

## 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 72101 - Water beading across the surface of the convertible hood

**Models :** X152 - F-Type

**Engineer Name :** Hooper Tristan

**Last Modified :** 08-12-2014 07:50:25

**Category :** Body

**Symptom :** 105000 Roof Options

**Content :** **Issue:** Customer reports inconsistent water beading across the surface of the convertible hood. (Please see examples in attachment)

**Cause:** Water initially sits on the surface (Beads) and then absorption process begins. This rate can be affected if there has been any wiping of the roof cover with any type of cleaning material, car wash or even any difference in temperature differential across the surface.

**Action:** Please attempt to replicate the customer complaint by spraying water evenly across the hood surface and noting any coverage differences across the hood. If the customer complaint can be replicated, please submit an EPQR and attach pictures.

**Please Note –** The attachment shows a new vehicle water beading example, the longer the vehicle is in service there will be a reduction in the amount of water beading which is normal operation.

#### Ratings:

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.

**File :** [Hood Beading Example \(SSM Attachment\).pdf](#)

# X152 Hood Beading Example



**Typical good example of new vehicle hood water beading**