

Reference	SSM73629
Models	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560
Title	Wheel Alignment Trial
Category	Chassis
Last modified	01-Mar-2018 00:00:00
Symptom	303000 Steering/Handling

Content**Issue:**

Jaguar Land Rover is trialling a new diagnostic procedure for wheel alignment

We require all retailers to follow the procedure outlined below ahead of conducting wheel alignment warranty work on Evoque (L538), Discovery Sport (L550), RR (L405), RRS (L494), Discovery (L462), and Velar (L560).

At the end of the process the retailer will be provided with SRO codes to ensure payment for the work completed.

This activity will run from 10/31/17 until a sufficient amount of data has been received.

Action:

1. The customer or retailer reports the steering wheel is misaligned or the vehicle pulls.
2. Retailer raises ePQR to request the "Steering Wheel Angle diagnostic procedure"
3. Retailer will be contacted by the US Front Desk Engineering team, who will share the procedure with the retailer and help the retailer through the process.
4. Upon rectification of the customer issue, the retailer will be provided with SRO codes to submit their claim.

Note:

- [NAS Warranty Manual] SECTION B: Guide to Warranty Procedures; General Items A to Z; Wheel Alignment; Service Adjustments.
- Where adjustment is necessary, it is claimable up to and including the first scheduled service or 1 year / (12,500miles / 20,000km), whichever occurs first provided there is no evidence of damage

(e.g. curb impacts).

- 24 hour response time (except if the ePQR is submitted on a Friday, the response will be provided on Monday) from Front Desk Engineering

Should the retailer raise an ePQR, and not hear back from Front desk engineering within 24 hours, please continue with diagnostic and rectification as per the usual retailer process.

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.