

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 74892 - Steering Wheel Alignment Measuring System

Models : Defender/L663
 Discovery / L462
 Discovery Sport / L550
 Evoque / L551
 Range Rover / L405
 Range Rover Sport / L494
 Range Rover Velar / L560

Engineer Name : Tristan Hooper

Last Modified : 09 JUL 2020 13:40:01

Category : Chassis

Symptom : 304000 Suspension System

Content : **Issue –**

JLR is investigating customer reports of steering wheel mis-alignment

Cause –

Unknown at this time

Action –

- Check for any additional active service actions, TSB's/SSM's related to steering
- Ensure that "Lane Keep Assist" is not active (If equipped)
- Please take the following steps to verify the customer concern. If the steering is pulling to the left or right then this procedure is not applicable and TOPIx process 211-00: Steering System - General Information – Steering Wheel Alignment should be followed.
- Visually position the steering wheel in the straight position (Fig.1)
- Apply masking tape horizontally to the flat top edge of the steering wheel airbag cover, ensuring not to tape over the curved profile, and then perpendicularly down the steering column cover, taking care to ensure the tape is straight and not at an angle. (Fig.2)
- Using a straight edge, mark a centre line on both pieces of masking tape (Fig.3/4)
- Drive the vehicle adhering to TOPIx process 211-00: Steering System - General Information – Steering Wheel Alignment and with the steering wheel in it's driving centre mark the masking tape at this point (Fig.5)
- Measure the distance between the two marks in millimetres (mm) and using the conversion tables attached, select the correct vehicle line and convert millimetres (mm) to degrees (°) **(Please note, the engineering specification for steering wheel alignment is +/-3°, however if this does not meet the customers expectation please raise an EPQR referencing this SSM)**
- If the vehicle measures outside of this +/-3° specification, please follow

the steps as per TOPIx process 211-00: Steering System - General Information – Wheel Alignment, attaching before and after measurements and degrees measured from steering wheel alignment check to the claim, where possible. If this is not possible please submit an EPQR containing this data – **Please Note - Failure to attach the wheel alignment data to the claim will result in the Warranty claim being rejected. (WASP markets only)**

- Confirm the customers complaint has been rectified and release the vehicle

Thank you in advance for your assistance with this matter.

File : [Measure - SSM Attachment v2.pdf](#)

Jaguar Land Rover Limited 2000 - 2020 (Rel. 2682)