

Reference	SSM75830
Models	New Range Rover / L460
Title	Deployable Side Steps – Noisy
Category	Accessories
Last modified	24-Aug-2022 00:00:00
Symptom	Electrical Accessories
Attachments	DSS noise 1.mp4 (DSS noise 1.mp4)

Content**Issue:**

Jaguar Land Rover is investigating customers reporting a noise from the Deployable Side Steps (DSS). Customer may describe the noise as, but not limited to, a creak or ticking noise emitted from the linkages during the stow or deploy operation.

Cause:

Under Investigation

Action:

Please confirm the customer concern is present at time of testing.

If the noise is present, please complete the following steps:

- Refer to Deployable Side Steps fitting installations, TOPIx section 102-03: Exterior Deployable Side Steps and Fixed Side Steps (Mechanical Only)
- Slacken off all fixings of the DSS bracket to floor shown within steps 12, 13 & 18
- Cycle the side steps minimum of 3 cycles from the PIVI screen
- Steps are deployed at this time
- Switch off DSS from PIVI screen – steps will retract
- Turn on DSS from PIVI screen – select roof access mode. Both steps will deploy.
- Repeat this process 3 times
- Leave DSS switched on and in roof access mode
- Retorque the fixings as per the installation process listed in TOPIx

- Confirm customer concern has been resolved
- Please also included the following information, when possible. The location from where the noise is heard from (ie inside / outside the vehicle) , a movie clip of the concern also with identifying bar & QR code label images

Thank you in advance for your assistance with this matter

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