

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 72172 - Rear Vanity Mirror XJ

Models : X351 - XJ

Engineer Campbell Andy

Name :

Last 13-02-2015 08:17:55

Modified :

Category : Body

Symptom : 107000 Interior Trim

Content : Issue

Rear Vanity mirror, when opened may become dislodged or hang down.(see attached picture)

Cause

Incorrect process during manufacture causing swivel pin to fracture and eventually fail.

Action

Manufacturing process revised from VIN V72560.
Current service replacement parts are to the revised condition

JLR engineering would like to thank everyone who submitted EPQR's highlighting and assisting this investigation. Please only submit further EPQR's for vehicles manufactured after the assured VIN of. V72560. or repeat failure of a replacement part fitted after 01/02/2015

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 : [vanity mirror XJ.\[1\].JPG](#)



12/27/2014 01:28 PM