

Reference	SSM74095
Models	Discovery Sport / L550
Title	L550 - Underbody Noise While Driving Caused by Exhaust Heatshields
Category	Noise Vibration
Last modified	05-Oct-2018 00:00:00
Symptom	702000 Other Noise Concerns
Attachments	Attachment10.pdf (Attachment10.pdf)

Content**Issue:**

A customer may report a rattle / vibration either at idle or during acceleration from the underside of their vehicle, which is subsequently traced to a damaged / split / broken or adrift exhaust heatshield part as shown highlighted in the attachment.

Cause:

Under investigation.

Action:

On confirmation that the customer concern is valid and due to a faulty heatshield:

- Take images of the heatshields in their failed state, before repair, highlighting the areas of concern.
- Carry out repairs as appropriate, whether this be by replacing the affected part(s) or by re-aligning / re-fixing them.
- Take further images to show the heatshields after repairs have taken place.
- Raise an EPQR explaining the customer concern and repairs carried out, and attach the images taken.

Thank you in anticipation of your support with this issue.

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.