

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Jaguar 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 Jaguar 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 75271 - Jaguar F-Pace – Front Suspension Knocking Noise - Upper Control Arm

Models : F-Pace / X761

Engineer Hooper Tristan

Name :

Last 09 FEB 2021 14:57:01

Modified :

Category : Chassis

Symptom : 304000 Suspension System

Content : **Issue:**

Customers reporting a noise from the front suspension when driving at low speeds with steering input applied resulting in the upper control arm being replaced.

Cause:

Unknown at this time – Under investigation

Action:

If this symptom is reported please raise an ePQR with the following information;

- Please create a video of the concern prior to any parts being removed
- Carry out the correct repair on the vehicle following TOPIX process, taking care not to damage the parts on removal
- Please hold all the replaced parts as a PRR might be required

Thank you in advance for your assistance with this matter