

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 60097 - L359/LR2 13MY Front Passenger Carpet mat

Models : LF - Freelander 2 / FL2

Engineer Name : Thompson Keith

Last Modified : 18-10-2012 13:30:32

Category : Body

Symptom : 107000 Interior Trim

Content : **Issue:**

For an initial number of 13 MY Freelander 2 /LR2 vehicles, the supplied front passenger mat will not fit correctly on to the carpet hooks. If fitted onto the hooks the mat has a very poor appearance which will result in customer dissatisfaction and warranty. A replacement mat to the correct specification is required.

Cause:

13MY Freelander vehicles ordered with carpet mats have captive carpet mat retaining hooks fitted to the vehicle carpet. For VINs in the range H321215 to H325323 (est), the distance between the corresponding holes on the front passenger mat do not match those of the carpet hooks.

Action:

A service part has been created for a replacement front passenger mat with the correct hole positions.

A communication will be issued shortly advising dealers of the correct service part number and a campaign code against which associated costs can be reimbursed.

Until replacement parts are available, dealers are advised to fit the front passenger mat to the retaining hook next to the passenger door and inform the customer that a new replacement mat will be sourced shortly.