

Reference	SSM75981
Models	Discovery Sport / L550 New Range Rover Evoque / L551
Title	`Knocking` Or `Creaking` Type Noise On Uneven Surfaces Or When Manoeuvring
Category	Chassis
Last modified	27-Apr-2023 00:00:00
Symptom	303000 Steering/Handling

Content **L550, L551**
2021-2023 MY

Issue:

Customers are reporting a 'knocking' or 'creaking' type noise coming from the front of the vehicle while driving on uneven surfaces OR when manoeuvring the vehicle on even surfaces.

Cause:

The cause is currently unknown and is under investigation. The information gathered from this SSM will assist the investigation.

Action:

1. Confirm the noise is **only** present while driving on uneven surfaces OR when manoeuvring the vehicle on even surfaces.
2. If the noise is **only** present while driving on uneven surfaces OR when manoeuvring the vehicle on even surfaces, record a video from a second row seat capturing the 2 following conditions:
 - The steering manoeuvre (when the noise is present)
 - The surface/terrain (when the noise is present)
3. Attach the video to an Electronic Product Quality Report (EPQR) and also provide the following information:
 - This SSM reference (SSM 75981)
 - Engineering reference: CES_510
 - The vehicle speed when the noise was present
 - Confirmation on which driving condition you believe is causing the 'knocking' or 'creaking' type noise:
 - A) Driving on uneven surfaces
 - OR
 - B) When manoeuvring the vehicle on even surfaces.

Providing this information will assist the required engineering team in identifying the cause.

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