

Reference	SSM58558
Models	E-PACE / X540 F-PACE / X761 F-TYPE / X152 XE / X760 XF / X250 XF / X260 XJ / X351 XK / X150
Title	Guidelines for Submitting a Brake Noise EPQR
Category	Chassis
Last modified	27-Oct-2017 00:00:00
Symptom	301000 Service Brake System
Attachments	11Guidelines for a Brake Noise EPQR1.doc (11Guidelines for a Brake Noise EPQR1.doc)
Content	<p><u>Issue:</u> Submitting a Brake Noise EPQR <u>Cause:</u> Under Investigation <u>Action:</u> With all customer complaints of a brake noise concern where there is no published repair in a TSB or SSM, we request an EPQR is submitted for every occurrence based on the following guidelines:</p> <p>A) please attach a video and/or sound recording of the brake noise to your EPQR. Note: many current smart phones produce desired MP4 video/sound files that are of great use to Engineering. Engineering has sophisticated frequency analysis equipment that has been used to resolve prior issues that now have published fixes in service bulletins. Note: A repair operation has been created to reimburse technicians for investigating and reporting brake noises. <u>To claim this, the EPQR must have a sound file attached.</u> (SRO 051199 – ‘Create brake noise recording and attach to EPQR’ – 0.4 hrs). Claims may be rejected if a corresponding sound file is not provided.</p> <p>The EPQR system currently accepts the following audio/video file types: avi, mov, mp3, mp4, mpg, vid, wav and wmv with a file size limit of up to 5Mb. Should your recording device create a file other than the accepted file types, please e-mail the file to rconte1@jaguarlandrover.com and reference your EPQR in the e-mail.</p> <p>B) type of noise (ie. squeal, groan, graunch, grind, click, rattle, other) C) front or rear axle D) direction of wheel rotation (forward, reverse) E) hot or cold brakes (ie, only happens in the morning on initial drive...or conversely, happens after brakes are at full operating temp...also, is the ambient air dry or humid - if it appears to be a factor in the case)</p>

F) vehicle speed/circumstances (ie, rolling up to a stop light, crawling in stop and go traffic, local roads/routine driving, or highway speeds such as exit ramp braking)

G) brake pedal application (light, normal or heavy)

H) original pads from factory ? (if so, amount of remaining friction material in mm)

I) noise came after routine brake service ? (if so, were new discs installed at that time ? elapsed mileage since brake service ?)

J) was the vehicle recently subjected to any unusual use ? (ie. off-roading in mud/water/sand, towing a heavy trailer, etc)

Attached to this SSM is Word document version of the above guidelines for those technicians that wish to print it and take it with them to the vehicle to make written notes (or save it to their PC and add their answers to the document and then reattach to their EPQR).

F-Type added at this re-issue

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.

SUBMITTING EPQR'S FOR BRAKE NOISE CONCERNS

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B) type of noise (ie. squeal, groan, graunch, grind, click, rattle, other)

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D) direction of wheel rotation (forward, reverse)

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