

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 74900 - L663 Defender Owners literature - Incorrect

Models : Defender/L663

Engineer Pliešovský Rastislav

Name :

Last Modified 16 JUL 2020 13:00:33

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Category : Body

Symptom : 107000 Interior Trim

Content : Issue:

During PDI retailers may highlight a draft copy of the owners literature found in vehicle (see example attachment)

Cause:

Build error at the time of vehicle shipping.

Action:

Replacement Defender literature packs are now available.

To order the correct version log in to site:

<https://jaguarlandroverliterature.com/> for misbuilds as per the normal warranty shortage process ref. policy manual C1.1

1. Select vehicle model line, enter vehicle VIN and vehicle model year and then required language
2. Select the correct owners literure from the list to order them. (example screen attached).

Note: The timing for a replacement is a 48 hour turnaround from order to shipment.

File : [L663 OHB Order Screen.jpg](#)
[draft owners handbook.pdf](#)