

Reference	SSM73861
Models	F-PACE / X761
Title	Windscreen Cracks
Category	Body
Last modified	25-Apr-2018 00:00:00
Symptom	102000 Window/Glass
Attachments	Screen Crack1.pdf

Content**Issue**

Windscreen cracked

Cause

Currently under investigation

Action***Submit an EPQR as instruction below***

Before Windscreen Replacement

- 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)

After Windscreen Removal:

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.

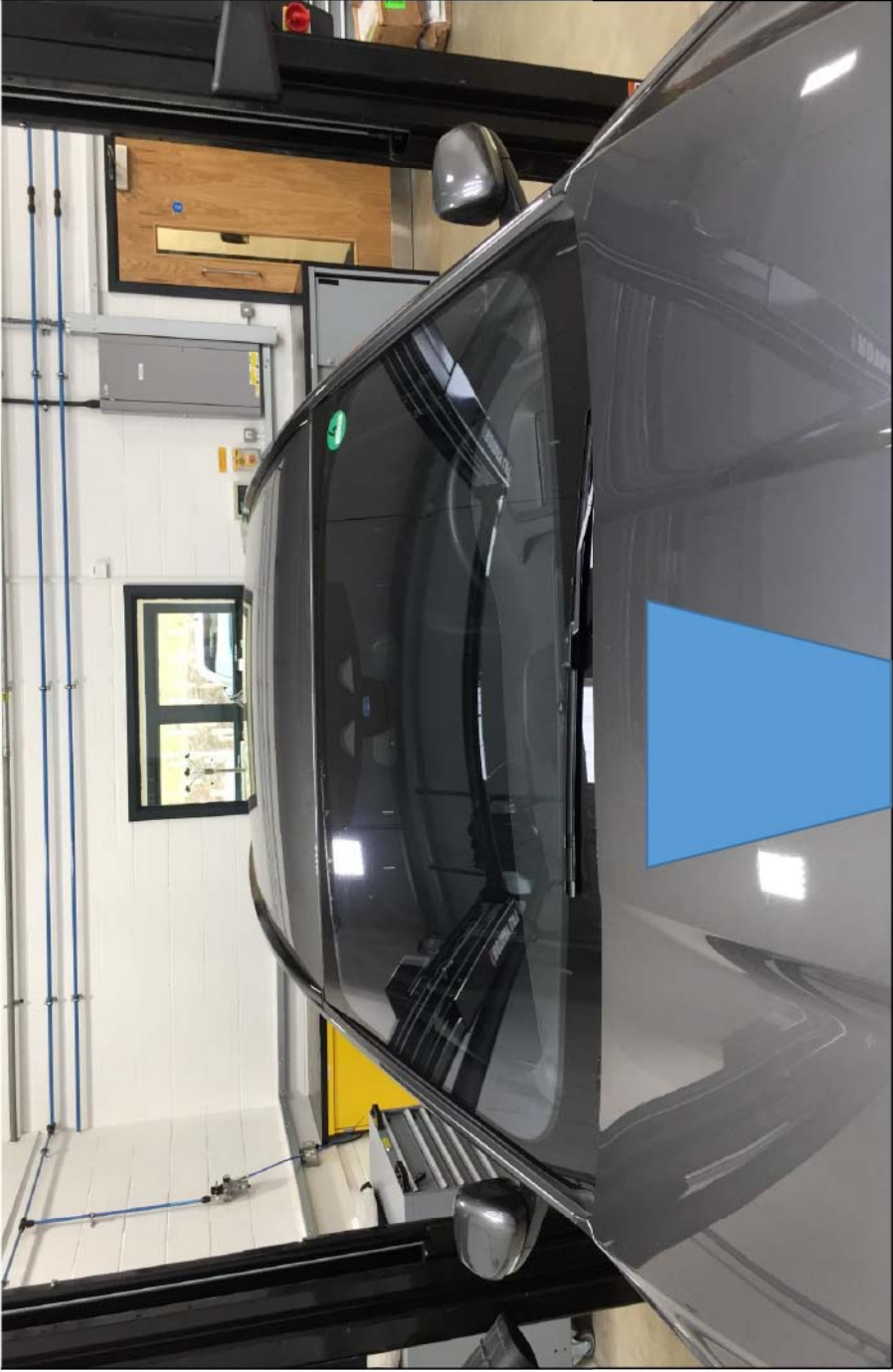


Fig 1

Fig 2

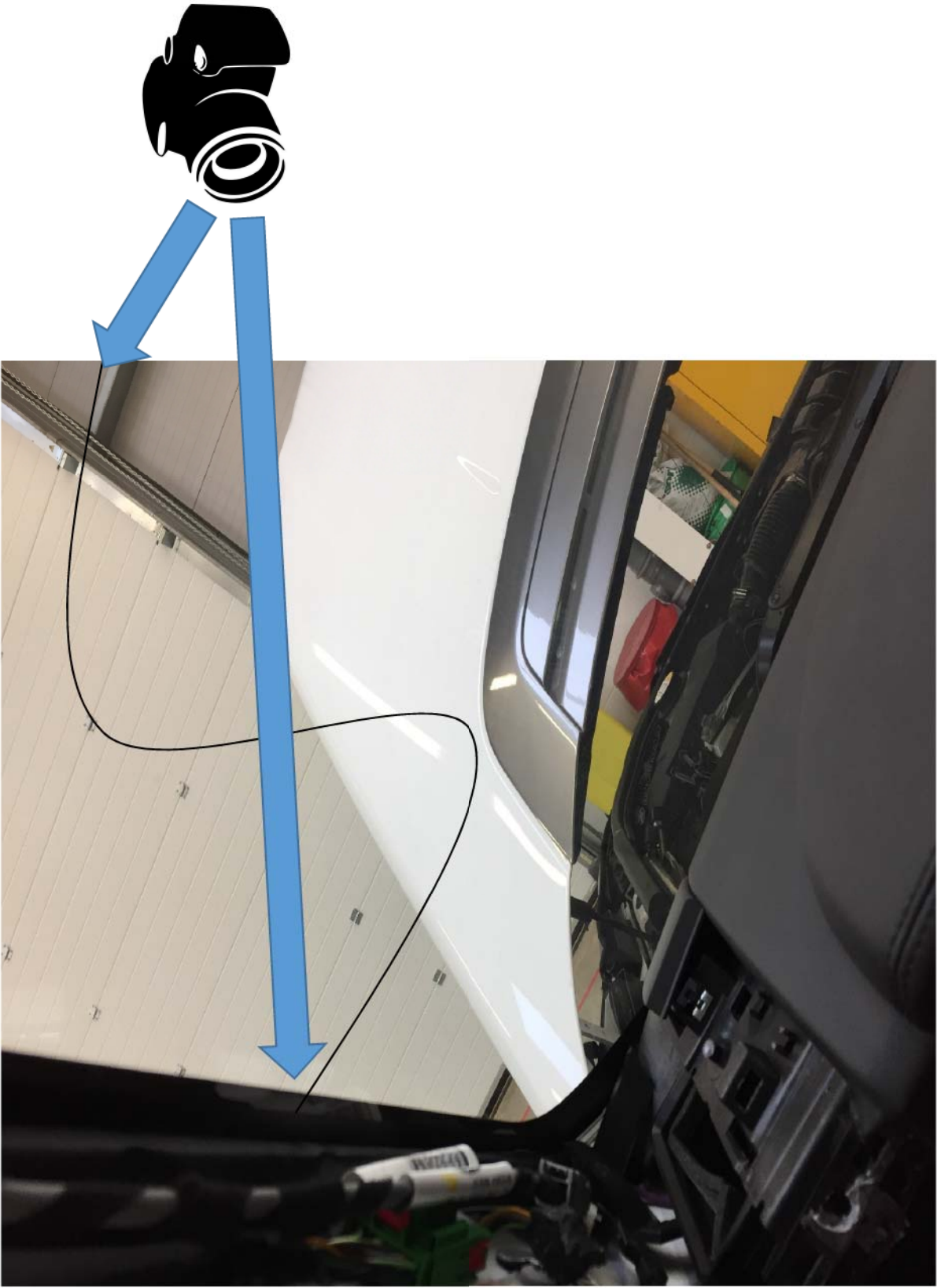


Fig 3

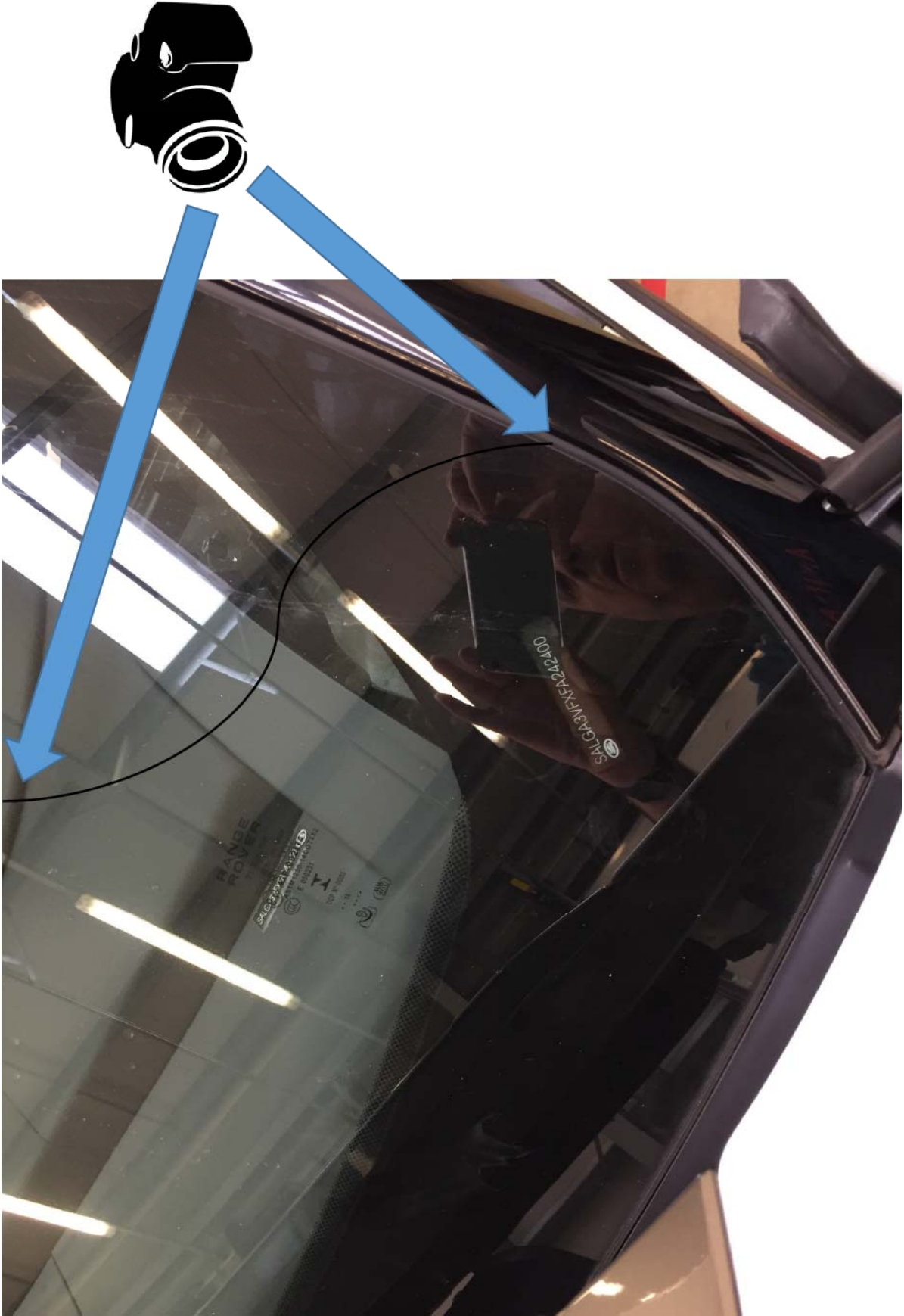


Fig 4

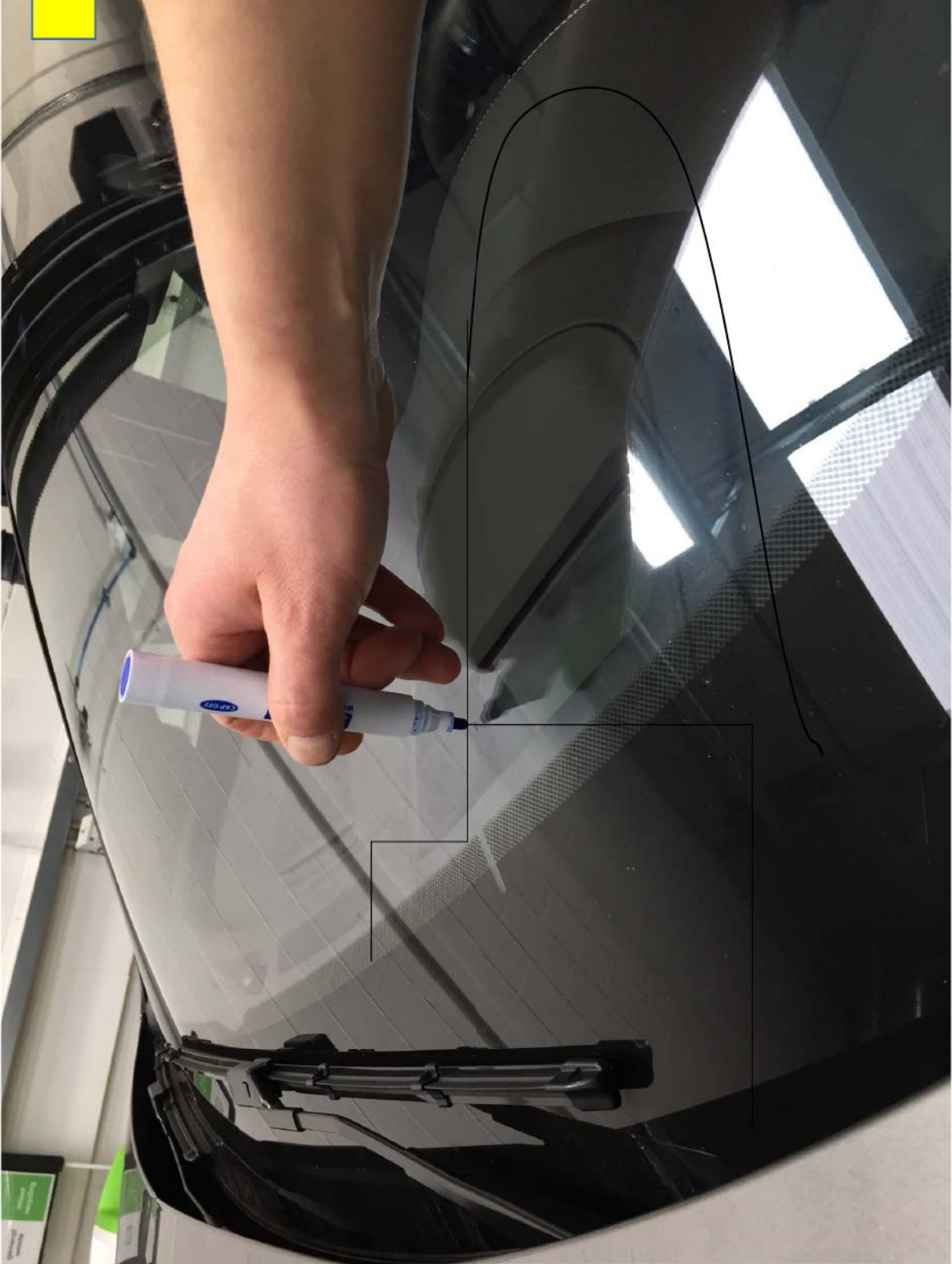


Fig 5

