

Reference	SSM74243
Models	F-PACE / X761
Title	Squeak from steering column whilst driving
Category	Chassis
Last modified	13-Feb-2019 00:00:00
Symptom	303000 Steering/Handling
Content	<p><u>Issue:</u> A customer may report a squeaking noise when turning the steering wheel during a manoeuvre.</p> <p><u>Cause:</u> JLR engineering are currently investigating this concern to understand any situations where the noise is reported to be emanating from the lower steering column when turning.</p> <p><u>Action:</u></p> <ol style="list-style-type: none">1. Check for dampness or condensation around the air conditioning pipes and white foam that hangs above the steering column and surrounding areas. If dampness and/or condensation identified, raise an EPQR with the findings with supporting evidence in the form of photographs or a video then renew or clean the component affected.2. Confirm the black foam NVH pad that surrounds the steering bulkhead seal is not in contact with the steering column. If in contact, raise an EPQR with the findings with supporting evidence in the form of photographs or a video then re-position.3. Check for any dampness or foreign substances on the black foam NVH pad. If dampness and/or foreign substance identified, raise an EPQR with the findings with supporting evidence in the form of photographs or a video then renew or clean the component affected. <p>If this condition is present on the vehicle, please follow the below steps: Please raise an EPQR with the findings with supporting evidence in the form of photographs or a video.</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 customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>