

<b>Reference</b>	SSM73813
<b>Models</b>	F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260 XJ / X351
<b>Title</b>	Windscreen Cracks Multiple Car Lines
<b>Category</b>	Body
<b>Last modified</b>	28-Mar-2018 00:00:00
<b>Symptom</b>	102000 Window/Glass
<b>Attachments</b>	Screen Crack.pdf

**Content**

Issue  
JLR Quality are investigating issues with cracks in front windscreens on  
F-Pace X761 XJ/X351 XF/X260 XE/X760 F-TYPE/X152

Cause  
Currently under investigation

Action  
Retailers within the UK  
If a vehicle is presented with a cracked windscreen, before any warranty replacement of the windscreen takes place please submit an EPQR as instruction below  
Before the Windscreen Replacement.  
We Require:

- A picture of the whole screen from the front of the vehicle (Fig 1)
- A zoom picture of the start and end of the crack, from both inside and outside of the vehicle. (Fig 2&3)
- Applying light pressure, run a fibre tip pen along the crack, if the pen stops then please take the photo of that particular point to identify if it is impact damage. (Fig 4)

Windscreen Removal We Require

- A picture of the sealant inside on the periphery of the removed windscreen, if there are any gaps or missing sealant please take an additional zoom picture of the area (Fig 5)

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.