

TECHNICAL BULLETIN  
LTB00631NAS1  
27 JAN 2014



© Jaguar Land Rover North America, LLC

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.

**SECTION: 501-14**

Compact Key Handset - Lower-Level Service Repair

**AFFECTED VEHICLE RANGE:**

**LR2 (LF)**

**Model Year:** 2013-2014  
**VIN:** DH303399-EH385500

**LR4 (LA)**

**Model Year:** 2012-2013  
**VIN:** CA582668-DA700486

**Range Rover Evoque (LV)**

**Model Year:** 2012-2014  
**VIN:** CH000447-EH862000

**Range Rover Sport (LW)**

**Model Year:** 2014  
**VIN:** EA000002-EA328222

**Range Rover (LG)**

**Model Year:** 2013-2014  
**VIN:** DA000083-EA145851

**Range Rover Sport (LS)**

**Model Year:** 2012-2013  
**VIN:** CA299939-DA814146

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** The face of the compact key handset may peel away from the handset main body or the handset case may be bulging.

**Cause:** This may be caused by the handset manufacturing process.



**NOTE:** A small quantity of Range Rover Evoque, Range Rover Sport, and Range Rover vehicles may have been manufactured gloss-finish compact key handsets. These handsets are no longer available. Should a Range Rover Evoque, Range Rover Sport, and Range Rover customer complain one of their gloss-finish handsets having the above concern, it is recommended to service the customer's remaining gloss-finish handsets as per the Service Instruction outlined below. Contact the customer prior to the repair and request the remaining gloss-finish handsets be present for their Service appointment. All customer handsets should match after the conclusion of the repair. LR2 and LR4 vehicles currently fitted with matte finish handsets should have only the faulty handset(s) repaired.

**Action:** Should the customer express this concern, follow the Service Instruction outlined below.

**PARTS:****NOTE: One (1) kit required per handset.**

LR059382	Compact key kit - LR2, LR4	Quantity: 1
LR059384	Compact key kit - Range Rover Evoque, Range Rover Sport, Range Rover	Quantity: 1

**WARRANTY:****NOTE: SRO time covers one (1) handset (may be used per handset repaired when applicable).****NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.****NOTE: DDW requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.**

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Casing - 'Land Rover' embossed - Handset/Compact key - One - Renew - LR2, LR4	<b>86 77</b> <b>36</b>	0.1	49	LR029695
Casing - Handset/Compact key - Renew - One - Range Rover Evoque, Range Rover Sport, Range Rover	<b>86 77</b> <b>36</b>	0.1	49	LR027451

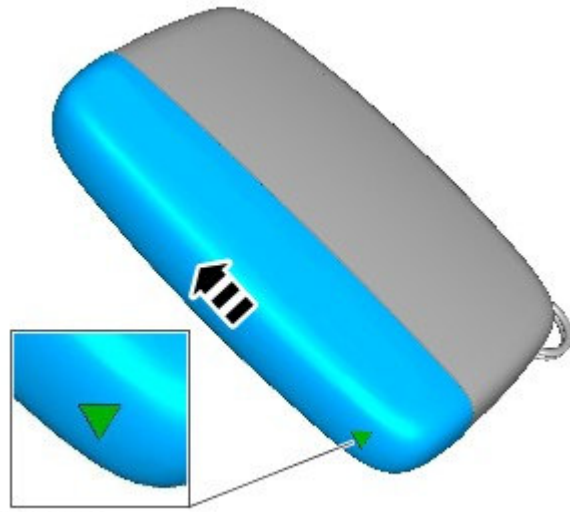
**NOTE: Normal Warranty policies and procedures apply.****SERVICE INSTRUCTION:****Step 1: Range Rover Evoque, Range Rover Sport, and Range Rover vehicles only.**

1. Identify the type of compact key handset currently fitted to the vehicle:

- Left = matte finish; continue to step 2.
- Right = gloss finish; a small quantity of Range Rover Evoque, Range Rover Sport, and Range Rover vehicles may have been manufactured gloss-finish compact key handsets. These handsets are no longer available. Should a Range Rover Evoque, Range Rover Sport, and Range Rover customer complain one of their gloss-finish handsets having the above concern, it is recommended to service the customer's remaining gloss-finish handsets as per the Service Instruction outlined below. Contact the customer prior to the repair and request the remaining gloss-finish handsets be present for their Service appointment. All customer handsets should match after the conclusion of the repair. Continue to step 2.

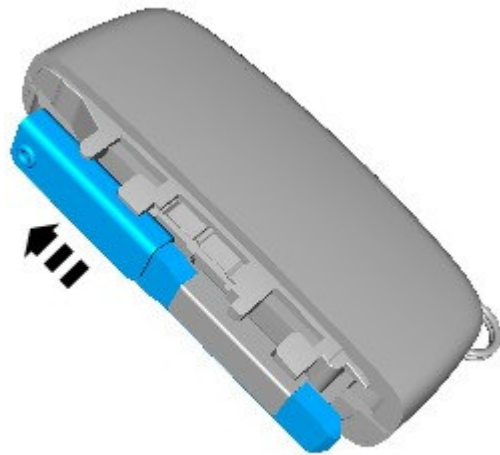
**NOTE: Please refer to SSM70798, 'Compact key low level repair - animation of process', to view the animation file.**

2. Remove the chrome cap; place to one side.



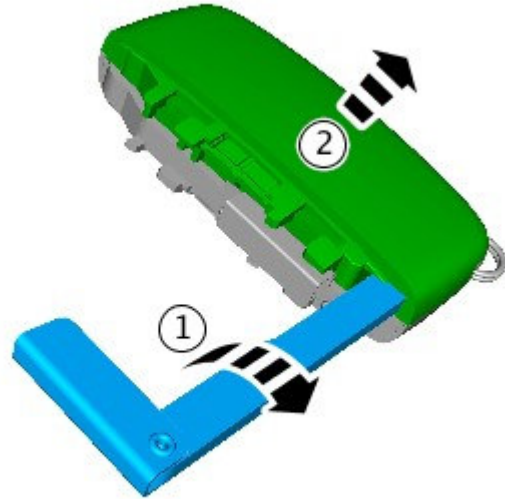
E162060

3. Remove the key blade.



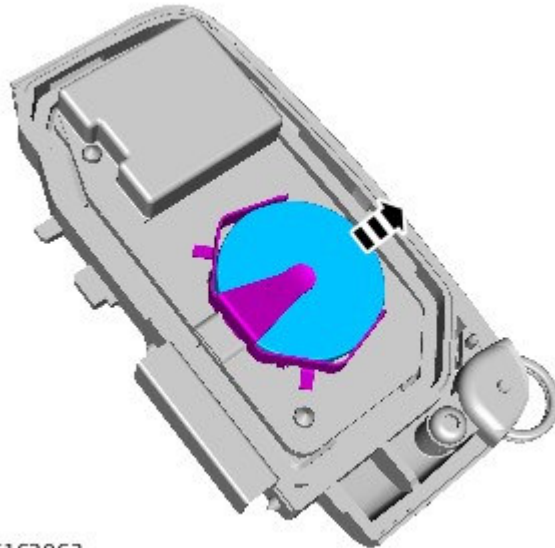
E162061

4. Using the key blade, remove and discard the lower case.




E162062

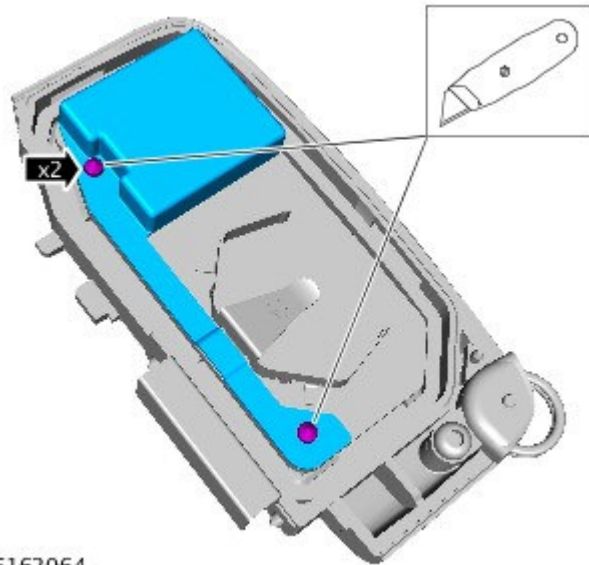
5. Remove the battery from the upper case.



E162063

6.  **CAUTION: Make sure the Printed Circuit Board (PCB) is not damaged when removing the black anti-tamper cover. If the copper coil antenna is damaged, the unit will be unserviceable.**

Using a suitable tool, cut the fixings of the black anti-tamper cover and lift away from the Printed Circuit Board (PCB).



E162064

7.  **CAUTION: When removing the PCB, only handle the outer edges of the board.**

Remove the PCB; place to one side.



E162065

8. Remove the key ring retainer; place to one side.



E162066

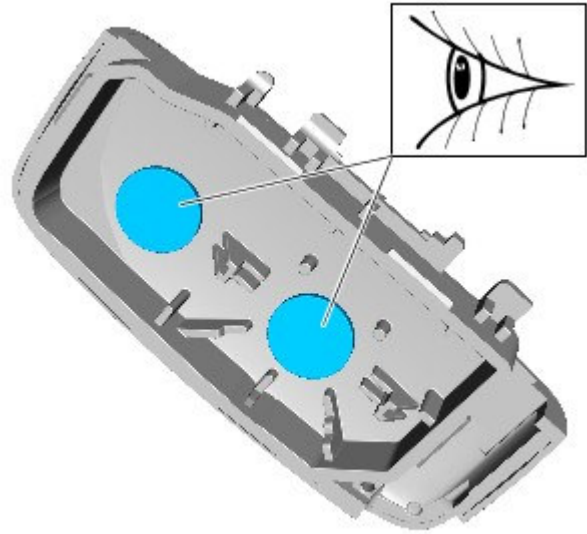
9. Remove the silicone seal from the lower case; place to one side.

- Discard the upper case.
- 



E162067

10. Make sure the foam pads are installed in the lower case as shown.



E162068

**11.** Install the silicone seal to the upper case.



E162067

**12.** Install the key ring retainer to the upper case:

- Tighten to 1Nm.





E162066

13. Make sure the key ring retaining pin is present in the upper case.



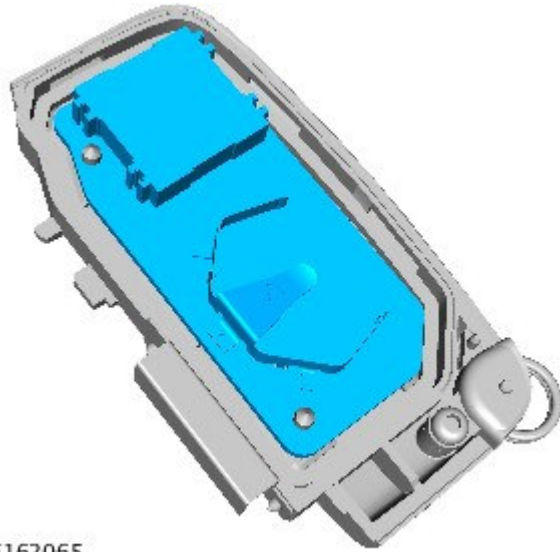
E162299

14.  **CAUTION:** When installing the PCB, only handle the outer edges of the board.

 **NOTE:** The PCB and cover are held in position with the foam pads on the new upper case.

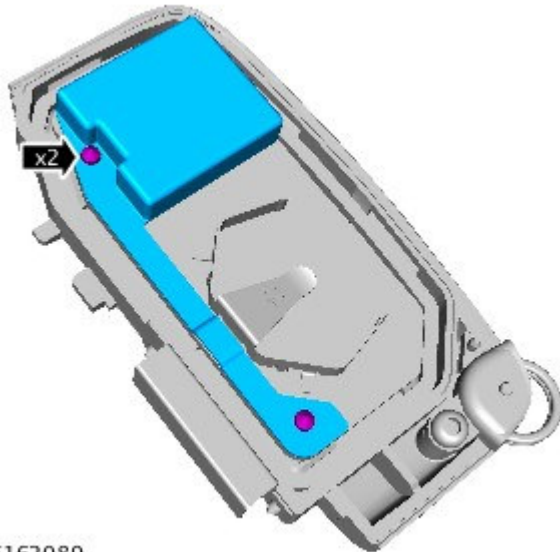
Install the PCB to the upper case.






E162065

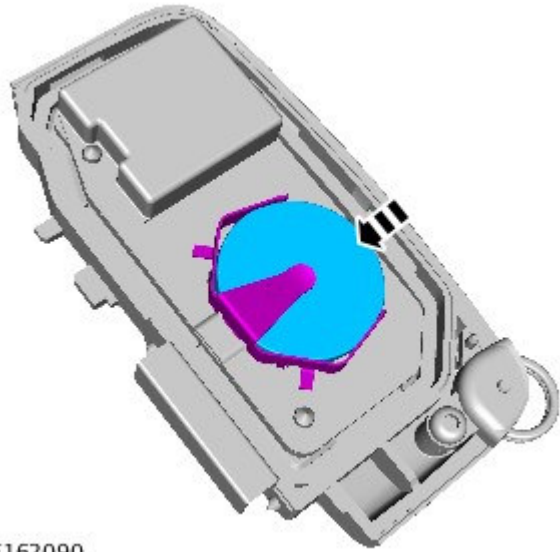
15. Install the PCB anti-tamper cover.



E162089

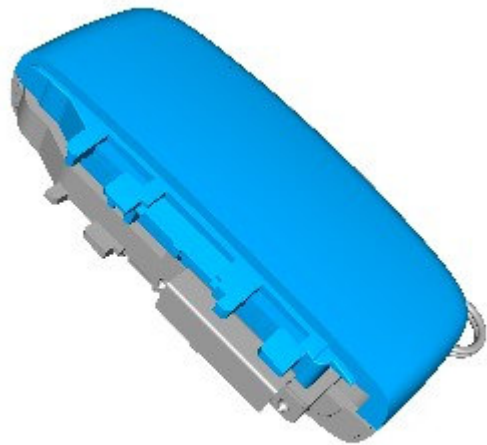
16.  **NOTE: Make sure the battery is installed positive (+) side up.**

Install the battery to the upper case.



E162090

**17.** Install the lower case onto the handset.



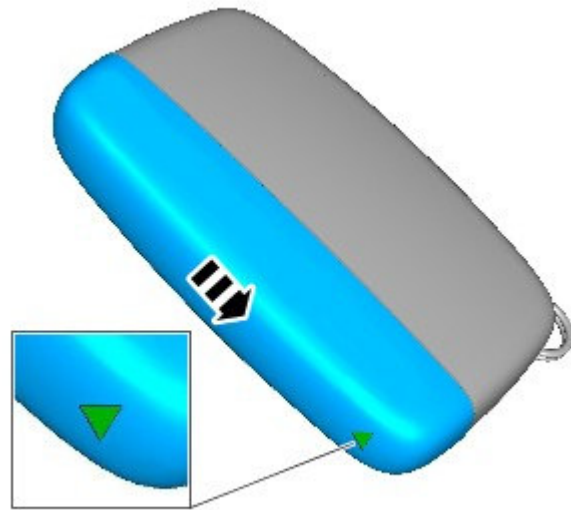
E162088

**18.** Install the key blade.



E162092

**19.** Install the chrome cap.



E162091

**20.** Check the operation of the compact key handset (all functions).

**21.** Perform steps 2-20 as necessary to customer's additional compact key handsets.