

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 75211 - L550 / L551 20MY Onwards – Floor Console Rattle Noise

Models : Discovery Sport / L550

New Range Rover

Evoque / L551

Engineer Chris Davies

Name :

Last 11 JAN 2021 16:35:20

Modified :

Category : Body

Symptom : 107000 Interior Trim

Content : Issue:

Customer may report a rattle noise from around the floor console, between the front seats.

Cause:

The fixings (M6 bolts) which hold the floor console to the Body In White (BIW) are becoming loose and causing a rattle noise. In some cases, more than one M6 bolt is loose.

Action:

Do not replace the bolts or any trim.

Please carry out the following steps;

1. Gain access* to the Floor Console fixing bolts, locations highlighted in the attached images (L550 x 10 M6 bolts, L551 x 8 M6 bolts),
2. Remove each of the M6 bolts and apply “Loctite 243” to the threads
3. Reinstall the bolts and tighten them to 4.5Nm
4. Reinstall trim removed to gain access* during step 1
5. Road test to check rattle noise has been rectified.

*Follow Topix: 501-12 Instrument Panel and Console > Removal and Installation > Floor Console

A Topix update to Section: 501-00: Body System – General Information > Diagnosis and Testing > Squeaks and Rattles is in progress, which will

supersede this SSM.

File : [L550 Floor Console Fixing Locations..pdf](#)
[L551 Floor Console Fixing Locations..pdf](#)

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