

# 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 74833 - N335- Safety Recall - doors may not latch or may open while driving**

**Models :** Range Rover / L405  
Range Rover Sport / L494

**Engineer :**Clarke Alan

**Date Last** 28 MAY 2020 19:05:29

**Updated :**

**Content :**Issue: N335 is a published safety recall with a repair procedure that requires a software update to the Remote Function Actuator, (RFA). JLR Engineering and diagnostics teams have been developing a revised more efficient Pathfinder process for delivering this software update that now requires a limited amount of field testing.

Cause: JLRNA Product Investigation is seeking assistance from retailers who can offer support for testing this revised process.

Action: Retailers able to support this request are asked to open a TA case indicating vehicle with an open N335 recall is being made available for testing, giving a minimum of 24 hrs notice of an upcoming customer appointment. LTS will provide the technician instructions and a temporary Pathfinder software patch to be downloaded onto the tool to be used for the repair. The repair process will be monitored, and confirmation given the vehicle is fully repaired.

**Version :** 1