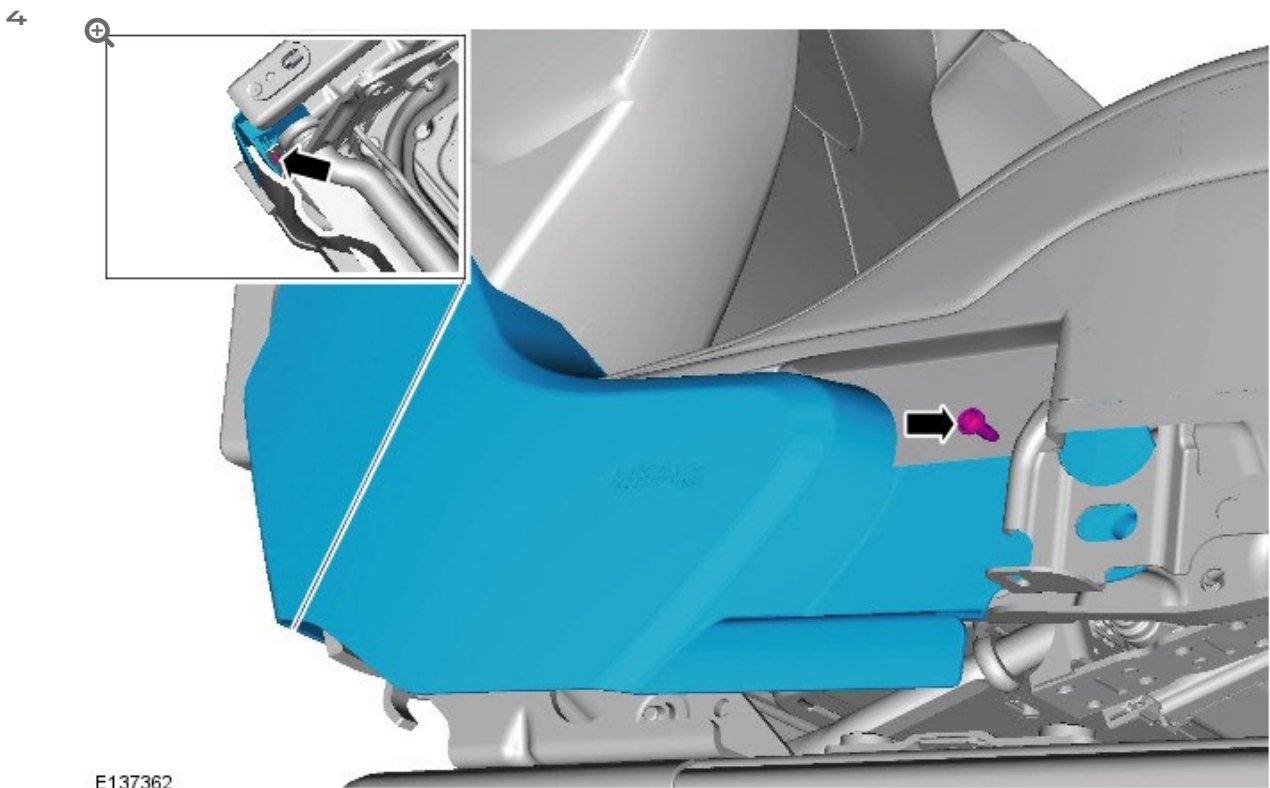
#### NOTES:

- **If equipped.**

- Some variation in the illustrations may occur, but the essential information is always correct.

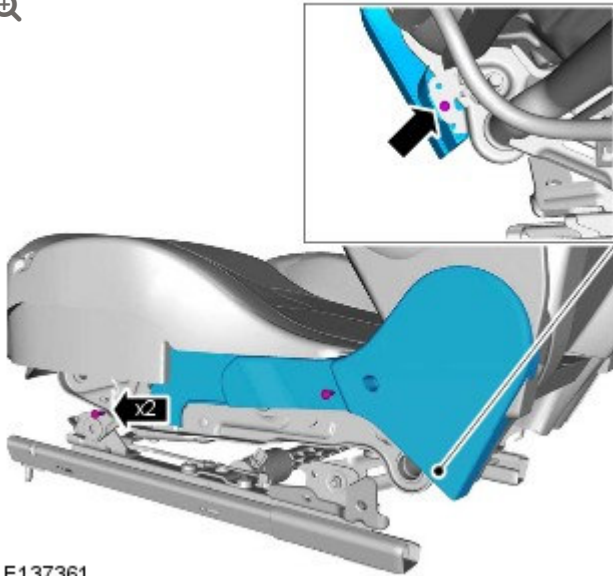


Remove the right-hand seat tilt adjuster.



Remove the right-hand seat cushion plastic valances.

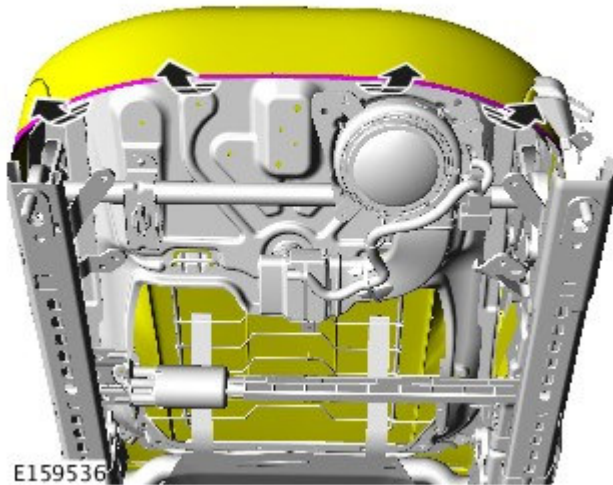
5



E137361

Remove the left-hand seat cushion plastic valances.

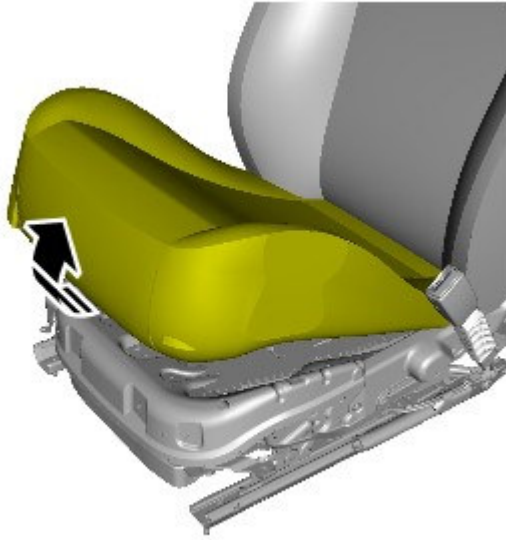
6



E159536

Release the front and side edges of the cushion.

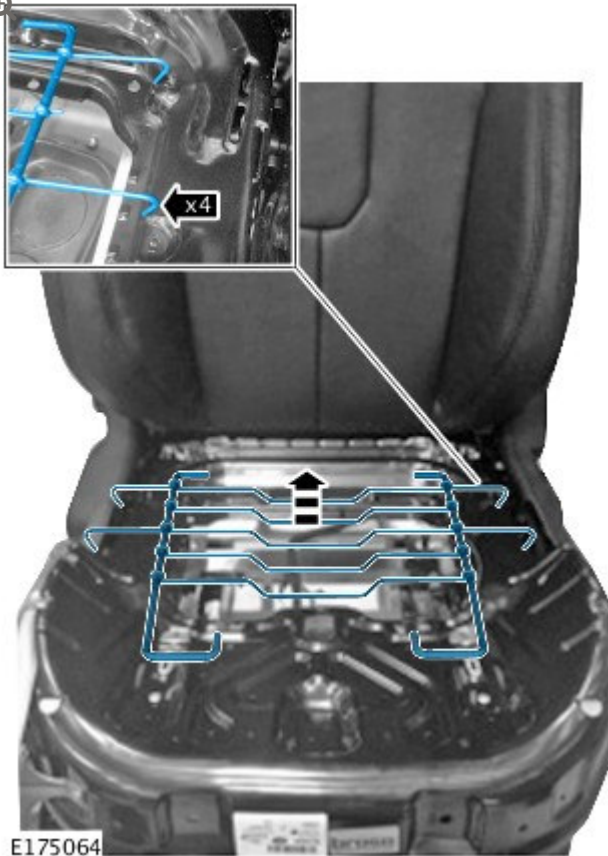
7



E141091

Remove the seat cushion.

8

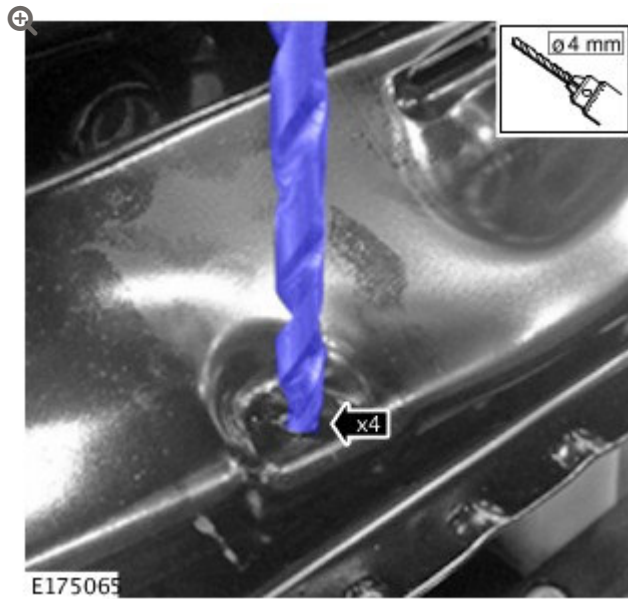


E175064

Remove and discard the seat support mat.

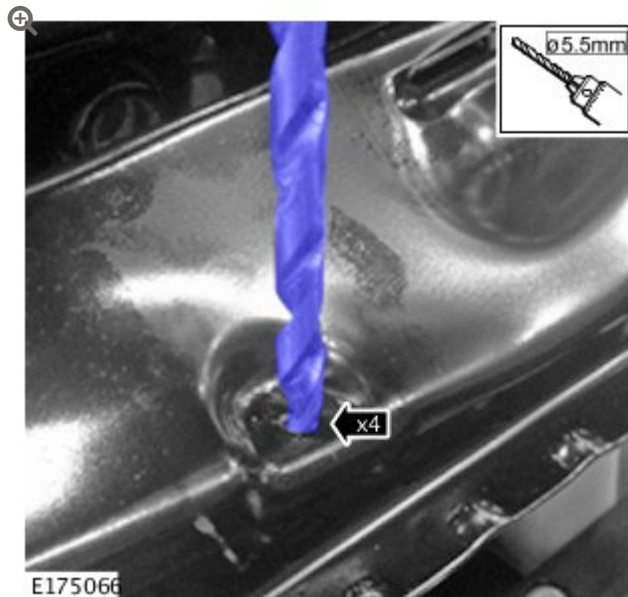


9



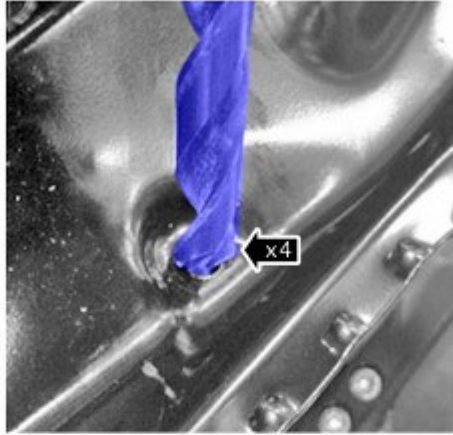
Using a suitable 4mm drill, drill a pilot hole to the 4 seat support mat fixation holes.

10



Using a suitable 5.5mm drill, drill the 4 seat support mat fixation holes.

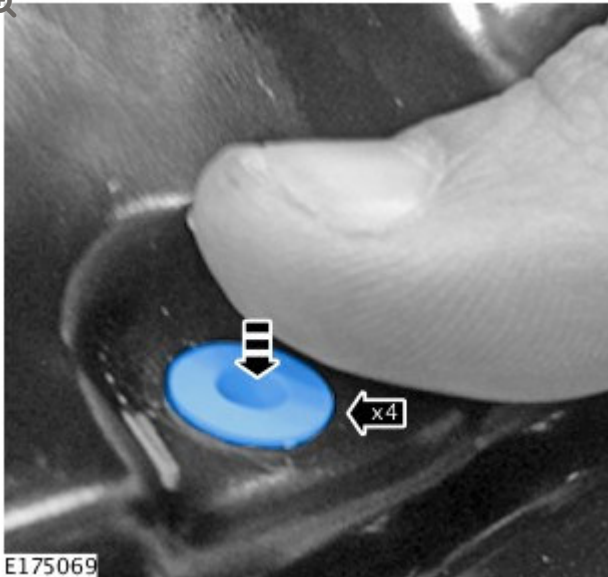
11



E175067

Using a suitable larger drill, deburr by hand both sides of the drilled holes.

12

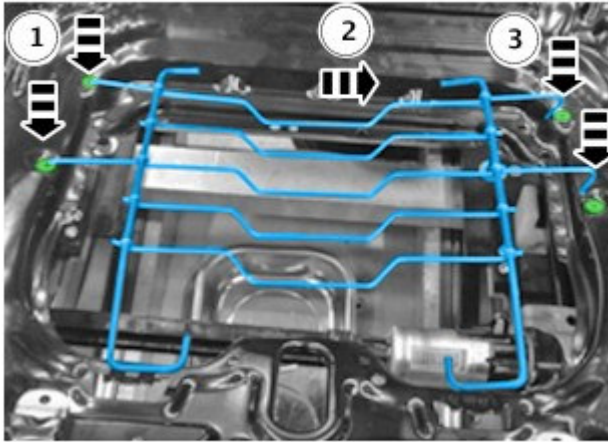


E175069

Install by hand one bush into each hole.

- Apply pressure by thumb to make sure the bush is flush with the seat frame surface.
- If required, cover the top of the bush with a large flat surface and tap the bush lightly into place.

13

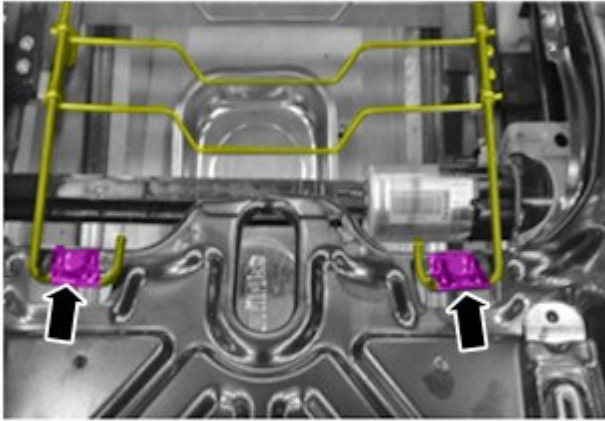


E175151

Install the seat support mat to the seat.

- 1 Install the seat support mat into the bushed holes on one side.
- 2 Move the seat support mat across into position.
- 3 Install the seat support mat to the other side.

14



E175063

Make sure the 2 hook loop fixations to the seat frame are installed.

**NOTE:**

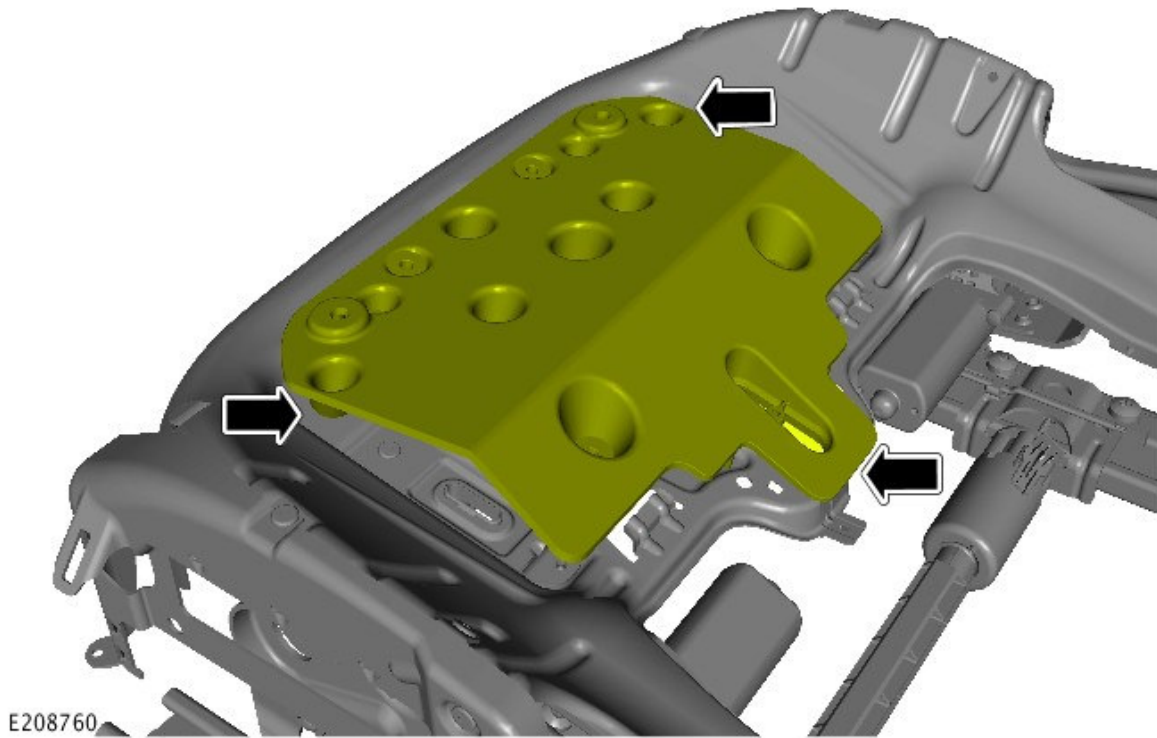
**Steps 15-17: Range Rover Sport (L494), Range Rover (L405) only.**

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15

**NOTE:**

**Do not disassemble the seat frame.**



Three pieces of foam (LR037626 [or similar PVC-based foam with a density of 190-200 kg/m<sup>3</sup>]) from the Squeaks & Rattles kit are required.

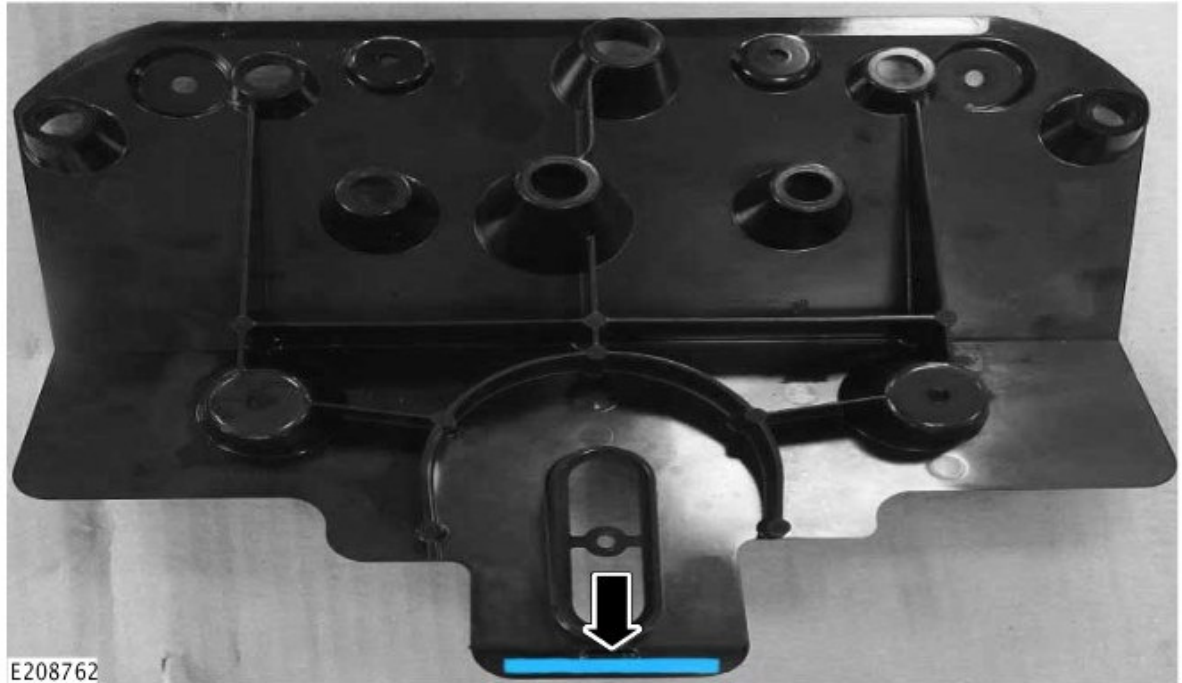
- 1 piece: 80mm X 20mm
- 2 pieces: 30mm X 20mm

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16

**NOTE:**

**Parts shown removed for clarity.**

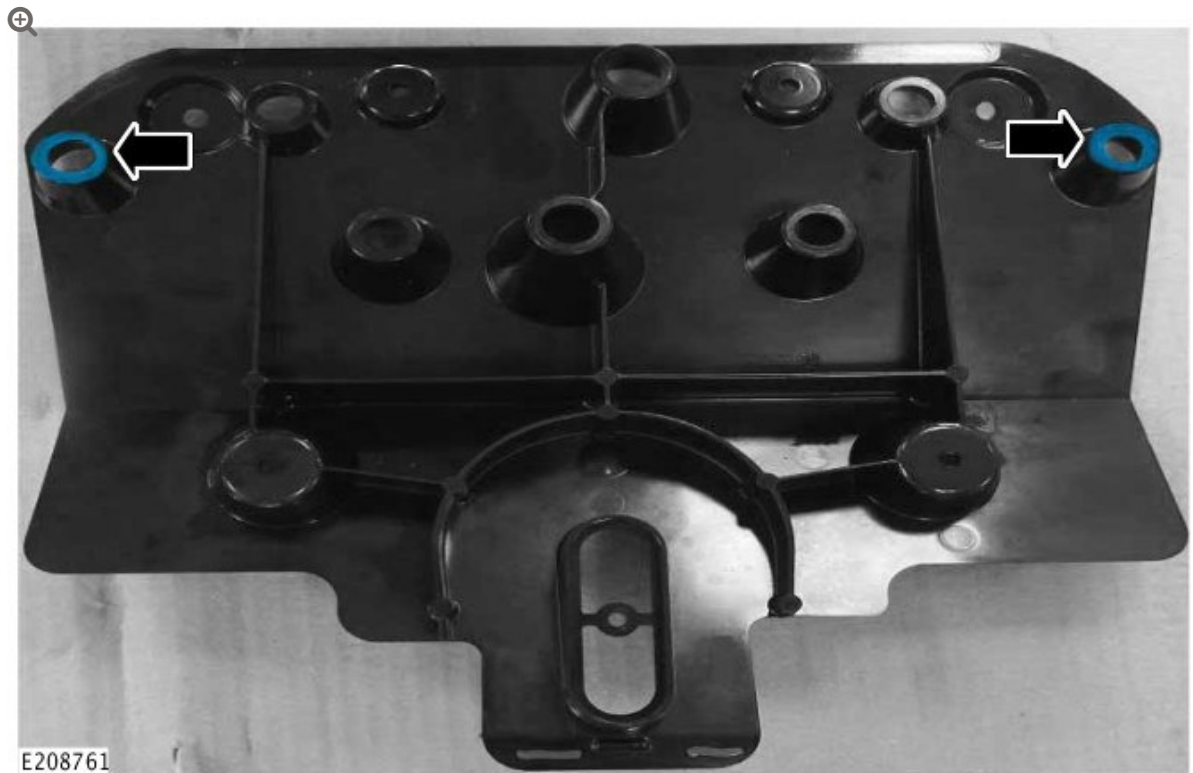


Lift the plastic trim and install 1 piece of foam (80mm X 20mm [from the Land Rover Squeaks & Rattles kit {or similar PVC-based foam with a density of 190-200 kg/m<sup>3</sup>]]) to the area shown.

17

**NOTE:**

**Parts shown removed for clarity.**



Lift the plastic trim and install 1 piece of foam (30mm X 20mm [from the Land Rover Squeaks & Rattles kit {or similar PVC-based foam with a density of 190-200 kg/m<sup>3</sup>}] to each of the areas shown.

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18 To install, reverse Steps 1-7.

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19 Install the front seat (see TOPIx Workshop Manual section 501-10: Seating).