

<b>Reference</b>	SSM74193
<b>Models</b>	Discovery Sport / L550
<b>Title</b>	LR Discovery Sport - Headlamp Micro Cracking
<b>Category</b>	Electrical
<b>Last modified</b>	31-Jan-2019 00:00:00
<b>Symptom</b>	201000 Lighting Systems
<b>Attachments</b>	1SSM74193.pdf (1SSM74193.pdf)
<b>Content</b>	<p><b>Issue:</b></p> <p>A very low number of customers may express a concern on headlamps which are fitted with Halogen or HID bulbs. The headlamp lens appearance may show signs of micro cracking on vehicles between the following VIN ranges:</p> <p><b>FH554574 - HH706088</b></p> <p>See figure 1 attached for examples of the failure.</p> <p><b>Cause:</b></p> <p>The hard coating covering the lens is breached by stone chips. This allows cleaning chemicals to penetrate through to the polycarbonate lens and with thermal contribution from the bulb causes a chemical reaction leading to micro-cracking on the lens over time.</p> <p><b>Action:</b></p> <p>If the affected vehicle is:</p> <ul style="list-style-type: none"><li>• Within the VIN range,</li><li>• Fitted with headlamps with Halogen or HID bulbs,</li><li>• The current headlamp is manufactured before 02/05/2017,</li></ul> <p>Then please replace the headlamp with a new headlamp dated after 02/05/2017. Date stamp location, see Figure 2 attached.</p> <p>If the affected vehicle does not meet the criteria above, please submit an EPQR with a photo of the date stamp and headlamp lens.</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</p>

concern.

5 = Excellent – All required information provided to resolve the customer concern.