

Reference	SSM73648
Models	Discovery / L462
Title	Rear Lamp Lens Discoloration
Category	Electrical
Last modified	27-Nov-2017 00:00:00
Symptom	201000 Lighting Systems
Attachments	SSM73648 L462 Rear lamp lens discoloration attachment.pdf (SSM73648 L462 Rear lamp lens discoloration attachment.pdf)

Content	<p>Issue: Tailgate rear lamps show visible signs of discoloration or marks on the inside face of the lens.</p> <p>Cause: Currently under analysis.</p> <p>Action: If the concern above is identified on a L462 Discovery from VIN 027422 onwards, please raise an ePQR detailing the following points:</p> <ol style="list-style-type: none"> 1. Which lamp is affected either Left Hand (LH)/ Right Hand (RH) or both as appropriate. 2. If there are visible signs of water ingress in the form of droplets or condensation present during inspection. If so please confirm whether the gasket on the rear of the lamp is damaged or out of alignment or if there is any evidence showing the cause of water ingress. 3. Supply photographs of the LH/ RH rear lamps showing the condition identified upon initial inspection which should include any evidence of discoloration, staining, water marks, condensation. Please view sample photograph labelled 'A' in the attachment. 4. Supply a photograph of the white label attached to the lower section of the affected lamp(s) and clearly identify as the affected lamp. Please view sample photograph labelled 'B' in the attachment. 5. Replace affected rear lamp as appropriate and supply a photograph of the white label attached to the new lamp and clearly identify as the replacement lamp.
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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.