

# Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

**SSM 74483 - Squeak/Rattle or creak noise from under the vehicle -  
Transmission under tray noisy**

**Models :** Discovery / L462

Range Rover / L405

Range Rover Sport /  
L494

**Engineer** Jamie Simpson

**Name :**

**Last** 18 JUL 2019 08:42:30

**Modified :**

**Category :** Chassis

**Symptom :** 305000 Frame Concerns

**Content : Issue:**

Customer complains about a creak, rattle or squeak noise from under the vehicle - Transmission undertray noisy.

Part numbers affected:

LR112607 / LR033164 / LR033166 / LR062113 /  
LR085588 / LR081520 / LR112608 / LR107095 /  
LR100588

**Cause:**

Loose fixing or missing fixing  
Undertray clash with other components  
Parts distorted or damaged.

**Action:**

In the event of a customer coming in for a creak/  
Squeak/ Rattle which is determined to be as a result of  
undertray or heatshield being loose or clashing  
Submit the following details via an electronic product  
quality report (ePQR)

- Images/Video of area and include details which fixings were loose or missing completely.
- If this is due to a clash between two parts – attach a video/image of the clash and record both part numbers clearly. Record what was done to rectify the issue.

