

<b>Reference</b>	SSM72441
<b>Models</b>	Discovery Sport / L550
<b>Title</b>	L550 Discovery Sport rear screen wiper issues
<b>Category</b>	Body
<b>Last modified</b>	22-Jun-2018 00:00:00
<b>Symptom</b>	102000 Window/Glass
<b>Content</b>	<p><b><u>Issue:</u></b> Retailers are replacing rear wiper motors.</p> <p><b><u>Cause:</u></b> Rear wiper intermittently operating – stopping in random positions throughout the wiping/park cycle.</p> <p><b><u>Action:</u></b> Please raise an EPQR and submit session files associated to any DTCs. Please review the Earth Studs within the tailgate:</p> <ul style="list-style-type: none"> <li>• G4D480B</li> <li>• G4D481A</li> </ul> <ol style="list-style-type: none"> <li>1. Please loosen the nuts and clean the earth points.</li> <li>2. Refit the nuts and torque to 12Nm. Make sure that the earth studs do not spin. If they do, they will require local repair using JLR-MRPK4072 repair tool.</li> <li>3. Complete a battery hard reset.</li> <li>4. Re-test the wiper motor.</li> <li>5. If the motor still fails, replace with a new motor and the original motor will be returned for investigation.</li> </ol> <p>Please contact Simon Owens to arrange return of the part. sowens2@jaguarlandrover.com</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>