

# Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

## SSM 75047 - 20MY Range Rover Front Door Glass Improperly Installed

**Models :** Range Rover / L405 (SALGS2SE9LA400000 -  
SALGS2SE8LA594955)

**Engineer** Bennett Jerald

**Name :**

**Last** 14 SEP 2020 15:52:40

**Modified :**

**Category :** Body

**Symptom :** 102000 Window/Glass

**Content :** Issue: A limited number of 2020 model year Range Rover models may not have had the front door glass properly installed during production which can leave the door glass not fully clipped into place in the window regulator retaining tabs.

Cause: Operator error during production, which has been corrected from VIN LG-594956

Action: During PDI please ensure that the front door glass is fully locked into the window regulator retaining tabs by positioning the window halfway down, then try pulling the glass upward by hand near the rear of the window opening. If the glass lifts up, slide the glass fully rearward into the window channel run seal and then push it downwards to lock the glass into the regulator retaining tab. Refer to the Workshop Manual for further instructions regarding door window installation.

If the door glass does not lift up by hand, operate the window several times to ensure proper operation. Perform the test on both front door windows.