

Technical Service Bulletin (TSB) - VR1J45GGRJY057489	
D6AW01DKQ0 : Version 5 of 17/03/2020	Cancel and replace the document of 14/02/2020
FOR : DS 7 CROSSBACK (X74)	
CUSTOMER SYMPTOM :	PRESENCE OF MISTING OR WATER DROPLETS, OR WATER INGRESS INTO THE HEADLAMPS AND/OR THE REAR LAMPS
CONDITIONS IN WHICH FAULT APPEARS :	IN SPECIFIC WEATHER CONDITIONS (LOW TEMPERATURE, HUMIDITY), IN HEAVY RAIN, AFTER A PRESSURE WASH

1. ORIGIN

Several possible causes :

- Very localised misting or water droplets : Issue caused by the weather on the cold area of one or both headlamps and/or one or both rear lamps
- Water droplets over a large surface area or water run-off and ingress : Water ingress through the interior ventilation on one or both headlamps and/or one or both rear lamps

2. Service Action

CAUTION : Compiling the warranty ticket : If one or more components are replaced, take a photo of the component with the fault and attach it to the credit claim

2.1. Repair

Check of the headlamps and the rear lamps.

Explanation of the issue to the customer (Depending on the result of the check).

Replacement of one or both headlamps and/or one or both rear lamps (Depending on the result of the check).

N.B. : In the case of a replacement of one or both headlamps, one or both rear lamps and/or one or both foglamps, the fault code to be used in the credit claim is 669

2.2. Parts required

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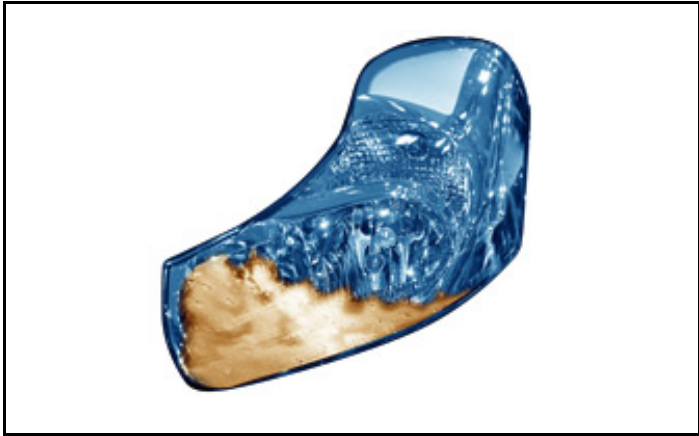

- 1 Left-hand headlamp (Part No. depending on vehicle specification) (if necessary).
- 1 Right-hand headlamp (Part No. depending on vehicle specification) (if necessary).
- 1 Front left-hand lamp (Part No. depending on vehicle specification) (if necessary).
- 1 Front right-hand lamp (Part No. depending on vehicle specification) (if necessary).
- 1 Rear left-hand lamp (Part No. depending on vehicle specification) (if necessary).
- 1 Rear right-hand lamp (Part No. depending on vehicle specification) (if necessary).
- 1 Front left-hand foglamp (Part No. depending on vehicle specification) (if necessary).
- 1 Front right-hand foglamp (Part No. depending on vehicle specification) (if necessary).

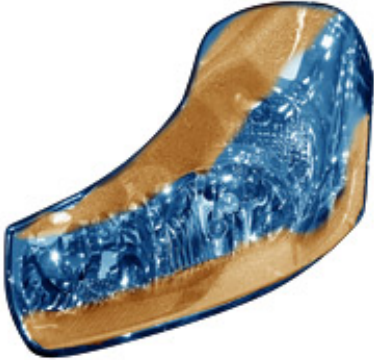


N.B. : Refer to the repair methods concerning any additional parts to be obtained for this operation

2.3. Checks

Check the affected component and carry out the applicable repair.

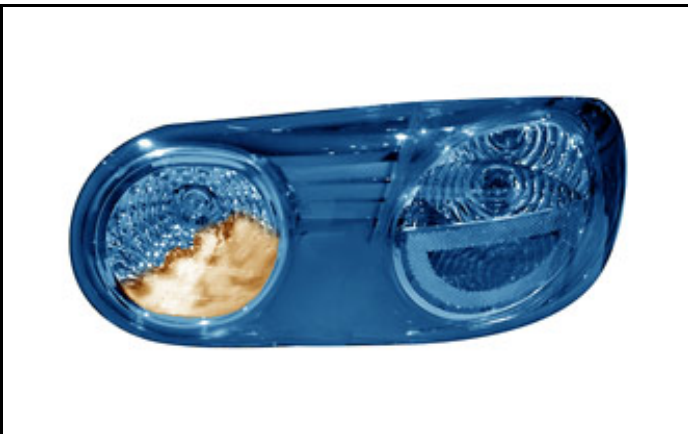

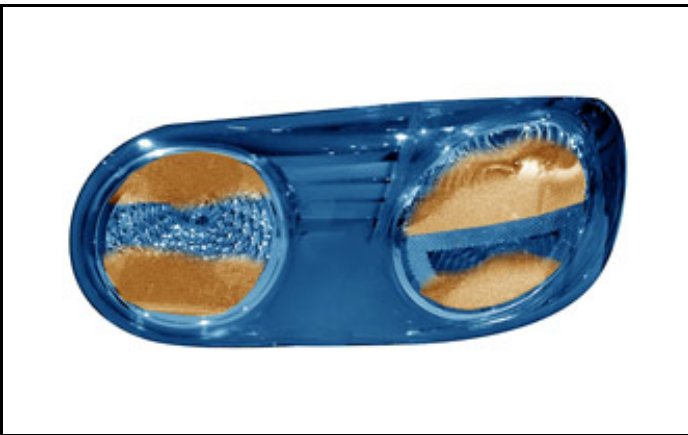
2.3.1. Headlamps and front lamps



Illustration	Observation	Repair to be performed
 <p>Figure : D6AW0A5T</p>	If there is misting	Carry out repair 1
 <p>Figure : D6AW0A6T</p>	If there are very localised water droplets	Carry out repair 1
	If there are water droplets over a large surface area	Carry out repair 2

		
<p>Figure : D6AW0A7T</p>		
	<p>If there are water droplets over a large surface area with water run-off or water marks</p>	<p>Carry out repair 2</p>
<p>Figure : D6AW0A8T</p>		
	<p>If there is stagnant water</p>	<p>Carry out repair 2</p>
<p>Figure : D6AW0A9T</p>		

2.3.2. Rear lamps

Illustration	Observation	Repair to be performed
	<p>If there is misting</p>	<p>Carry out</p>

 <p>Figure : D6AW0AAT</p>		<p>repair 1</p>
 <p>Figure : D6AW0ABT</p>	<p>If there are very localised water droplets</p>	<p>Carry out repair 1</p>
 <p>Figure : D6AW0ACT</p>	<p>If there are water droplets over a large surface area</p>	<p>Carry out repair 2</p>
	<p>If there are water droplets over a large surface area with water run-off or water marks</p>	<p>Carry out repair 2</p>

 <p>Figure : D6AW0ADT</p>		
 <p>Figure : D6AW0AET</p>	If there is stagnant water	Carry out repair 2

2.4. Repairs

2.4.1. Repair 1

Do not replace parts.

Explain the issue of natural condensation when turning off the lamps to the customer :

- The headlamp/rear lamp bulbs produce variations in the internal temperature . The headlamps and rear lamps are not sealed to allow the air to circulate . Ventilation is necessary to balance the internal and external air pressure
- In specific weather conditions (low temperature, humidity, rainfall) or after the vehicle is washed, the incoming moisture-laden outside air can condense against the inside face of the component
- The misting diminishes over time (Issue intensified by lamp operation)
- This condensation issue has no adverse effect on the lighting performance and does not give rise to any electrical risk or corrosion
- The internal faces of the component are transparent and are textureless . The issue of natural condensation is more visible than before

2.4.2. Repair 2

Check the covers, sockets, bulb holders and seals of the headlamps and/or rear lamps :

- If there are anomalies and/or if the fitting is incorrect : Rectify
- If there are no anomalies : Continue the repair

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Replace :

- The faulty headlamp(s)
- The faulty front lamp(s)
- The faulty rear lamp(s)

2.5. Repair time

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Checks + Repair 1 :

- Invoicing time : 0,30H
- Operation code : 9R02RP00
- Cause code : 5205

Checks + Repair 2 (Without replacement) :

- Invoicing time : 0,30H
- Operation code : 9R02RP00
- Cause code : 5205

Checks + Repair 2 (Replacement of one headlamp) :

- Invoicing time : 1,60H
- Operation code : 9R15RP00

Checks + Repair 2 (Replacement of the headlamps) :

- Invoicing time : 1,90H
- Operation code : 9R18RP00

Checks + Repair 2 (Replacement of one rear lamp) :

- Invoicing time : 0,30H
- Operation code : 9R02RP00

Checks + Repair 2 (Replacement of the rear lamps) :

- Invoicing time : 0,40H
- Operation code : 9R03RP00

Checks + Repair 2 (Replacement of one front foglamp) :

- Invoicing time : 0,80H
- Operation code : 9R07RP00

Checks + Repair 2 (Replacement of 2 front foglamps) :

- Invoicing time : 0,90H
- Operation code : 9R08RP00

Checks + Repair 2 (Replacement of one headlamp + 1 Rear lamp) :

- Invoicing time : 1,70H
- Operation code : 9R16RP00

Checks + Repair 2 : Replacement of the headlamps + 1 Rear lamp :

- Invoicing time : 2,00H
- Operation code : 9R19RP00

Checks + Repair 2 (Replacement of the headlamps + 2 Rear lamps) :

- Invoicing time : 2,10H
- Operation code : 9R20RP00

Checks + Repair 2 (Replacement of one headlamp + 2 Rear lamps) :

- Invoicing time : 1,80H
- Operation code : 9R17RP00

Checks + Repair 2 (Replacement of one headlamp + 1 Front foglamp) :

- Invoicing time : 2,20H
- Operation code : 9R21RP00

Checks + Repair 2 (Replacement of one headlamp + 2 Front foglamps) :

- Invoicing time : 2,30H
- Operation code : 9R22RP00

Checks + Repair 2 (Replacement of the headlamps + 1 Front foglamp) :

- Invoicing time : 2,50H
- Operation code : 9R24RP00

Checks + Repair 2 (Replacement of the headlamps + 2 Front foglamps) :

- Invoicing time : 2,60H
- Operation code : 9R25RP00

Checks + Repair 2 (Replacement of one rear lamp + 1 Front foglamp) :

- Invoicing time : 0,90H
- Operation code : 9R08RP00

Checks + Repair 2 (Replacement of one rear lamp + 2 Front foglamps) :

- Invoicing time : 1,00H
- Operation code : 9R09RP00

Checks + Repair 2 (Replacement of the rear lamps + 1 Front foglamp) :

- Invoicing time : 1,00H
- Operation code : 9R09RP00

Checks + Repair 2 (Replacement of the rear lamps + 2 Front foglamps) :

- Invoicing time : 1,10H
- Operation code : 9R10RP00

Checks + Repair 2 (Replacement of one headlamp + 1 Rear lamp + 1 Front foglamp) :

- Invoicing time : 2,30H
- Operation code : 9R22RP00

Checks + Repair 2 (Replacement of one headlamp + 2 Rear lamps + 1 Front foglamp) :

- Invoicing time : 2,40H
- Operation code : 9R23RP00

Checks + Repair 2 (Replacement of the headlamps + 1 Rear lamp + 1 Front foglamp) :

- Invoicing time : 2,60H
- Operation code : 9R25RP00

Checks + Repair 2 (Replacement of the headlamps + 2 Rear lamps + 1 Front foglamp) :

- Invoicing time : 2,70H
- Operation code : 9R26RP00

Checks + Repair 2 (Replacement of one headlamp + 1 Rear lamp + 2 Front foglamps) :

- Invoicing time : 2,40H
- Operation code : 9R23RP00

Checks + Repair 2 (Replacement of one headlamp + 2 Rear lamps + 2 Front foglamps) :

- Invoicing time : 2,50H
- Operation code : 9R24RP00

Checks + Repair 2 (Replacement of the headlamps + 1 Rear lamp + 2 Front foglamp) :

- Invoicing time : 2,70H
- Operation code : 9R26RP00

Checks + Repair 2 (Replacement of the headlamps + 2 Rear lamps + 2 Front foglamp) :

- Invoicing time : 2,80H
- Operation code : 9R27RP00

N.B. : If and only if there is a safety incident, send a Dealer Issue Detection Safety (DID S) in order to receive the instructions to follow, even if this document applies. If there is no safety incident, send a Dealer Issue Detection Incident when the vehicle can be repaired or a Dealer Issue Detection Assistance in the event of recurrence following the application of this document