

Reference	SSM74217
Models	Discovery Sport / L550
Title	Front Row Central Cupholder - Rubber Insert Detachment
Category	Body
Last modified	20-Dec-2018 00:00:00
Symptom	107000 Interior Trim
Attachments	Attachment12.pdf (Attachment12.pdf) Attachment22.pdf (Attachment22.pdf)

Content **Issue:**
A customer may be concerned that the rubber inserts of the cupholder in the floor console (between the first row seats) are detaching.

Please see the images in the attachment as an example of this issue (Attachment1).

The part numbers affected are:

1. LR096829
2. LR096830
3. LR060724

Cause:

Poor adherence of the rubber insert to the surrounding plastic cupholder.

Action:

This parts quality issue has now been resolved and service stock swept to ensure that all faulty parts have been removed from the supply chain.

If a customer reports the issue:

For VINs up to and including H777796:

- With reference to 501-12 (Floor Console) in Topix, replace the part with the relevant part number for that VIN as per the parts catalogue.
- SRO 76.25.39 (0.5hrs) is the only SRO available for this operation.

For VIN H777797- onwards:

- Take an image of the date stamps visible on the old part and raise an EPQR with the images attached (see Attachment2 for examples of the different types of date stamps and where to find them).
- With reference to 501-12 (Floor Console) in Topix, replace the part with the relevant part number for that VIN as per the parts catalogue.
- SRO 76.25.39 (0.5hrs) is the only SRO available for this operation.

- Please retain the parts in line with local warranty processes, as JLR may want to retrieve the old part for investigation.

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.