

Reference	SSM72441
Models	Discovery Sport / L550
Title	L550 Discovery Sport rear screen wiper issues
Category	Body
Last modified	10-Nov-2016 00:00:00
Symptom	102000 Window/Glass

Content **Issue:** Retailers are replacing rear wiper motors.

Cause: Rear wiper intermittently operating – stopping in random positions throughout the wiping/park cycle.

Action: Please raise an EPQR and submit session files associated to any DTCs.

Please review the Earth Studs within the tailgate:

- G4D480B
- G4D481A

1. Please loosen the nuts and clean the earth points.
2. Refit the nuts and torque to 12Nm. Make sure that the earth studs do not spin. If they do, they will require local repair using JLR-MRPK4072 repair tool.
3. Complete a battery hard reset.
4. Re-test the wiper motor.
5. If the motor still fails, replace with a new motor and the original motor will be returned for investigation.

Please contact Ian Cavanagh to arrange return of the part.

icavanag@jaguarlandrover.com

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.