

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 75447 - 21MY - Brake noise and Judder felt through the floor during braking

Models : Defender/L663

Range Rover / L405

Range Rover Sport /
L494

Range Rover Velar /
L560

Engineer Hooper Tristan

Name :

Last 29 JUN 2021 15:33:59

Modified :

Category : Chassis

Symptom : 301000 Service Brake System

Content : **Issue:**

Cyclic knocking noise felt through the floor during braking actions

Cause:

Under investigation, localised brake pad transfer layer onto the front brake discs combined with disc surface roughness variability

Actions:

If the symptom is identified carry out the following:

- Check and rectify any DTCs related to the ABS (Anti-lock Braking) system
- Lift Vehicle (Topix JACKING AND LIFTING 100-02)
- Remove front and rear road Wheels to gain access to Brake Disc (Topix REMOVAL AND INSTALLATION - 204-04)
- Clean the front and rear discs thoroughly with JLR approved Brake cleaning fluid and an appropriate scouring pad such as '3M Scotch-Brite', take care to remove all traces of pad material.
- Using 150 grit Emery Cloth or similar designed

- paper for metal sanding with a block to apply 4-5 radial strokes across the braking surfaces (refer to attached photographs for before and after conditions). Access to the inside and outside surface is possible without further disassembly.
- When the entire disc surface has been prepared (inside and out), reassemble the road wheels.
 - Carry out a further road test to validate the fix, during the test carry out a 5 - 8 moderate braking decelerations (approximately 3-5 seconds) from 30 mph (50kph) down to 5 mph (8kph).

Important Notes:

- Do not try to diagnose the issue by running the vehicle with the wheels off the ground as this may cause damage and false DTC's.
- Please avoid severe or heavy braking at any speed during this road test unless traffic conditions require it.
- During the test ensure adherence to local market speed regulations at all times.

If this does not resolve the issue, please submit an EPQR including photographs of the discs and pads after the road tests and hold any exchanged parts for priority return to JLR.

Thank you in advance for your assistance with this matter.

File : [1Disc after sanding example.JPG](#)
[1Frt disc before sanding.jpg](#)
[1Frt disc before sanding 2.jpg](#)