

<b>Reference</b>	SSM76342
<b>Models</b>	E-PACE / X540 I-PACE / X590
<b>Title</b>	Windshield (Glass) Defects
<b>Category</b>	Body
<b>Last modified</b>	12-Jun-2025 00:00:00
<b>Symptom</b>	102000 Window/Glass
<b>Attachments</b>	SSM76342_Windshield_Defects.pptx (SSM76342_Windshield_Defects.pptx)

**Content****Model / Model Year / Derivative**

E-PACE / 24MY / All

I-PACE / 24MY / All

**Situation:**

JLR Engineering investigations have identified reports of windshield glass defects.

**Action:**

Refer to the service information below.

**Service Request:**

1. Confirm the customer symptom, are the defect(s) acceptable? (see TOPIx Workshop Manual section 101-03 Exterior Body & Paint Pre-Delivery Inspection (PDI) Standards - Description and Operation - Cosmetic Acceptance Standards)

If yes, do not continue this SSM.

If no, capture (photograph or video) the defect(s) before continuing to step 2.

2. Capture (photograph) the windshield manufacturing information, see attachment for examples.

3. Replace the windshield assembly and retain in line with warranty manual (SECTION H - Displaced Parts Procedure H.1 - Global Displaced Part Procedure > H.1.3 - Displaced Parts Disposal).

To assist Engineering with determining the root cause of the glass defect(s), follow the below actions:

1. Raise an Electronic Product Quality Report (EPQR), which must include the below information:

- Reference to BES\_305
- Reference to P393309
- Reference to this SSM 76342
- Attach the photograph/video of the failure mode.
- Attach the photograph/video of the windshield manufacturing information.

2. Update the EPQR to detail all completed actions.

(Ref 000393309 / 3471)

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