

Reference	SSM73585
Models	Discovery Sport / L550
Title	Discovery Sport - Rear Anti-Roll Bar (ARB) bush noise
Category	Chassis
Last modified	05-Oct-2017 00:00:00
Symptom	304000 Suspension System
Content	<u>Issue:</u> Discovery Sport customers in various markets have identified a high frequency creak or squeak from the rear suspension area, particularly at various speeds whilst travelling over speed bumps or uneven road surfaces. Upon inspection, technicians have identified the causal part as being the rear anti-roll bar (ARB) bushes. Replacement of bushes with a new pair of bushes has subsequently resolved the customer complaint. Investigations into returned parts by both JLR and component suppliers have failed to identify causal factors or defects which may have created the initial customer complaint. <u>Cause:</u> The noise observed may originate from the interaction of the components within the rear ARB assembly rather than being solely from the bushes. Dis-assembly of the components may, in some cases, remove the noise condition <u>Action:</u> Should a technician receive a customer complaint as outlined above, it is requested that the complete assembly of anti-roll bar, clamps and bushes is removed as a complete unit, with care taken to ensure the system remains as undisturbed as possible. It is requested that an EPQR is raised to highlight the case and the parts are stored securely whilst a PRR is raised by JLR for return of the assembly. Please reference this SSM when submitting warranty claims as explanation of the additional material cost for the repair. 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.