

PRODUCT INVESTIGATION BODY & CHASSIS

CAPABLE
OF GREAT
THINGS
PALM SPRINGS 2020

Water Leak From Windshield	2017 - Onwards Discovery
<p><u>Customer Voice:</u></p> <ul style="list-style-type: none">• A customer may report water is leaking into the cabin from the top of the windshield. <p><u>Technical Description:</u></p> <ul style="list-style-type: none">• The bonding layer between the windshield glass and the PU adhesive is failing along the top edge of the glass resulting in a water intrusion path into the vehicle cabin. <p><u>Status:</u></p> <ul style="list-style-type: none">• Service Actions N221 (USA) & N292 (Canada & ROW) were published to address this concern on 2017 model year vehicles.• For vehicles within the campaign, please follow the procedure above, however if you find this on a vehicle not covered, please raise an ePQR immediately so that my team can support• If you're experiencing difficulty in getting a replacement windshield, please follow the parts escalation process	