

<b>Reference</b>	SSM73469
<b>Models</b>	Discovery Sport / L550
<b>Title</b>	L550 Discovery Sport - Rear Screen replacements
<b>Category</b>	Body
<b>Last modified</b>	14-Jul-2017 00:00:00
<b>Symptom</b>	102000 Window/Glass
<b>Attachments</b>	Fig 11.pdf (Fig 11.pdf) Fig 21.pdf (Fig 21.pdf)

**Content** Issue: Customers require a rear screen replacement. Potential customer symptoms may include:

- Poor radio reception.
- Poor window demist/defrost.

Cause: Reports suggest that the antennae and/or heating elements are damaged or broken.

Action: Prior to replacing the rear screen, please submit an EPQR with two clear photographs of the issue:

- Please highlight the area using masking tape (apply this to the outside of the screen over the defective area).
- Using the flash may provide a more detailed image.
- File should be attached as “.jpeg/.jpg”.
- Please attach one photograph, from outside the vehicle, of the entire screen such that the masking tape is visible.
- Please attach one photograph of a closer image of the defective area, from the inside of the screen, to highlight the reported defect.

**NOTE:** See attachments for examples.

Fig 1. – Full screen with tape in place.

Fig 2. – A clear, close up photograph of the defect.

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.

Fig. 1



Fig. 2

