

<b>Reference</b>	SSM73065
<b>Models</b>	Discovery Sport / L550 Range Rover Evoque / L538
<b>Title</b>	9HP Transmission Internal Differential Seal Plug Missing
<b>Category</b>	Driveline
<b>Last modified</b>	27-Jan-2017 00:00:00
<b>Symptom</b>	501000 Automatic Transmission Concerns
<b>Attachments</b>	SSM73065 Differential Sealing Plug.pdf (SSM73065 Differential Sealing Plug.pdf)
<b>Content</b>	<p><u>Issue:</u> Oil leakage from the joint of 9 HP transmission and front differential following a repair in and around the Transmission internal differential right output half shaft.</p> <p><u>Cause:</u> Transmission internal differential right output half shaft sealing plug missing.</p> <p><u>Action:</u> When removing or refitting the automatic transmission and/or the front differential please check the integrity and fitment of the transmission internal differential right output half shaft sealing plug.</p> <p><i>Please see attachment "SSM73065 Differential Sealing Plug" for examples. Images A1 and A2 show the differential sealing plug intact (Differential cross pin not visible) Images B1 and B2 show the differential sealing plug missing (Differential cross pin visible)</i></p> <p><b><u>Under no circumstances must any tooling be used to remove the halfshafts by attempting to push the halfshafts out through the transmission as this will dislodge the sealing plug.</u></b></p> <ul style="list-style-type: none"><li>• If the sealing plug is in place please carry on with the repair.</li><li>• If the sealing plug is missing and cannot be located there is a chance the plug may be within the automatic transmission unit. In this case please escalate to the recommended department and also please raise an EPQR.</li></ul>

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.