

Reference	SSM76493
Models	Defender / L663
Title	Accessory Wheel Arch Protection - Gaps Present Between Protection And Vehicle Body
Category	Body
Last modified	25-Sep-2026 08:51:00
Symptom	108000 Ext. Trim/Accessories

Content**Model / Model Year / Derivative**

DEFENDER / 20MY onwards / All derivatives fitted with wheel arch protection

Situation:

JLR Engineering investigations have found that, in some instances, retailers may not be following the installation instructions correctly when installing accessory wheel arch protection kits.

Action:

Refer to the service information below.

Service Information:

1. Wheel arch protection is not designed or approved for use within any paint process, painting of this component is not permitted. If they are painted, any submitted warranty claims will not be accepted.

2. When installing an accessory wheel arch protection kit, make sure to accurately follow the accessory fitting instructions (see - TOPIx workshop manual section: 102-03 - Accessory Information - Exterior - Wheel Arch Protection).

3. When referring to the accessory fitting instructions it is important that all steps are strictly followed as failure to do so will result in poor adhesion with gaps appearing between the body and wheel arch protection during the service life of the vehicle. Note the following during fitment:

- Make sure that the painted surface of the vehicle body is clean and free from dirt/debris.
- Use an Infra-Red (IR) thermometer to check that the body panel is in the specified temperature range (10 to 40 degrees Celsius)
- Use the cleaner sachet provided in the kit to clean the required area and allow a minimum of 2 minutes drying time.

- Use the promotor pen or promotor sachet provided in the kit for all wheel arch protection parts and allow a minimum of 5 minutes drying time
- Do not remove the tape prior to positioning the wheel arch protector.
- Make sure the wheel arch protector is correctly clipped onto the lower edge of the wheel arch
- Starting from one end, slowly remove the tape backing while simultaneously applying firm and even pressure to the protector. This process ensures that the adhesive tape achieves full and continuous contact with the vehicle body across the entire bonding surface.

Service Request:

To assist Engineering with determining the root cause of gaps between the wheel arch protection and vehicle body, carry out the following steps below.

1. Take a photograph showing the gap between the body and protection before it is removed from the vehicle.
2. Take a photograph of the body side after the protection has been removed and before the body adhesive tape is removed.
3. Take a photograph of the rear face of the protection adhesive tape after protection removal.
4. Raise an Electronic Product Quality report (EPQR) which must include the following information:
 - Reference to this SSM76493
 - Reference to ACS_100
 - Attach photographs showing the condition
 - Update EPQR to detail all completed repair actions

(Ref 000391211 / 10826)

anBhdHRCnM7MjAyNi0xMC0wN1QxNT0xNDoyMC43MjVhOzE2NS4yMjUuMjVlJg2Ow==