

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Jaguar 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 Jaguar 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 75649 - Abnormal Noise From The Front Of The Vehicle

Models : F-Pace / X761

I-Pace / X590

Engineer Chris Davies

Name :

Last Modified : 05 JAN 2022 09:46:33

Category : Chassis

Symptom : 304000 Suspension System

Content : Issue:

JLR is investigating two knocking noises from the front of the vehicle when either; turning the steering wheel at low speeds or driving straight ahead on rough roads.

Cause:

Unknown at this time.

Action:

Please follow the steps below:

1. Check for movement in both the front Outer Ball Joint's (OBJ) by manipulating the wheel in a horizontal & vertical plane (see attachment image 1).
2. Inspect the condition of the OBJ housing's and rubber boot's, checking for any signs of damage (see attachment image 2). Follow the contour of the Rubber boot and check between the ribs for any damage. Excessive dirt may have to be removed before the inspection.

If any damage is found, take photographs and videos of the excessive play whilst in situ before splitting the OBJ(s)

3. If the knocking noise is confirmed from excess play in the OBJ(s) or the boot is split, replace the affected OBJ(s) and confirm the knocking noise has been resolved.

Please remove the OBJ(s) using the splitter tool, ensuring no damage is caused to the OBJ(s) boot whilst

splitting the joint.

4. If no damage or excess play is found, continue with diagnostics to find the cause of the knocking noise found in Topix ("204-00: Suspension System - General Information Specification > Diagnosis and Testing"). Please also refer to (X761 only) "SSM75582 - Jaguar F-Pace Front Suspension Knocking Noise – Front Upper Control Arm".

5. Raise an ePQR detailing the fault, all the diagnosis steps carried out, photographs and videos of the issues requested in the procedure above.

Thank you in advance for your assistance.

File : [Outer Ball Joint Inspection Guidance.pdf](#)