

<b>Reference</b>	SSM73920
<b>Models</b>	Discovery Sport / L550 Range Rover Evoque / L538
<b>Title</b>	L550 and L538 - Missing Items from Transit Board at PDI
<b>Category</b>	Accessories
<b>Last modified</b>	13-Jun-2018 00:00:00
<b>Symptom</b>	General Accessories
<b>Attachments</b>	Attachment9.pdf

**Content****Issue:**

Retailers are reporting an increasing amount of missing items from transit boards, supplied within the luggage compartment on delivery of a new vehicle.

These missing items may include tow eye covers, SD cards, literature packs and door handle caps / emergency key barrel covers.

**Cause:**

Under investigation.

**Action:**

All transit boards are now imaged in plant, prior to being locked down in the luggage compartment of new vehicles.

If a retailer discovers that an item is missing, JLR ask that they take an image of the complete board (see "attachment"), prior to the board being opened or anything else being removed. This will highlight the area where the item is missing from.

If the board is damaged or looks to have been tampered with, JLR also ask that a close up image of the area of concern is taken.

Please then raise an EPQR, attach the images and describe the items which are missing. Please also advise if the vehicle was received in a locked down state.

This will allow JLR to investigate the root cause of the 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.