

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 75537 - Front Radiator Grille Discoloured

Models : Range Rover / L405

Range Rover Sport /
L494

Range Rover Velar /
L560

Engineer Name : Hooper Tristan

Name :

Last 20 SEP 2021 13:36:51

Modified :

Category : Body

Symptom : 108000 Ext. Trim/Accessories

Content : **Issue:**

JLR is investigating Front Radiator Grille Discolouration.

Cause:

Unknown at this time, under investigation.

Action:

Before replacing the Front Radiator Grille, please complete the following:

- Wash the grille removing all dirt and road film
- Take photos of the customer concern
- Attempt to polish out the discoloration using a fine polish, please avoid the metal plated vertical surfaces prior to polishing
- If the discoloration is still present, please replace the grille and submit an EPQR as a PRR maybe required.

Thank you in advance for your assistance with this matter.