

BODY/CHASSIS – REAR TAILGATE GLASS SHATTERED DUE TO IMPACT DAMAGE**Customer Voice:**

- A customer may report that the rear tailgate glass shattered when closing a side door.

Technical Description:

- Impacts, such as rock or BB strikes will shatter the rear window glass as it is tempered glass.
- Tempered glass expands when broken and may remain in place, until disturbed. Internal cabin air pressure rise when closing a door often creates enough force to then cause the shattered glass to fall away. This is the point when the broken glass is first noticed, and a customer could then incorrectly assume that the glass shattered when closing the side door.

Status:

- Broken tailgate glass almost always due to impact damage. (Impact damage is not a matter for warranty.)
- For any shattered/ crack glass cases, the glass should be inspected carefully for signs of an impact following the guidance in the **Workshop Manual on TOPIx, section 501-11: Glass, Frames and Mechanisms > Diagnosis and Testing > Fixed Window Glass.**

20-23MY Defender





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Tempered glass will have stress lines from the point of impact, running away from the impact point.

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