

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 74933 - L405 / L494 Windscreen heater element - Poor performance

Models : Range Rover / L405

Range Rover Sport /
L494

Engineer Shilvock Matthew

Name :

Last 28 JUL 2020 17:00:11

Modified :

Category : Body

Symptom : 102000 Window/Glass

Content : **Issue:**

JLR is investigating Range Rover (L405), Range Rover Sport (L494), Windscreen Heater Element – Poor Performance

Cause:

Under investigation

Action:

If this symptom is reported please raise an ePQR with the following information;

- Vehicle details & service history attached
- Clear and in focus photographs of the customers concern
- Ensure suspected windscreen is not damaged during the removal and replacement process.
- Ensure windscreen is packaged carefully using all original packaging
- Pending ePQR feedback additional instructions to follow

File : [SSM Attachment Slide Windscreen element.pdf](#)