

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 75110 - Creaking/Squeaking Noise on Rough Road 15-30km/h

Models : Defender/L663

Engineer Tristan Hooper

Name :

Last 19 OCT 2020 11:40:52

Modified :

Category : Chassis

Symptom : 304000 Suspension System

Content : **Issue:**

JLR is investigating Creaking /Squeaking noise from rear while driving the vehicle on rough roads at speeds of 15-30km/h

Cause:

Unknown at this time

Action:

- Road test vehicle and confirm customers concern
- Carry out pinpoint test F - DEFENDER (LE), 204-00
- SUSPENSION SYSTEM - GENERAL INFORMATION
- SUSPENSION SYSTEM - DIAGNOSIS AND TESTING
- Confirm noise is coming from the damper(s) using Chassis ears
- Adjust ride height using AIR SUSPENSION SWITCHPACK – Retest in different ride heights – is noise still prevalent?
- Replace Damper(s) which the noise is witnessed
- Compress damper once off the vehicle to confirm noise is coming from the damper – video if possible and attach to the EPQR
- Submit an EPQR with details of diagnosis completed, a picture of the label on damper as shown in the attachment
- Please hold the damper(s) as they maybe required for further investigation via the PRR process

Thank you in advance for your assistance with this matter

File : [L663 Damper Label Example.pptx](#)

Jaguar Land Rover Limited 2000 - 2020 (Rel. 2684)