

Reference	SSM73962
Models	F-PACE / X761 XE / X760
Title	Jaguar XE & F-Pace Fascia Centre HVAC Vent Failure
Category	Body
Last modified	16-Jul-2018 00:00:00
Symptom	107000 Interior Trim
Content	<p><u>Issue:</u> Customers may report that the fascia centre vents have ceased to move in operation</p> <p><u>Cause:</u> Linkage of the centre vents has become dislodged / damaged,</p> <p><u>Action:</u> Engineering along with the supplier are investigating this concern. Should a customer report this concern please submit an Electronic Product Quality Report (EPQR) with a response to the following questions included in the EPQR</p> <ol style="list-style-type: none"> 1. When did the Customer notice the part actually failed as opposed to when they reported the concern to the Retailer (Mileage and Time in Service) ? 2. What were the climatic conditions when it failed, inside the vehicle and externally? 3. Were any aftermarket items placed inside or onto the vent vanes examples are air freshners, phone holder, ipad holder, or any other items? <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> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p>

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