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| Reference | SSM73279 |
| Models | Discovery Sport / L550 Range Rover Evoque / L538 |
| Title | L550 and L538 - Interior Rattle or Tizz caused by loose parts |
| Category | Body |
| Last modified | 08-Mar-2017 00:00:00 |
| Symptom | 107000 Interior Trim |
| Attachments | Attachment4.pdf (Attachment4.pdf) |

Content**Issue:**

A customer may report an unwanted rattle or tizz from within the interior of the vehicle which, after investigation, is found to be caused by a loose/extra nut, bolt or other fixing rattling behind a trim or within the BIW.

Cause:

Information is required on the types of fixings found, so that steps can be taken to help prevent occurrences of this concern.

Action:

If this issue is encountered:

- Raise an EPQR, detailing whereabouts in the car the fixing was found, the length of the fixing and its diameter.
- Referring to this SSM's attachment - take images of the fixing. If a bolt, then an image of the side profile (1) is required, along with a clear image of the head of the fixing (2). If a nut, then clear images of both the head (3) and the underside (4) of the fixing are required.

This information will aid identification of the fixings and help trace their origin.

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.