

Reference	SSM73812
Models	Range Rover Velar / L560
Title	Windscreen Cracks Range Rover Velar L560
Category	Body
Last modified	26-Mar-2018 00:00:00
Symptom	102000 Window/Glass
Attachments	Screen Crack1.pdf

Content**Issue**

JLR Quality are investigating issues with cracks in front windcreens on

Range Rover Velar L560

Cause

Currently under investigation

Action

Retailers within the UK

If a vehicle is presented with a cracked windscreen, before any warranty replacement of the windscreen takes place please contact Jamie Francis 07392108499, or Rebecca Hanson 07468 715352, as they would like the opportunity to view the vehicle before repair

Retailers outside the UK please submit an EPQR as instruction below Before Windscreen Replacement We Require

- A picture of the whole screen from the front of the vehicle (Fig 1)
- A zoom picture of the start and end of the crack, from both inside and outside of the vehicle. (Fig 2&3)
- Applying light pressure, run a fibre tip pen along the crack, if the pen stops then please take the photo of that particular point to identify if it is impact damage. (Fig 4)

Windscreen Removal We Require

- A picture of the sealant inside on the periphery of the removed windscreen, if there are any gaps or missing sealant please take an additional zoom picture of the area (Fig 5)

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.