

Reference	SSM73660
Models	XJ / X351
Title	Jaguar XJ - Front Anti - Roll bar (ARB) Bush noise
Category	Chassis
Last modified	05-Dec-2017 00:00:00
Symptom	303000 Steering/Handling

Content

Issue: Jaguar XJ customers may complain of a creak, squeak or knock from the front suspension area, particularly enhanced at various speeds whilst travelling over speed bumps or uneven road surfaces. Upon inspection, technicians have identified the causal part as being the front anti- roll bar (ARB) bushes, having the P/N C2D5793.

Replacement with a new pair of bushes has subsequently resolved the customer complaint.

Investigations into returned parts by both JLR and component suppliers have failed to identify causal factors or defects which may have created the initial customer complaint.

Cause: The noise observed may originate from the interaction of the components within the front ARB assembly, rather than being solely from the bushes. Dis-assembly of the components may, in some cases, remove the noise condition.

Action: Firstly, please get confirmation through the vehicle history file that an original bush is still fitted to the vehicle. If that is the case, and should a technician receive a customer complaint as outlined above, please follow the steps as listed below;

1) Record a sound file (preferably in WAV format) using a mobile phone, with assistance of a passenger

2) Answer the following questions, regarding the noise input:

Is it when the vehicle is in stationary or when moving?

Is there any input to the steering wheel? Do you turn the steering wheel?

Is the noise a single event (heard once) or heard more than once?

Is the noise evident just in a straight line condition or just when cornering?

Is the noise evident when the vehicle is driven over road bumps?

Is the noise evident when you apply the brakes or the throttle?

Describe what speed the noise is evident?

Is the noise evident first time in the morning?

3) Remove the complete assembly of the front anti-roll bar, clamps and bushes as one complete unit, with care taken to ensure the system remains as undisturbed as possible.

4) Raise an EPQR, upload the sound file and provide the answers to the above questions. Parts should be stored securely whilst a PRR is raised by JLR for return of the complete assembly.

5) Please notify JLR engineering on each case by sending an email to the following - the following agaspar2@jaguarlandrover.com

Please reference this SSM when submitting warranty claims as explanation of the additional material cost for the repair over and above the ARB bushes.

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.