

TECHNICAL BULLETIN  
Q335NAS3  
23 MAR 2014



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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: 415-00**

Service Action: Valet Mode Malfunction

**AFFECTED VEHICLE RANGE:**

**Range Rover Sport (LW)**

**Model Year:** 2014  
**VIN:** EA000002-EA338127

**Range Rover (LG)**

**Model Year:** 2014  
**VIN:** EA124982-EA151681

**MARKETS:**

NAS

**CONDITION SUMMARY:**



**NOTE: This Service Action is reinstated with immediate effect.**

**Situation:** An issue has been identified on a limited number of 2014 model year Range Rover Sport and Range Rover vehicles within the listed VIN ranges where after the vehicle is placed in Valet mode via a four-digit PIN but cannot be removed from Valet mode, even after entering the correct four-digit PIN.

**Action:** Retailers are required to **HOLD** all affected vehicles within the listed VIN ranges 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 SDD-DVD and Calibration File; first available on DVD136.02 v.157

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 'Q335' 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 into the workshop for this action alone to be undertaken.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 January 2016** closure date 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
Q335	B	Update Touch Screen software	86.90.91	0.60	-	-
Q335	C	Update Touch Screen software Drive in/drive out	86.90.91 02.02.02	0.60 0.20	- -	- -



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

## **SERVICE INSTRUCTION:**



**NOTE:** The following instructions have changed to include specific data collection in the event of a Touch Screen software download failure. This information is for UK investigation purposes if a failure should occur during the following procedure.



**NOTE:** UK diagnostic engineers require the SDD Debug Monitor and CAN Link Monitor if the Touch Screen download fails. The only way to capture this information is to initiate the SDD Debug Monitor and the CAN Link Monitor prior to starting a Touch Screen download routine. ONLY in the event of a Touch Screen software download failure will the captured Monitors and vehicle session file be required to be submitted in conjunction with a Technical Assistance case. Refer to SSM64458, SDD Debug Monitor and CAN Link Monitor Instructions, for complete information.



**NOTE:** In the event of a Touch Screen software download failure, refer to SSM59197, GEN 2.1 Touch Screen Display Recovery Process.

### **Further care points for USB-derived software downloads:**

- A USB flash drive with a minimum size of 256MB MUST be used for this application;
- The USB flash drive MUST be cleared of data before commencing;

- The USB flash drive MUST be formatted to FAT 32;
- The USB port within the vehicle's center console must be operational;
- All SDD instructions MUST be completed correctly

1.  **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 DVD136.02 v.157 or later.**

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

 **NOTE: Refer to SSM64458 to launch the Debug Monitor and CAN Link Monitor before beginning the Touch Screen software update.**

 **NOTE: The Touch Screen may also be referred to as Front Control/Display Interface Module (FCDIM) and/or High Level Display Front (HLDF).**

2. Turn ignition 'ON' (engine not running).
3. Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
4. 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:
  - Electrical > Information and entertainment system > Touch screen display
7. Select 'Continue'.

8.  **NOTE: Refer to SSM64458 to launch the Debug Monitor and CAN Link Monitor before beginning the Touch Screen software update.**

Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Configure existing module – Front control/display interface module (high level display front' option.

9. Follow all on-screen instructions to complete this task.

10.  **NOTE: Refer to SSM64458 to stop and save the Debug Monitor and CAN Link Monitor before exiting the current session.**

Exit the current session.

11. Disconnect the SDD and the battery power supply from the vehicle.
12. Verify Valet Mode operation; refer to Owner's Handbook for details.
- Make sure Valet Mode is deactivated prior to returning the vehicle to the customer.