

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 75239 - L551 20MY Onwards – Headlamp Lens Staining On Lower Edge/Corner

Models : New Range Rover Evoque / L551

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Name :

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Category : Electrical

Symptom : 201000 Lighting Systems

Content : Issue:

Customer may report their headlamps are stained or appear scratched on the lower edge/ corner of the lens, see attached images (red area).

Cause:

The gap between the headlamp lens and bumper surfaces allow fluid to become trapped. If this fluid contains a chemical, it can attack the headlamp lens over an extended period. Due to the headlamp design, the staining is visible through the headlamp lens, giving the customer the impression that it is internal.

Action:

Do not replace the headlamp.

The headlamp is designed to resist a wide variety of commonly applied automotive chemicals. Long periods of chemical stagnation can damage the lens surface, particularly if also subjected to heat. Keeping this gap free from dirt, debris and chemicals through regular cleaning will give the best opportunity to avoid the staining.

Please carry out the following steps to remove the staining from both headlamps, (see attached images for guidance);

1. Remove the Radiator Grille, refer to Radiator Grille (501-08 Exterior Trim and Ornamentation, Removal and Installation).
2. Using a soft clean cloth, thoroughly wipe the

- headlamp to bumper interfaces (green area highlighted in the attached images) with the addition of a mild vehicle shampoo, mixed according to the manufacturer's instructions, to remove all dirt and debris between the interface. If the interfaces show a noticeable residue, consider spending additional time when applying the shampoo and applying more physical pressure with the cloth.
3. If the steps above do not remove the staining, remove the headlamp from the vehicle and repeat step 2.
 4. Refit headlamp(s) and radiator grille.
 5. Pressure wash the interface well using clean water (no chemicals added) to ensure the interface is free from shampoo or other chemicals.
 6. Thoroughly dry the interface using tools such as a pressure airline or a soft cloth. **Ensure no moisture is trapped between the lamp and bumper interface.**
 7. Please inform the customer, of the cause and that cleaning the headlamp to bumper interfaces regularly during valeting will remove staining.

CAUTION:

Never aim the water jet directly at any at any components which may be damaged. For example lights, mirrors, exterior trim, suspension seals and gaiters. Make sure the pressure washer nozzle is always at a distance of more than 300 mm from any component of the vehicle.

A Topix update is in progress, to add this cleaning process into the Workshop Manual, which will supersede this SSM.

File : [Affected Area Guidance_L551_Headlamp_Staining.pdf](#)