

<b>Reference</b>	SSM73827
<b>Models</b>	Discovery Sport / L550
<b>Title</b>	L550 - Exterior A-Post Trim/Windscreen Finisher Loose
<b>Category</b>	Body
<b>Last modified</b>	27-Mar-2018 00:00:00
<b>Symptom</b>	108000 Ext. Trim/Accessories
<b>Attachments</b>	14.pdf 21.pdf 3.pdf 4.pdf

**Content****Issue:**

A customer may express concern that the Exterior A-Post/Windscreen Trim has become loose or detached from their vehicle (see attachment "1").

**Cause:**

Currently under investigation.

**Action:**

If presented with a vehicle with the above issue please take images to illustrate the fault, then after removal of the trim:

- At each of the rivet points, measure the distance from the surface of the windscreen to the top edge of the clamping strip (see attachment "2" for an illustration).
- Inspect the rivets for any issue such as them being loose or not flush (attachment "3").
- Check for debris inside the clamping strip channel and take images of anything found.
- Using a feeler gauge, measure the width of the inside of the clamping strip channel (attachment "4").
- Collate the information and submit via EPQR.
- Carry out repairs with reference to LTB01114.

Thank you in advance for your help with this issue.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.