

Reference	SSM73692
Models	Discovery Sport / L550
Title	L550 - Driver and Passenger Sun Visor Issues
Category	Body
Last modified	18-Dec-2017 00:00:00
Symptom	107000 Interior Trim
Attachments	Attachment11.pdf (Attachment11.pdf) Attachment21.pdf (Attachment21.pdf) Attachment31.pdf (Attachment31.pdf) Attachment42.pdf (Attachment42.pdf)

Content**Issue:**

Customers are reporting various issues with Sun Visors. These include, but are not limited to:

- Loose Retaining Clips (Attachment1)
- Sun Visors not being held in place by the Retaining Clip (Attachment2).
- Inability to hold position and the Sun Visor not sitting flat to the headlining when stowed (Attachment3).

Cause:

Under investigation.

Action:

If a customer reports any issue with the Sun Visors in their vehicle:

- Investigate the issue with reference to Topix 501-05, Interior Trim and Ornamentation, taking images of the customer concern and any faults found.
- Carry out repairs in line with Topix 501-05, replacing faulty parts as appropriate - please note that the Sun Visor Retaining Clip is available separately from the full Sun Visor (Attachment4) within the electronic parts catalogue.
- Raise an EPQR detailing the customer concern, the fix carried out and attaching images of the failure.

Thank you for your support with this issue.

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.