

Reference	SSM76042
Models	Defender / L663
Title	Wind/Tapping Noise from the Exterior A-Pillar/Windshield Area at Motorway Speeds - 22MY Onwards
Category	Noise Vibration
Last modified	21-Jul-2023 00:00:00
Symptom	701000 Windnoise

Content**Issue:**

JLR is investigating reports of wind/tapping noise from the exterior a-pillar/windshield area(s), when driving at motorway speeds.

Cause:

Root cause under investigation.

Action:

Raise an ePQR with the following:

Information required from the customer.

- Where do they primarily park during daylight hours, is it kept out of the sun other than whilst driving? (e.g., Garage, Car Port, covered car park, not covered driveway, not covered car park).
- At what speed(s) does the wind/tapping noise occur?
- Customers reporting wind noise, did they notice a tapping noise before the wind noise?
- Customers reporting a tapping noise, did they notice a wind noise before the tapping noise?
- Has the noise remained the same since it first occurred, or has it become louder?
- When did the noise(s) occur for the first time? (state the date and driving condition(s))

Information required from the retailer:

- During a road test, can you replicate the customer's concern, if yes, at what speed(s) is the noise heard?
- Inspect the exterior seal to windshield interface, looking for gap(s) or seal deformation(s)? If yes, attach photos to the ePQR.
- If gap(s) or seal deformation(s) are found, does the wind/tapping noise emanate from this area? If yes, capture it with a video whilst in motion, and attach it to the ePQR.
- Remove the exterior A-Pillar finisher(s), are there any signs of clip fatigue/damage, if yes, attach photos to the ePQR, and confirm if the wind/tapping noise emanates from this area?
- With the A-Pillar finisher(s) removed, are there any gaps between the carrier and Body in White (BIW), if yes, attached photos to the ePQR, and confirm if the wind/tapping noise emanates from this area?
- Remove the carrier(s) and confirm if there are signs of clip fatigue/damage, if yes, attach photos to the ePQR, and confirm if the wind/tapping noise emanates from this area?
- Attach photos of the part numbers moulded into the carriers and finishers.

- Can you state what action(s) you've taken to resolve the customer concern, include a step-by-step overview for each of the issue's found.

Submit the ePQR with all the evidence requested above and thank you for your help in advance.

(Ref 000357222)

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