

Reference	SSM74172
Models	F-PACE / X761
Title	Jaguar X761 F-pace Front Towing Hook Cover Adrift or Missing
Category	Body
Last modified	03-Dec-2018 00:00:00
Symptom	108000 Ext. Trim/Accessories

Content	<p>Issue: Customers may report that the front towing hook cover is coming adrift</p> <p>Cause: Currently under investigation</p> <p>Action: Retailers are requested to submit an EPQR detailing the customer complaint including supporting photographs. Should the towing hook cover be missing then please submit photos of the adjoining surface of the underside of the front bumper. If the towing hook cover is replaced, please retain the part as engineering may request its return for inspection. It is essential that any customer damage to the affected part is not included, for example kerb strikes etc. as these are not warrantable.</p> <p>Part numbers affected are T4A 6251 INDUS SILVER PAINT T4A 6252 GLOSS BLACK T4A 0065 GRAINED T4A 6865 SATIN BLACK</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>
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