

TECHNICAL BULLETIN  
Q275NAS2  
09 DEC 2013



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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: 501-10**

Service Action: Rear Seat Fold

**AFFECTED VEHICLE RANGE:**

**Range Rover (LG)**

**Model Year:** 2013  
**VIN:** DA100499-DA114045

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** Vehicles within the listed VIN range may have an issue with the rear seat fold operation when the vehicle is in power mode '0' (OFF) with the doors and tailgate open. In this state, the rear seat fold operating time is reduced from 10 minutes to 3 minutes.



**NOTE:** This program has been suspended with immediate effect.

**Action:** Retailers are required to **HOLD** all affected vehicles in the above VIN range that are in their control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process. 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 latest DVD and Calibration File; first available on DVD133.04 V.130

Jaguar Land Rover-approved Midtronics battery power supply

**WARRANTY:**



**NOTE: Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. 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 the Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time. 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 'Q275' together with the relevant Option Code from the table. The SRO and part information listed have been 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.

This program has been suspended with immediate effect. 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 | QTY. / VALUE |
|--------------|-------------|--|-------------|--------------|-------|--------------|
| Q275         | B           | Update rear seat module software - One side  | 78.91.04.01 | 0.20         | -     | -            |
|              |             | Update rear seat module software - Second side with diagnostic equipment already connected | 78.91.04.02 | 0.10         | -     | -            |
| Q275         | C           | Update rear seat module software - One side  | 76.91.04.01 | 0.20         | -     | -            |
|              |             | Update rear seat module software - Second side with diagnostic equipment already connected | 78.91.04.02 | 0.10         | -     | -            |
|              |             | Drive in/drive out   | 02.02.02    | 0.20         | -     | -            |



**NOTE: Normal Warranty policies and procedures apply**

### **SERVICE INSTRUCTION:**

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



**NOTE: SDD must be loaded with DVD133.04 v.130 or later.**

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

- Turn ignition 'ON' (engine not running).
- Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
- Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.

5. Select 'Diagnosis' from the Session Type screen.
6. Select the 'Selected Symptoms' tab, and then select the following:
  - Body > Seating > Rear right seat
7. Select the 'Extras' tab.
8. From the Recommendations tab, select **Run** to perform the 'Configure existing module – Rear seat - Control module - Right' option.
9. Follow all on-screen instructions to complete this task.
10. Select the 'Selected Symptoms' tab, and then select the following:
  - Body > Seating > Rear left seat
11. Select the 'Extras' tab.
12. From the Recommendations tab, select **Run** to perform the 'Configure existing module – Rear seat - Control module - Left' option.
13. Follow all on-screen instructions to complete this task.
14. Exit the current session.
15. Disconnect the SDD and the battery power supply from the vehicle.