

Wiper noise and cleaning quality model 167

Topic number	LI82.30-P-071542
Version	1
Function group	82.30 Windshield wipers
Date	07-28-2020
Validity	167
Reason for change	
Reason for block	

Complaint:

Customer claim wiper blades model 167:

- squeaking noise
- chattering noise
- jerking wiper blades
- bad cleaning performance

Attachments	
File	Description
Video 1.mp4	Test

Cause:

Under Investigation. Please create a PTSS case and include the following information:

1. Detailed information regarding customer complaint:

- where exactly on windshield ?
- when ? When wiper blades are going up or down and/or when wiper blades change direction ?
- In which situation ? During operation in rain or windshield cleaning (with onboard washer fluid) ?

2. Video of customer complaint from inside (made on driver seat, door closed)

3. Video of customer complaint from outside

4. Video of water run-off behavior windshield like attached video (use tap water) before cleaning actions.

Areas with beading are not ok (see attached picture)

5. High resolution picture of surface wiper lip of wiper blades

Attachments	
File	Description
Beading.jpg	Beading

XENTRY TIPS

Remedy:

6. Clean windshield with intensive cleaner as recommended in LI82.30-P-059239

7. Check, if windshield is clean (no water repellent areas on windshield). If there are still beading areas on windshield, please clean again. If not all water repellent areas could be cleaned, please create a video of water run-off behavior windshield like attached video (use tap water)

8. If cleaning was successful, replace wiper blades

9. Make a test after cleaning and replacement of wiperblades to document, that vehicle is ok, when handed over to customer

10. Please inform customer regarding influence of wax residue on windshield and wiper blade contamination

Symptoms
Body / Body/Cab / Body noises / Vibrates/makes noises
Overall vehicle / Cleaning system / Windscreen wiper / Too loud
Overall vehicle / Cleaning system / Windscreen wiper / Rubs/grabs

Attachments
Beading.jpg:



XENTRY TIPS
