

<b>Reference</b>	SSM72543
<b>Models</b>	Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494
<b>Title</b>	Panoramic Roof Damage on Land Rover vehicles
<b>Category</b>	Body
<b>Last modified</b>	08-Feb-2016 00:00:00
<b>Symptom</b>	102000 Window/Glass
<b>Attachments</b>	1Panoramic roof damage1.pdf (1Panoramic roof damage1.pdf)

**Content** **Issue:** Warranty claims have been submitted for panoramic glass roofs when there is evidence of external impact damage.

**Cause:** The glass, when inspected, shows clear impact marks where an object has hit the glass initiating the crack.

**Action:** If any retailer has a vehicle with a cracked panoramic roof please see below:

1. Refer to the attached images (for reference).
2. Inspect the roof to identify any impact marks.
3. If an impact mark is found, please do NOT submit a warranty claim.

Note: An inspection can be completed with the aid of a magnifying glass, inspection light, marker pen, tape measure and a camera to provide evidence.

- Fig. 1 – clear impact marks can be seen. These would appear to be from a small or sharp object.
- Fig. 2 – clear impact marks can be seen that may have been caused by a large or blunt object.
- Fig. 3 – impact marks are not so evident. Careful examination with a magnifying glass would be preferable to identify the point of impact. This could have originated from a small, sharp object that has propagated over time and further shock.
- Fig. 4 – shows small yet clear impact marks. It also shows the propagation that follows from such an impact.

Once the cause of the crack can be identified as an external impact, the customer is to be informed that this will not be covered under normal warranty.

If no cause is identified, then UK parts can be returned for analysis. For the rest of the

world, please submit an EPQR with attached photographic evidence of the source of the crack(s).

# Panoramic roof damage

Examples of damage

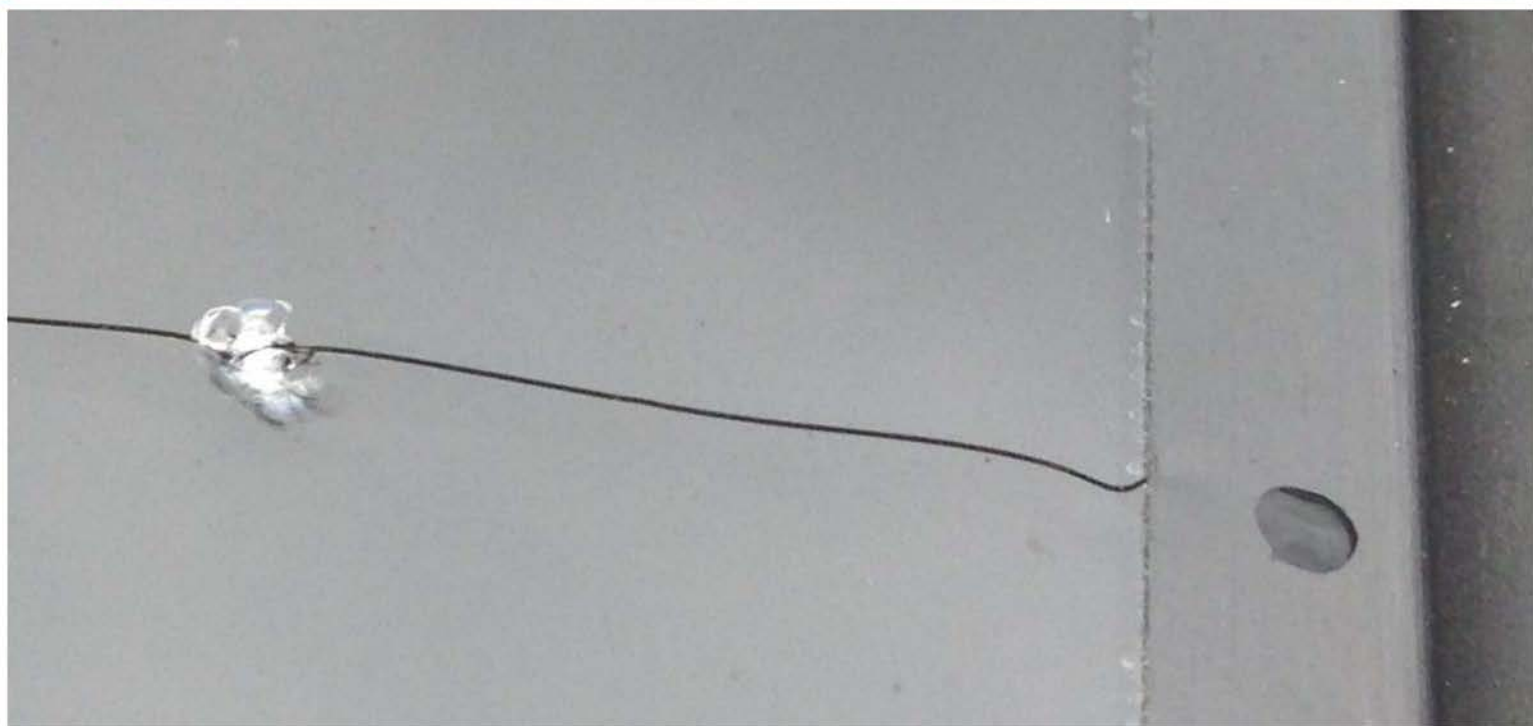


Fig. 1



Fig. 2



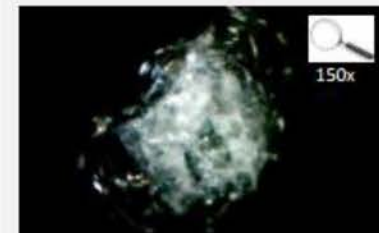
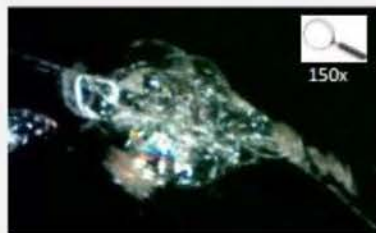
Fig. 3



Fig. 4

# PANORAMIC ROOF - SEMI TEMPERED GLASS BREAKAGE

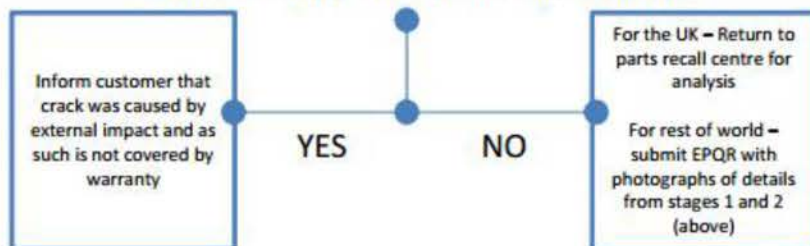
## STAGE 1. ASSESS BREAKAGE PATTERN AND IDENTIFY ANY IMPACT AREAS



## STAGE 2. ASSESS CRACK PROPERTIES

Observation	Indication
Find possible impact points along crack	Using magnifying glass follow the crack line and look for any signs of external impact such as the images above

## STAGE 3. CAUSE OF BREAKAGE IDENTIFIED



## TOOL KIT

