

Reference	SSM74090
Models	F-TYPE / X152
Title	X152 (F Type) 19 inch Rear Brake squeak / squeal
Category	Chassis
Last modified	22-Oct-2018 00:00:00
Symptom	301000 Service Brake System
Attachments	119 inch brake identification.jpg (119 inch brake identification.jpg)

Content**Issue:**

A customer may present an F-Type exhibiting rear brake squeak / squeal

Although the noise does not indicate a degradation in functionality or braking performance, it may lead to customer dissatisfaction, and unscheduled retailer visits for repair action.

Cause:

Under investigation by JLR engineering

Action:**Please pass on the following information to any concerned customers:**

1. The noise may not necessarily result in a degradation of friction material performance.
2. Discuss with them the scenario's when the noise occurs – see questionnaire below, and complete the relevant sections of it with the customer if possible.
3. Advise the customer that you will raise an EPQR so that JLR Engineering can review the concern.

For the Technician:

In the event that a customer presents their vehicle to a retailer with a complaint of rear braking system noise, it is vital that the type of noise observed can be accurately defined and reported using common terminology.

As part of your analysis, ensure that you:

1. Review vehicle service records and understand the age of the current set of braking components and that they are considered as normal or abnormal per the age/usage.
2. Understand if there are any other previous and relevant issues recorded or observed.
3. Inspect the braking components to ensure OEM parts have been fitted.
4. Provide supportive feedback and record the noise with a mobile phone app.

Using the questionnaire answers (below) and your observations, please submit an EPQR with a noise file/video file of the brake squeal and any other relevant information.

QUESTIONNAIRE – BRAKE NOISE

Discuss the following points with the customer to understand when the noise occurs, and raise an EPQR quoting this SSM with the replies you obtain.

1. Does the noise occur only from cold / first use, or at any time of use? i.e – 1) at start of journey, 2) sometimes throughout the journey, 3) every time the brakes are applied e.t.c.
2. Does the noise only occur when the brake pedal is applied? If so, how hard was it being pressed?
3. Outside temperature when the noise occurs?
4. Are there any relevant environmental conditions – snow, rain, sand / dust?
5. How were they driving at the time of the noise – slow/fast, straight line or turning?
6. Which direction were they travelling – forward or reverse?
7. Is there a particular brake(s) that makes the noise – Rear Right or Rear Left?
8. How would you describe the noise. Is it a high pitched squeal, low pitch graunch/groan e.t.c?
9. Can the noise be recorded, and if so, please attach the sound file to an EPQR.

The attachment shows 2 calipers. The image on the left (No 1) is a 17 inch rear brake caliper which is not applicable to this SSM, and is just given for comparison, whilst the image on the right (No2) is the 19 inch rear brake caliper which is the subject of this SSM.

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.