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**PuMA measure**

**RR4/5/6/11/12/31 - LED Headlight lens, surface cracks**

UR-V-2 65334268-01 - 8/7/20

**Complaint:**

Visible cracks or hazy areas present in the surface of the LED headlight lens.

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**Cause**

The purpose of this measure is to evaluate the condition and identify the root cause of the complaint.

Potential root causes that lead to headlight lens complaints are:

1. Stone chips / impact damage to lens surface.
2. Chemical contamination of lens due to surface damage (Stone chips).
3. Thermal exposure combined with surface damage (Stone chips).
4. Tension cracks resulting from torsional loads being placed on the headlight housing during installation or from dynamic loads.

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**Measure**

Please use the attached list of examples to identify the root cause of the complaint.

1. Cloudy or hazy area of the headlight

Cause - Multiple small stone chips, external damage.

Claim under warranty is not permitted.

2. Small stress cracks spreading across lens

Cause - Chemical cleaning agents contaminate headlight lens through small stone chips.

Claim under warranty is not permitted.

3. Small stress cracks, some times in more concentrated areas

Cause - Microscopic impact damage to the headlight lens, thermal exposure / sudden temperature changes causes the damage to spread.

Claim under warranty is not permitted.

4. Larger and thicker cracks that start from the edge of the headlight housing and track towards the centre.

Cause - Headlight housing placed under tension during assembly or large dynamic loads placed on headlight whilst driving.

Warranty claim permissible.

Please refer the customer or driver of the vehicle to the care information provided in the owners handbook.

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**Validity information**

**Model series:**

[RR5, RR4, RR11, RR12, RR6, RR31]

Engine range: [ALL]  
Body style: [ALL]  
Fault codes: []  
Production period: from 8/1/15

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## Repair overviews

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63/12/001/27766/28521, Headlight, LED, Cannot be encoded with VFC, , Cannot be encoded with VFC, , Checking, repairing, replacing

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## Attachments

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Number of attachments: 1