

Reference	SSM71859
Models	Discovery Sport / L550 LR2 / L359 LR3 / L319 Range Rover / L322 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L320 Range Rover Sport / L494
Title	Seat Cover Replacement & Smoothing
Category	Body
Last modified	28-Jun-2018 00:00:00
Symptom	101000 Seating
Content	<p>Issue Customers / Dealers may report a concern with the condition of Seat Covers</p> <p>Cause Understanding of the appearance of leather as a natural product.</p> <p>Action New section within TOPlx 501-10 - Seating - Description & Operation - Seat Cover Inspection This contains information & Visual Aids in helping to identify genuine seat cover Issues. Also within TOPlx 501-10 - Seating - General Procedures is a section including a video demonstrating the Leather Finessing Process, this details how to improve all natural leather characteristics.</p> <p><u>Ratings:</u> Technicians - Please score the SSM and provide feedback if you scored it 1 - 3 stars. 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.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p>

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.