

Reference	SSM000020
Models	New Range Rover / L460 2022 → Onwards New Range Rover Sport / L461 2023 → Onwards
Title	Rattle Type Noise from Lower Steering Column Area When Steering Wheel Rotated
Category	Noise / Vibration
Last modified	09-Jan-2026 13:02:00
Attachments	Steering Column Flexible Coupling Questionnaire.pdf (Steering Column Flexible Coupling Questionnaire.pdf)
Content	<p>SSM:000020</p> <p>Markets: MENA, UK, USA</p> <p>Title: Rattle Type Noise from Lower Steering Column Area When Steering Wheel Rotated</p> <p>Model / Model Year / Derivative</p> <p>Range Rover Sport / 23MY onwards / All Range Rover / 22MY onwards / All</p> <p>Situation:</p> <p>JLR Engineering investigations have identified a rattle type noise from the steering column area, when driving over an uneven road surface and the steering wheel rotated as follows:</p> <p>Left Hand Drive vehicles – rotated 10 degrees to the right from centre position</p> <p>Right Hand Drive vehicles – rotated 25 degrees to the left from centre position</p> <p>Cause:</p> <p>Currently under analysis.</p>

Action:

Refer to the service information below.

Service Instruction:

If a rattle type sound can be heard from the area around the lower steering column when the vehicle is driven over an uneven road surface, complete the following steps:

1. Check the steering column flexible coupling fixings are torqued to the correct value listed in the TOPIx Workshop Manual (WSM) 211-04 Steering Column and Steering Wheel and road test the vehicle to see if the concern is rectified, if rectified no further action required.
2. If the rattle type sound is still present during road test make an audio/ video recording when the noise is present, showing the vehicle speed, steering wheel angle and road surface.
3. Replace the steering column flexible coupling. If the replacement component has not rectified the concern, continue with diagnosis as guided using TOPIx Cloud and with reference to the TOPIx WSM.
4. Complete the attached questionnaire and submit an Electronic Product Quality Report (EPQR) detailing the repair carried out to rectify the concern with the audio/ video file attached.

(Ref 000400917 / 6424)

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Steering Column Flexible Coupling Noisy Questionnaire

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Complete this questionnaire when a customer reports noises during steering operations, which leads to a steering column flexible coupling replacement.

In addition to completing this questionnaire, please provide supporting evidence (image(s), sound file(s) and video(s)), as they would significantly enhance your response.

1) Have you (the technician) been able to identify or replicate the noise?

- Yes, audible without the need of any audible device
- Yes, audible with the need of any audible device (versatile electronic listening tool)
- No

If No, explain why the steering gear was replaced.

2) Test Drive Observations

During which steering manoeuvres does the noise occur?

- when parking
- when cornering / turning
- when driving straight ahead
- other (specify below)

Does the noise only occur at certain steering angles? Specify below.

Is there any haptic responses / vibrations in the vehicle or steering wheel when the noise occurs?

- Yes
- No

During which steering manoeuvres does the noise occur?

- at a standstill
- < 5 kph or 3 mph (For example, while parking or turning)
- between 10 - 30 kph (6 - 18 mph)

between 31 – 50 kph (19 - 31 mph)

other (describe in the box below)

On which type of surface does the noise occur?

on tarmac / asphalt

on gravel roads (smooth gravel)

off road (dirt or heavy gravel/ stones)

winter / icy roads

other (specify below)

Is the road surface smooth, uneven, paved or otherwise? What type of road inputs are needed to generate the noise (for example, is the noise occurring on bumps, potholes)?

What were the weather conditions when the noise occurred? (For example, dry, wet, cold, warm) Please include the air temperature.

Does the noise change depending on the climatic conditions?

yes, specify below

No

3) Noise Frequency and Duration

How often does the noise occur? (For example, every time you drive, occasionally, rarely)

How long does the noise last when it occurs? (For example, 1 second, 5 seconds)

Are there any other symptoms or abnormalities that occur together with the noise?

Yes, specify below

No

Type of Noise

- BUZZING – high frequent continuous noise sounding like a wasp or bee.
- CLICKING – Light, high-frequency tapping.
- CLUNKING/KNOCKING – Heavy thump or bump sound without reverberation that can often sound a little muted.
- CRACKLING/CREAKING – Repeated, sharp, snapping sound.
- GRINDING/SCRATCHING – dry, rough sound, like rusty bearing, metal to metal scraping sound
- HOWLING – high frequent noise, reproducible during steering operation
- SQUEAKING – high frequent disturbing noise with short random appearance
- POPPING – Sharp, explosive sounds can be described as popping and usually aren't as loud as banging.
- RATTLING – The same sound as marbles rolling around in an empty can be described as rattling.
- RUMBLING – Almost a roar but sounds like it's far away.
- ZIPPER NOISE – low frequent humming noise at steering operation
- OTHER (specify below)

How loud is the noise on a scale from 1 (very quiet) to 10 (very loud)?

4) Workshop and Diagnosis Observations

Provide the tire information for the front axle:

	LH	RH
Tire Model:	<div style="border: 1px solid black; width: 150px; height: 40px;"></div>	<div style="border: 1px solid black; width: 150px; height: 40px;"></div>
Tire Size:	<div style="border: 1px solid black; width: 150px; height: 40px;"></div>	<div style="border: 1px solid black; width: 150px; height: 40px;"></div>
Tire Pressures:	<div style="border: 1px solid black; width: 150px; height: 20px;"></div>	<div style="border: 1px solid black; width: 150px; height: 20px;"></div>

Is the noise reproducible on the lift?

- Yes, with wheels off the ground
- Yes, with wheels on the ground
- No

Are there visible signs of wear or damage to related steering components?

Check for signs of water ingress via bellows, harness, connector pins etc. Check for damage (cuts, punctures and tears) on the steering gear, bellows, inner and outer ball joints. Check for missing bellow clips.

- Yes, specify below

No

Are there any visible signs of wear or damage to other components?

Check for any signs of damages to the tires and rims. Check for any damage/play/abnormalities on the suspension components, heat shields, exhaust system, steering column, i-shaft and steering bulkhead seals. Provide photos of the damage in the ePQR.

Yes, specify below

No

Are there any other symptoms or abnormalites that occur together with the customer reported noise?

Yes, specify below

No

Is the PSCM Software to the latest version?

Yes

No, specify the PSCM software version

Thank you for completing this questionnaire, can you scan and attach your document, plus supporting image(s), sound file(s) and video(s) to an ePQR

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