

Reference	SSM73943
Models	Discovery / L462 Range Rover / L405 Range Rover Sport / L494
Title	Vehicle steering feel heavier than expected
Category	Chassis
Last modified	24-Jul-2018 00:00:00
Symptom	303000 Steering/Handling
Attachments	1A4.pdf 1B.pdf

Content**Issue:**

A customer may report the vehicle steering feels heavy – no warnings will be visible on the Instrument Cluster

Cause:

This may be caused by the Bulkhead Seal Assembly binding with the steering column upper shaft

Action:

1. Disconnect the steering column from the steering gear. Check the steering column around the firewall and universal joints for freedom of movement or abnormally high friction.
 1. *See picture A showing the failure mode and Picture B showing how the steering column upper shaft should look in the bulk head seal assembly*
2. If this check shows the steering column upper shaft binding with the bulkhead seal please replace steering column upper shaft and Bulkhead seal assembly and raise an EPQR. Please ensure the parts are ready for Parts return request (PRR)
3. For additional information on the steering column refer to Topix section 211-04 Removal and Installation.
4. If no issue is found when the steering column upper shaft is checked, please continue with diagnostics as detailed in SSM71278

Note: There is no requirement to replace the steering rack for 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.