

TECHNICAL BULLETIN

Q335NAS2

13 FEB 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 suspended with immediate effect; do not carry out any further repairs. Any outstanding claims will be paid. We are currently investigating the concern and an updated bulletin will be re-issued in due course.

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 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 SDD-DVD and Calibration File; first available on DVD136.02 v.157

Jaguar Land Rover-approved Midtronics Battery Power Supply

WARRANTY:



NOTE: This Service Action is suspended with immediate effect; do not carry out any further repairs. Any outstanding claims will be paid. We are currently investigating the concern and an updated bulletin will be re-issued in due course.



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: This Service Action is suspended with immediate effect; do not carry out any further repairs. Any outstanding claims will be paid. We are currently investigating the concern and an updated bulletin will be re-issued in due course.

-  **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: 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. 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. 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.