

Reference	SSM72026
Models	LR4 / L319 Range Rover / L405 Range Rover Sport / L494 Range Rover Evoque / L538
Title	Guidelines for identifying non-warrantable damage, ICP and Dials
Category	Electrical
Last modified	15-Oct-2014 00:00:00
Symptom	207000 Entertainment Systems
Attachments	SSM to clarify ICP damage and sticking Rotary Dials post PDI.pdf
Content	<p>Issue: Integrated Control Panel (ICP) damaged and, or sticking rotary Dials</p> <p>Cause: Incorrect stowage of objects, loads and materials across the vehicle interior that have made contact with the ICP and or rotary dials.</p> <p>Action: Ensure correct diagnosis of customer reports for mechanically damaged ICP or sticking dials. Damage can be caused by 'customer use' impacts and tampering and are seen after several months in service, are <u>not</u> warrantable and can include:</p> <ul style="list-style-type: none">• Broken or heavily scratched temperature display lenses• Sticking or stiff rotary knobs for the temperature setting• Rotary switch knobs or bezels that have witness marks similar to those that would be left if a screw driver had been used to lever them off• Switch knobs bent over to one side• General scratches or cracks (not including polishing marks) <p>Attached photographs of examples of this type of damage.</p>