

<b>Reference</b>	SSM74076
<b>Models</b>	Discovery Sport / L550
<b>Title</b>	L550 - Rear Valance Screwdriver Location on PDI
<b>Category</b>	Body
<b>Last modified</b>	19-Sep-2018 00:00:00
<b>Symptom</b>	108000 Ext. Trim/Accessories
<b>Content</b>	<p><b><u>Issue:</u></b> Retailers have reported that Rear Valance Screwdrivers have been missing when new vehicles have been delivered to their premises.</p> <p><b><u>Cause:</u></b> Under investigation.</p> <p><b><u>Action:</u></b> <b>As of VIN KH786538, the Rear Valance Screwdriver (where required) will be supplied sealed on the Transit Board in the luggage area of the vehicle.</b></p> <p>If a retailer discovers that any item is missing from the Transit Board, JLR ask that they take an image of the complete board, prior to the board being opened or anything else being removed. If the board is found damaged or looks to have been tampered with, JLR also ask that a close up image of the area of concern is taken.</p> <p>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.</p> <p>This will allow JLR to investigate the root cause of the issue.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>