

Reference	SSM76252
Models	New Range Rover / L460 New Range Rover Sport / L461
Title	Deployable Side Steps - Noisy
Category	Accessories
Last modified	28-Jan-2025 00:00:00
Symptom	General Accessories
Content	<p>Model / Model Year / Derivative</p> <p>Range Rover / 22MY onwards / Vehicles with deployable side steps Range Rover Sport / 23MY onwards / Vehicles with deployable side steps</p> <p>Situation:</p> <p>JLR Engineering investigations have identified reports of noise from the deployable side steps even after completion of the relevant TOPIx Cloud Workflows.</p> <p>Cause:</p> <p>The cause is under investigation. Sound files provided in support of this SSM will assist the ongoing Engineering investigations.</p> <p>Action:</p> <p>Refer to the service request below.</p> <p>Service Request:</p> <p>Complete the relevant TOPIx Cloud Workflows which are available through 'Fault and Breakdown' by entering the following symptoms:</p> <p>Body > Accessory > Deployable Side Steps Body > Accessory > Deployable Side Steps - Noise During Operation Body > Accessory > Deployable Side Steps - Erratic/Intermittent Operation Body > Accessory > Deployable Side Steps - Inoperative / Incorrect Operation</p> <p>If there is still an abnormal noise from the deployable side steps after completing the relevant TOPIx Cloud Workflows, continue below:</p> <p>To assist Engineering with determining the root cause of certain noises, follow the below actions:</p> <p>1. Raise an Electronic Product Quality Report (EPQR), which must include the below information:</p> <ul style="list-style-type: none"> - Reference to SVO_070 - Reference to P394718 - Sound recording file(s) in .wav format to capture the abnormal noise from the deployable side steps - Supporting notes, videos, photographs and observations

2. Update the EPQR to detail all completed actions.

(Ref 000394718 / 3580)

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