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VARIOUS MODELS - LIGHTING DEVICES

Condensation forming or Water infiltration – Service Solution

APPLICABILITY

Version: All models (Mito, Giulietta, Giulia, Stelvio, Linea, Idea, Nuova 500, Panda 169 and 319, Palio/Siena/Albea, Ulysse, Multipla, 600, Punto 188, Sedici, Stilo, Croma, Nuova Bravo, Grande Punto, Punto Evo, Freemont, Doblò 119/223 and 152/263, Fiorino/Qubo 225/300, Ducato X250, Scudo, Strada, 500E, Ypsilon, 500L, 500X, Tipo, Talento)

CLAIMED FAULT

Condensation forming inside:

- headlights
- DRL (Daytime Running Lights)
- turn signals
- fog lights
- tail lights

hereinafter referred to as "lighting devices".

TECHNICAL CAUSE

a) In some conditions of use, misting may appear inside the lighting devices. See the examples in Fig. 1.

b) Water infiltration in the lighting devices, with water drops/trickles and/or water build-up inside the component. See the examples in Fig. 2.

Fig. 1 condensation forming





Fig. 2 water infiltration



NETWORK INTERVENTIONS

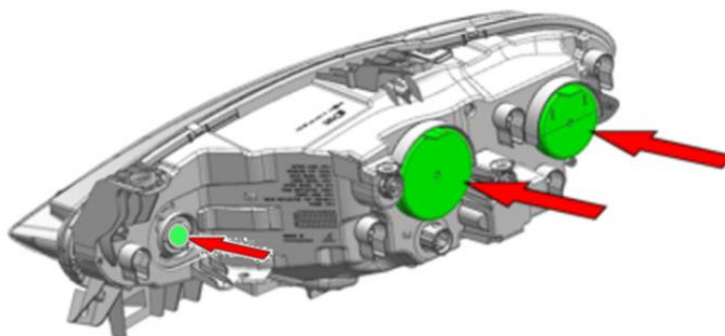
Preliminary checks to be carried out:

Check for any cracks or breaks on the external surface of the lighting devices or on the mating surface between the external lens and housing. Water or vapor could penetrate into the lighting devices through such defects.

Check for any damage or cracks at the rear of the lighting devices. Water or vapor could penetrate into the lighting devices through such defects.

If the cracks or breaks are caused by external impact damage, the component cannot be replaced under warranty.

For headlights with lamps, check the caps indicated by the arrows in Fig. 3. These caps could have been fixed incorrectly when replacing the light bulb or could be damaged. If the caps are faulty because of the customer's actions, the repairs cannot be carried out under warranty.



Case a) Condensation forming (misting)

Once the claimed fault is confirmed, do not replace any components, but inform the customer that this is a natural physical phenomenon that occurs in particular conditions (heavy rain, storms, washing the car, temperature changes) when the outside air is very humid and there is a temperature difference between the inside and the outside of the headlight.

The lighting devices have vents to ensure the ventilation needed to disperse any condensation that forms on the cooler parts of the devices.

A certain time is therefore required to eliminate the condensation through air circulation in the vents, which could depend on the atmospheric humidity and temperature.

Case b) Water infiltration

If there is water infiltration in the lighting devices, replace the devices affected.

The repairer must take photographs to document the water in the lighting device(s).

CLAIM FORM DATA



In case b), the photographs showing the water infiltration must be kept for the purposes of reimbursement under warranty, and be provided within the required time on request. Warranty requests will not be approved if the photographs are not provided or are unclear.

The repairer must code the lighting device replacement using the corresponding operation in the Time Rate Manual for each model covered by the SN. To guide the repairer to find the correct operation code, we provide the Time Rate Manual list containing the operation code for the assembly:

Lighting device	Time Rate Manual operations for the assembly
headlights	5540B HEADLIGHTS
DRL (Daytime Running Lights)	5540B HEADLIGHTS
direction indicators	5550C TURN SIGNALS / HAZARD WARNING LIGHTS
fog lights	5540D FOG LIGHTS
rear light clusters	5540A HEADLIGHT CLUSTER 5540E REAR FOG LIGHTS 5550D BRAKE AND REVERSE LIGHTS