

Reference	SSM73150
Models	Discovery Sport / L550 Range Rover Evoque / L538
Title	RR Evoque and LR Discovery Sport Braking System Noise Definition
Category	Chassis
Last modified	05-May-2017 00:00:00
Symptom	301000 Service Brake System
Attachments	1BRAKE NOISE GUIDE (1).pptx (1BRAKE NOISE GUIDE (1).pptx)

Content**Issue:**

During standard vehicle operation, it may be possible that customers driving RR Evoque or LR Discovery Sport vehicles may observe noises from the braking system. Although the noises do not, in most cases, indicate a degradation in functionality or braking performance, they may lead to customer dissatisfaction and unscheduled retailer visits for repair action.

Cause:

Currently, there is no consistent and uniquely accurate set of terms to precisely describe observed braking system noise. Unclear or ambiguous definition of braking system noise may result in inappropriate repair actions with an increased potential for further customer complaint.

Action:

In the event that a customer presents their vehicles to a retailer with a complaint of braking system noise, it is vital that the type of noise observed can be accurately defined and reported. This is important as it will assist JLR in understanding the size and scale of each type of noise experienced by customers but also to then allow JLR to direct retailers to the most appropriate repair action for each condition.

To assist retailers in better definition of observed brake noises, the attached suite of generic brake system noises has been developed (NB please ensure the file is loaded into Microsoft Powerpoint as a Slideshow to enable to the individual noise files to play).

Ideally, retailers are requested to compare any observed noises on customer vehicles to the attached files and, where appropriate, indicate which file type (numbers 1 to 10) correlate to the observed noise. It is then requested that the noise type and this SSM reference are added to any EPQR or Warranty claim which may result from the subsequent repair activity.

Should the observed noise not match any of the provided example files, it is requested that retailers capture the noise, using any locally-sourced noise recording facility. The noise file, along with details of the conditions under which the noise can be generated (ie road speed, direction of travel, ambient temperature, applied brake pressure etc) should then be communicated to JLR via an EPQR.

Where possible, retailers are also requested to identify where on the vehicle the noise originates (eg front or rear axle, Left or Right Hand Side).

Feedback on the most appropriate course of action will then be relayed via JLR Engineering.











Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.

BRAKE NOISE GUIDE

NOISE	EXAMPLE	FREQUENCY
1)		1 – 4 kHz
2)		4 – 16kHz
3)		10 – 100 Hz
4)		50 – 500 Hz
5)		50 – 1000 Hz
6)		50 – 1000 Hz
7)		50 – 500 Hz
8)		50 Hz – 16 kHz
9)		1 – 16 kHz
10)		50 – 1000 Hz