

<b>Reference</b>	SSM75830
<b>Models</b>	New Range Rover / L460 New Range Rover Sport / L461
<b>Title</b>	Deployable Side Steps – Noisy
<b>Category</b>	Accessories
<b>Last modified</b>	01-Feb-2023 00:00:00
<b>Symptom</b>	Electrical Accessories
<b>Attachments</b>	1DSS noise 1.mp4 (1DSS noise 1.mp4)

**Content****Issue:**

Jaguar Land Rover is investigating customers reporting a noise from the Deployable Side Steps (DSS). The 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 TOPIx section 102-03: Exterior DEPLOYABLE SIDE STEPS (MECHANICAL ONLY)
- Slacken off all fixings of the DSS bracket to floor shown within step 59\* (L460) or 65\* (L461)
- 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 step 59\* (L460) or 65\* (L461)
- Please recheck the wedge bolt torque fixing to 24Nm as listed on Step 66\* (L460) or 71\* (L461) within the fitting instructions
- Confirm customer concern has been resolved
- Please attach all the following information, when possible, to an ePQR; the location from where the noise is heard from (i.e. inside/outside the vehicle), a video clip of the concern identifying the affected bar & QR code label images.
- Please hold onto the parts replaced, as per the warranty policy (30 days).

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