

# 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 75212 - Range Rover Evoque Centre Console Armrest Rattle

**Models :** New Range Rover  
Evoque / L551

**Engineer** Skingle Paul

**Name :**

**Last** 13 JAN 2021 11:33:01

**Modified :**

**Category :** Body

**Symptom :** 107000 Interior Trim

**Content :** Issue

Customer reports a rattle from centre console and armrest sliding feature will not function.

Cause

Under investigation.

Action

If this symptom is reported please raise an EPQR with the following information.

- Customers description of how the armrest was being used when the problem was identified.
- When the problem occurred was the armrest in the open position. If yes was the armrest extended, fully or partially.
- When the problem occurred was the armrest closed. If yes was the armrest extended fully or partially.
- Did the armrest exhibit any reduction in functionality before it became unusable  
If yes, please give details?
- Replace the armrest – console lid as appropriate.

Prepare for the part to be returned, JLR will request these from the EPQR.

