

Reference	SSM73156
Models	XE / X760 XF / X260
Title	XE & XF (760&260) - Wiper blade judder / noisy operation
Category	Body
Last modified	21-Mar-2018 00:00:00
Symptom	108000 Ext. Trim/Accessories
Content	<p>Issue: A customer may present a vehicle exhibiting judder and / or noise from the front wiper blade during normal operation.</p> <p>Cause: Material performance away from design intent. Or non approved aftermarket parts fitted</p> <p>Action: Should a vehicle be presented which is exhibiting the above mentioned characteristic, firstly ensure the windshield has not been coated in a non approved water repellent film, secondly clean the Windshield with a glass cleaning paste and finally if the issue is not resolved then please replace both front wiper blades with the latest level components as listed on JEPC.</p> <p>Please Note - The fitment of Non-approved Aftermarket parts can invalidate warranty claims eg: Aftermarket Water Repellent Film fitment will invalidate any Warranty claim for Wiper blade wear or damage</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>