

<b>Reference</b>	SSM73640
<b>Models</b>	Discovery / L462 Discovery Sport / L550 Range Rover Evoque / L538 Range Rover Velar / L560
<b>Title</b>	Land Rover and Range Rover Front and Rear Anti-roll Bar noise diagnosis
<b>Category</b>	Chassis
<b>Last modified</b>	23-Nov-2017 00:00:00
<b>Symptom</b>	304000 Suspension System
<b>Attachments</b>	JLR Front and Rear Anti Roll Bar noise diagnosis sheet.xls (JLR Front and Rear Anti Roll Bar noise diagnosis sheet.xls)
<b>Content</b>	<p><u>Issue:</u> Customers driving various Land Rover/Range Rover products manufactured from 14MY onwards have reported a high frequency 'squeak' or 'squeal' noise from the front or rear of their vehicles, observed most noticeably whilst driving over speed bumps or uneven road surfaces. Technicians have resolved the complaints by replacing front or rear anti-roll bar (ARB) bushes. Investigations into returned components by both JLR and component suppliers have not been able to identify causal factors for the original complaint.</p> <p><u>Cause:</u> The root cause or source of some noises on vehicles may be disturbed or lost during the dis-assembly and refitment of components during a standard repair process.</p> <p><u>Action:</u> Should a retailer technician in any of the affected markets receive a customer complaint of this nature, please firstly ensure the complaint can be replicated. Please then complete the attached questionnaire as accurately as possible. Please raise an EPQR with all relevant details and attach the completed questionnaire along with any requested sound files, if available.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the</p>

customer concern.

5 = Excellent – All required information provided to resolve the customer concern.