
PuMA measure

RR11/12/21/22/31 - Condensation in Headlight or Taillight

UR-V-2 64796912-02 - 9/23/20

Complaint:

The customer has raised a complaint due to the appearance of condensation inside the headlight or taillight.

Cause

Headlights and taillights are 'open' systems to allow ventilation and to compensate for external atmospheric pressure and temperature changes.

Warmer air containing moisture can be drawn into the light unit and if there is a sudden reduction in the external temperature or significant difference the moisture particles in the air are converted to liquid on the cooler surface - most commonly the inner surface of the outer lens.

This is a naturally occurring phenomenon and the light unit is not defective, condensation will clear in a reasonable time during operation depending on the surrounding conditions.

The time it takes to clear condensation may take longer in wet or humid conditions.

Measure

In order to resolve the complaint, please inform the customer that condensation is a naturally occurring condition and is the result of climatic conditions, it does not represent a faulty component.

To speed up the process to clear condensation from inside the light unit, please complete the following procedure.

1. Bring the vehicle into the workshop
2. Connect battery charger
3. For a 1 hour period activate the headlights in 10 minute intervals in the following manner:

10 minutes ON
10 minutes OFF
10 minutes ON
10 minutes OFF
10 minutes ON
10 minutes OFF
4. Inspect the affected light unit and assess if the condensation is reduced.
5. If all condensation has been removed, return the vehicle to the customer.
or
6. If there has been a reduction, but some condensation is still present, repeat the procedure.
7. If there is no improvement to the condensation inside the light, please submit an Info Only PuMA case stating the light unit will need to be replaced. Supporting evidence MUST be supplied.

Any claim to replace the light unit will be rejected if supporting evidence has not been provided to support the need for replacement.

Validity information

Model series:	[RR11, RR22, RR12, RR31, RR21]
Engine range:	[ALL]
Body style:	[ALL]
Fault codes:	[]
Production period:	-

Repair overviews

63/21/001/27898, Wing, rear light, complete, Both sides / all, , Condensation, Ambient temperature -15 - 0°C / 5 - 32°F. Ambient temperature 0 - 15°C / 32 - 60°F. Ambient temperature below -15°C / 5°F., Checking, repairing, replacing