

<b>Reference</b>	SSM76381
<b>Models</b>	Defender / L663 Discovery / L462 Discovery Sport / L550 New Range Rover / L460 New Range Rover Evoque / L551 New Range Rover Sport / L461 Range Rover Velar / L560
<b>Title</b>	Transport / Delivery Damage
<b>Category</b>	Body
<b>Last modified</b>	22-Aug-2025 00:00:00
<b>Symptom</b>	106000 Paint/Finish
<b>Content</b>	<p><b>Model / Model Year / Derivative</b></p> <ul style="list-style-type: none"><li>• <b>Defender</b> / 25MY onwards / All derivatives</li><li>• <b>Discovery</b> / 25MY onwards / All derivatives</li><li>• <b>Discovery Sport</b> / 25MY onwards / All derivatives</li><li>• <b>Range Rover</b> / 25MY onwards / All derivatives</li><li>• <b>Range Rover Sport</b> / 25MY onwards / All derivatives</li><li>• <b>Range Rover Velar</b> / 25MY onwards / All derivatives</li><li>• <b>Range Rover Evoque</b> / 25MY onwards / All derivatives</li></ul> <p><b>Situation:</b></p> <p>JLR have identified instances of general vehicle damage/condition being present upon arrival at retailers. This may include scratches, dents, or other cosmetic issues affecting exterior or interior components.</p> <p><b>Cause:</b></p> <p>Potential causes include transportation handling, loading/unloading procedures, or environmental exposure during transit.</p> <p><b>Action:</b></p>

Refer to the service request below.

**Service Request:**

Retailers are requested to report any damage observed upon vehicle arrival by submitting an Electronic Product Quality Report (EPQR). Include detailed photos and descriptions of the damage.

(Ref 000076381 / 6383)

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