

# TECHNICAL BULLETIN

P068NAS2

29 JUL 2015



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

Changes are highlighted in gray

## ***SECTION: 501-14***

### **Safety Recall: Vehicle Door Will Not Latch**

#### **AFFECTED VEHICLE RANGE:**

##### **Range Rover Sport (LW)**

**Model Year:** 2015  
**VIN:** 600188-620146  
**Manufacturing Plant:** Solihull

##### **Range Rover Sport (LW)**

**Model Year:** 2014-2015  
**VIN:** 000002-524048  
**Manufacturing Plant:** Solihull

##### **Range Rover Sport (LW)**

**Model Year:** 2016  
**VIN:** 519971-523677  
**Manufacturing Plant:** Solihull

##### **Range Rover Sport (LW)**

**Model Year:** 2016  
**VIN:** 617562-619695  
**Manufacturing Plant:** Solihull

##### **Range Rover (LG)**

**Model Year:** 2013-2015  
**VIN:** 000157-223054  
**Manufacturing Plant:** Solihull

##### **Range Rover (LG)**

**Model Year:** 2016  
**VIN:** 216961-222280  
**Manufacturing Plant:** Solihull

#### **MARKETS:**

NAS

#### **CONDITION SUMMARY:**

**Situation:** A concern has been identified where customers have reported the door is unlatched when in the closed position and no indication provided of an unlatched condition. Some customers have reported that one door has opened while the vehicle was in motion.

**Action:** Retailers are required to **HOLD** only affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the Service Instruction detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

#### **PARTS:**

No parts required.

## **SPECIAL TOOLS:**



**NOTE:** this document is an 'Active Bulletin' that will display a functional programming shortcut if accessed within a diagnostic session using SDD.

- SDD with SPECIFIC SOFTWARE INSTALLED AS PER DETAILS WITHIN THIS DOCUMENT'S "SERVICE INSTRUCTIONS" SECTION

- Jaguar Land Rover-approved Midtronics Battery Power Supply

## **WARRANTY:**



**NOTE:** check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that all outstanding Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting Program Code '**P068**' together with the relevant Option Code from the table. SRO and parts information is included for information only. The Option Code(s) that allows for the drive in / drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
P068	B	Configure existing keyless vehicle module	86.90.84	0.20	-	-
P068	C	Configure existing keyless vehicle module Drive in/drive out	86.90.84 02.02.02	0.20 0.20	- -	- -

Normal Warranty policies and procedures apply.

## **SERVICE INSTRUCTION:**



**NOTE:** this Manual Patch referenced below will only perform correctly when installed AFTER SDD142.04 v213 has already been installed.

This workaround will load a software file to SDD using the Manual Patch Update process. This Manual Patch will stay on the SDD machine until SDD142.06 software update has been installed.

1. Make sure all communication devices are disconnected from the Symptom Driven Diagnostics (SDD) system.

2. Log in to SDD.

3. Select 'Continue' on the SDD Warning screen.

4. Select 'Settings' tab on the top right of the screen.

- Confirm SDD 142.04 v213 is currently installed.

5. Select 'System Utilities' tab on the top middle of the screen.

6. Select 'Manual Patch Update'.

- A pop-up will be displayed for Manual patch selection dialog box.

7. Enter 'MP\_L\_L0002' in the Manual patch selection dialog box.

8. Select 'OK'.

- The 'Software Management Wizard' will then download the fix file from the server.

9. The 'Software Management Wizard' will then download the fix file from the server.

10. Select 'OK' in the Manual patch update information pop-up.

11.  **NOTE: the PC MUST NOT be shut down.**

Select 'OK' when the message 'Please shut down SDD before continuing' is displayed.

- DO NOT SHUT DOWN THE PC, simply close the Internet Explorer window that is currently displaying the SDD Settings Tab screen accessed in Step 5.

12. Select 'OK' when the 'Package has been installed' message is displayed.

13. Select 'OK' in the Manual patch update information pop-up.

14. Reboot the PC and attach a suitable label stating '**CONFIGURED TO SUPPORT P068**' .

- This PC can be returned to active service to support P068 with the specific instructions detailed in this documentation.

**To complete P068 using a properly patched SDD unit:**

15.  **CAUTION: a Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during SDD diagnosis/module programming.**

 **CAUTION: ensure all ignition 'ON'/ignition 'OFF' requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.**

 **CAUTION: verify if vehicle is fitted with chrome exterior door handles and answer the pop-up appropriately.**

 **NOTE: SDD must be loaded with DVD142.04 v.213 or later and Manual Patch MP\_L\_L0002.**

Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

 **NOTE: for vehicles fitted with DPLA (Gen II KVM), the correct software will display as 'Unknown'. Select '' to continue.**

16. Turn ignition 'ON' (engine not running).

17. Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.

18. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.

19. Select 'Diagnosis' from the Session Type screen.

20. Select the 'Selected Symptoms' tab, and then select the following:

- Body > Security and locking > Handles locks and latches

21. From the Recommendations tab, select **Run** to perform the 'Configure existing module - Keyless vehicle module' option.

22. Follow all on-screen instructions to complete this task, ensuring all DTCs are cleared.

23. Exit the current session.

24. Disconnect the SDD and the battery power supply from the vehicle.