

<b>Reference</b>	SSM74141
<b>Models</b>	Discovery Sport / L550 Range Rover Evoque / L538
<b>Title</b>	Front and Rear Tow Eye Covers Incorrect on PDI
<b>Category</b>	Body
<b>Last modified</b>	08-Nov-2018 00:00:00
<b>Symptom</b>	108000 Ext. Trim/Accessories
<b>Attachments</b>	1attachment.pdf (1attachment.pdf)

**Content****Issue:**

Retailers are reporting that the front and rear tow hook covers / bumper trims received with new vehicles at PDI appear to be the wrong spec / colour for the vehicle.

**Cause:**

Currently under investigation by JLR.

**Action:**

If a retailer encounters this issue JLR ask that:

- Images are taken of the covers to illustrate the issue.
- Images are taken of any identifying numbers or labels on the part(s) and also any label which may be visible on the bag which it was supplied in (see attachment).
- An EPQR is raised explaining what is wrong with the cover / trim, and submitted with the relevant images.

The correct parts may then be ordered and fitted to the vehicle.

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.