

Reference	SSM75898
Models	Defender / L663 Range Rover / L405 Range Rover Sport / L494
Title	Rear Differential e-Diff - Knock Noise or Judder/Vibration
Category	Driveability
Last modified	25-Nov-2022 00:00:00
Symptom	610000 Buck/Jerk

Content	<p><u>Issue:</u></p> <ul style="list-style-type: none"> • 19MY Range Rover / L405: 5L AJ133 P8 S/C • 19MY Range Rover Sport / L494: 5L AJ133 P8 S/C • 20-23MY Defender / L663: 3L AJ20 P6H / 3L AJ20 D6H / 2L AJ20 D4H <p>JAGUAR LAND ROVER is investigating customer reports of a knocking noise or judder/vibration, from the rear of the vehicle when turning the left or right during low speed.</p> <p>No specific Diagnostic Trouble Code (DTC) have been observed from Rear Differential Control Module (RDCM) or other modules.</p> <p><u>Cause:</u></p> <p>Unknown at this time.</p> <p><u>Action:</u></p> <p>Please do not replace any components until the checks below have been performed</p> <p>1) Remove the Rear Differential locking motor fuse and road test the car;</p> <p>If the symptom is still present once the rear differential fuse is removed, then refit the fuse and continue the investigation by referring to the TOPIx symptom chart checks and please do not follow the rest of this SSM.</p> <p>If the symptom is not present after the fuse removal and road test, then please carry out a double flush* of the rear differential oil.</p> <p>2) Double flush the oil in rear differential;</p> <ul style="list-style-type: none"> • Drain and refill** the rear differential. Refer to: Differential Draining and Filling (205-02 Rear Drive Axle/Differential, General Procedures) • Perform a drive cycle to allow oil to circulate around the rear differential • Repeat the drain and refill** of the rear differential. Refer to: Differential Draining and Filling (205-02 Rear Drive Axle/Differential, General Procedures) • Please refit the Rear Differential locking motor fuse, clear all of the DTC's and road test to confirm the fault has gone.
----------------	--

****Please renew the drain and fill plugs each time.**

3) Inspect the rear differential and rear subframe mounts. Check the bolts torques, for signs of degradation, excessive movement, assembly position. Please capture images/videos of the mounts as assembled, to support an ePQR or Technical Assistance (TA).

If the fault is still present after the double flush, then raise a TA using this SSM number as a reference within the customer concern field and quoting PTS_800, plus include the images and videos captured from the actions above.

If the fault has been resolved, please raise an ePQR, please include images and videos captured from the above actions.

Thank you for your assistance with this investigation.

anBhdHRicnM7MjAyMj0xMj0wNiQxNDoyNzoxOC4xMzdaOzEzNi4yMjYyNTluMTI1Ow==