

Reference	SSM72306
Models	XE / X760 XF / X260
Title	Jaguar XE / XF Centre Console Glue Residue Evident
Category	Body
Last modified	02-Dec-2015 00:00:00
Symptom	107000 Interior Trim
Content	<u>Issue:</u> Reports at PDI upon removal of the centre console protection, there is glue residue on the console surface face. <u>Cause:</u> High in-vehicle temperatures causing glue to seep from the console protection trim onto the console. When the in-vehicle temperature drops, this then sets hard on the surface of the console. <u>Action:</u> • Run the A/C on Auto to cool the car down to 20 °C (68 °F) or lower. • When cabin temperature has reached 20 °C or lower, carefully remove the centre console protection. If when attempting to remove, glue residue is evident, allow the cabin temperature to stabilise and lower before attempting to remove the console protection again. • If glue residue is evident after removal, dampen a soft cloth with warm soapy water and wipe off glue residue. Ensure cloth is not too wet or saturated. <u>NOTE:</u> Should the removal of the tape result in the delamination of the surface coating on the centre console, please submit an EPQR with the following information if available, accompanied by a picture. • How the vehicle was stored prior to removal of the tape, was it internal or external, was it in direct sunlight etc.? • In what direction was the tape removed? • How did the tape feel when removed i.e. smooth motion or jumping?