

Reference	SSM73963
Models	I-PACE / X590
Title	X590 IPACE: Body side moulding and badge delamination
Category	Body
Last modified	28-Aug-2018 00:00:00
Symptom	108000 Ext. Trim/Accessories
Attachments	11example delam 3.png 11example of delam 2018-07-11.jpg 11example2 delam.jpg

ContentIssue:

Reports of delamination of the Jaguar logo and fender badge on the lower body side moulding - see example photographs attached.

Cause:

Under investigation

Action:

Should this issue be observed on any X590 iPace vehicles:
As an interim measure do not prepare or clean vehicles using 'jet-washing equipment' or 'aggressive' cleaning and polishing materials. Please submit a quality report (EPQR) with a photograph of the logo or badge. JLR is working to provide replacement parts of guaranteed quality which will be supplied as they become available.

An interim containment planned for early in September to protect the badges is being developed which will include covering the area with a protective film. Parts effected by delamination will require replacement and film added.

The permanent solution under development will be a new design of part which is not affected by this concern.

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.