

TECHNICAL BULLETIN

Q411NAS1

26 SEP 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.

SECTION: 501-12

Service Action: Overhead Console Switch Function

AFFECTED VEHICLE RANGE:

Range Rover (LG)

Model Year: 2014
VIN: EA152794-EA161973

Range Rover Sport (LW)

Model Year: 2014
VIN: EA339983-EA356037

MARKETS:

NAS

CONDITION SUMMARY:

Situation: A potential issue has been identified on a limited number of 2014 model year Range Rover Sport (L494) and Range Rover (L405) vehicles, fitted with a panoramic roof, where the roof opening panel / blind may not open or close when using the overhead console button(s).

Action: Retailers are required to **HOLD** only affected vehicles that are within your 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 but **must** have it completed prior to vehicle handover to the customer. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

PARTS:



NOTE: * when ordering parts, order only the expected percentage demand of parts identified

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % of VEHICLES REQUIRING PARTS*
Silicon mat kit	LR068152	1	100

SPECIAL TOOLS:

Refer to Workshop Manual / Service Instruction for any required tools

WARRANTY:



NOTE: Check DDW to ensure that a 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 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 '**Q411**' 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 may 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 **30 September 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 / SUNDRY CODE	QTY. / VALUE
Q411	B	Silicon mat kit - Renew	76.25.89.38	0.40	LR068152	1
Q411	C	Silicon mat kit - Renew Drive in/drive out	76.25.89.38 02.02.02	0.40 0.20	LR068152 -	1 -

Normal Warranty policies and procedures apply

SERVICE INSTRUCTION:



NOTE: Refer to SSM72003 for assistance.

1. Remove the overhead console (see TOPIX Workshop Manual, section 501-12).

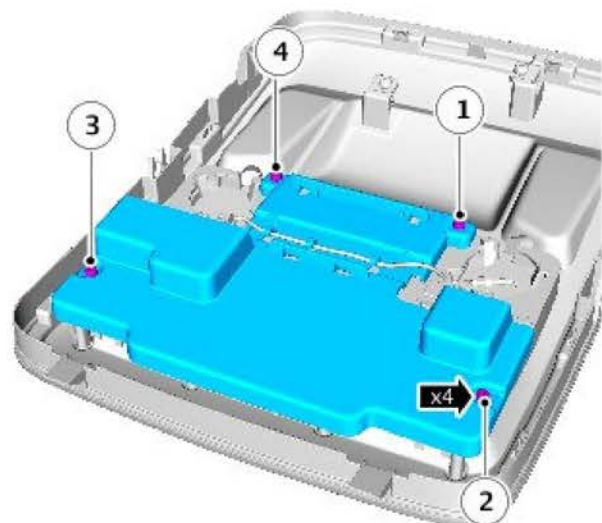


2. **NOTE: The electrostatic discharge gloves supplied with the kit MUST be worn.**

While wearing the electrostatic discharge (ESD) gloves (supplied with kit), place the overhead console face down on the electrostatic discharge bag (supplied with kit).

3. Remove the rear cover from the overhead console.

- Remove the retaining screws in the sequence shown.

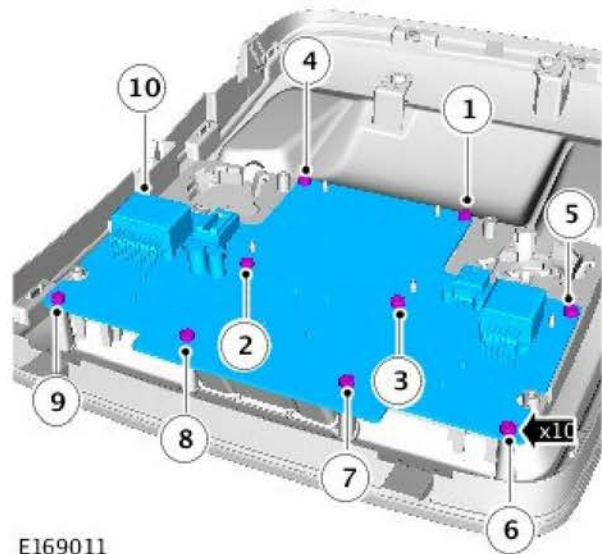


E169010

4.  **NOTE: Hold the printed circuit board from the edges only.**

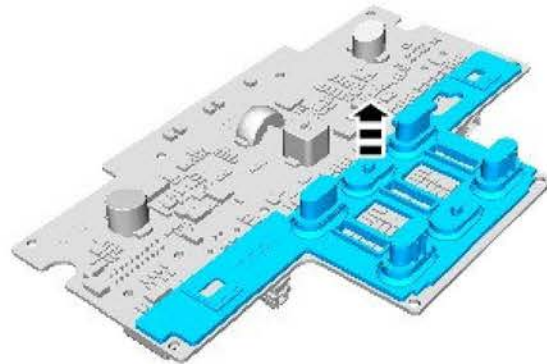
Remove the printed circuit board (PCB).

- Remove the retaining screws in the sequence shown.



E169011

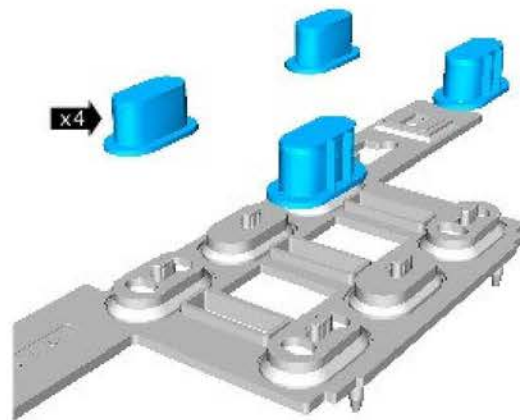
5. Remove the rubber mat from the PCB and gently place the PCB on the ESD bag.



E169012

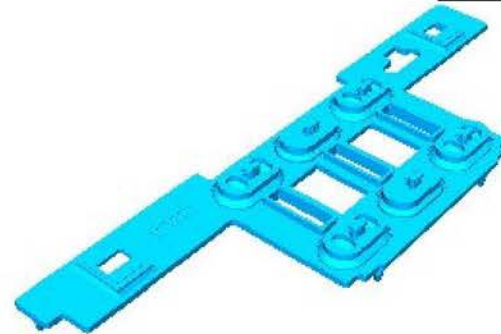
6.  **NOTE: Note the fitted position / orientation of the different towers.**

Remove the towers from rubber mat.



E169013

7. Discard the old rubber mat.

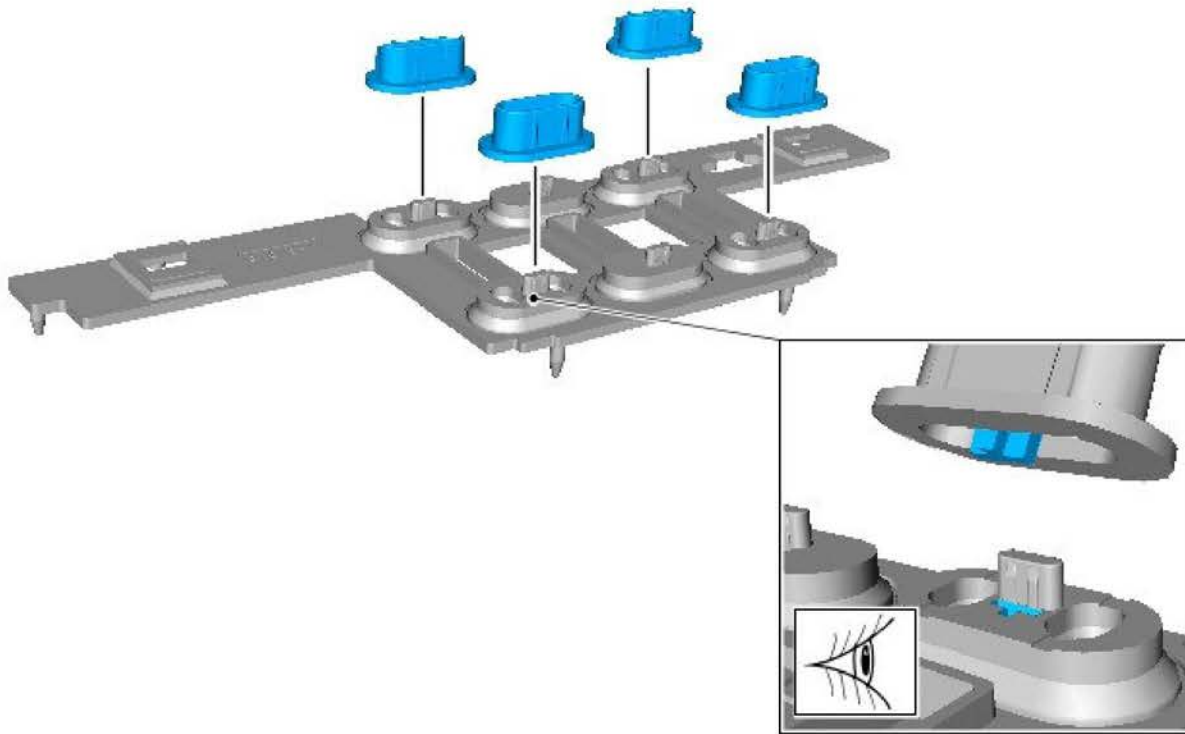


E169014

8.  **NOTE: Position / orientate the towers correctly; the 'up' and 'down' towers are different.**

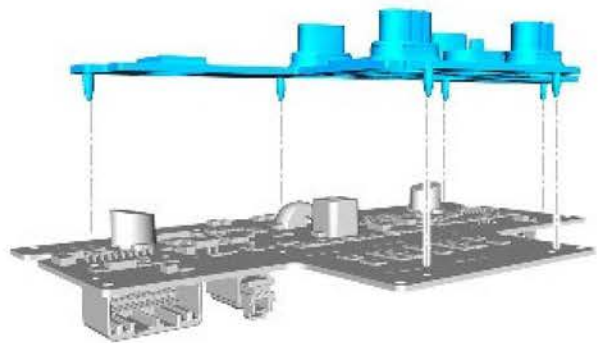
 **NOTE: Make sure the towers are installed flat on the rubber mat.**

Install the towers onto the new rubber mat.



E169015

9. Install the rubber mat onto the PCB.

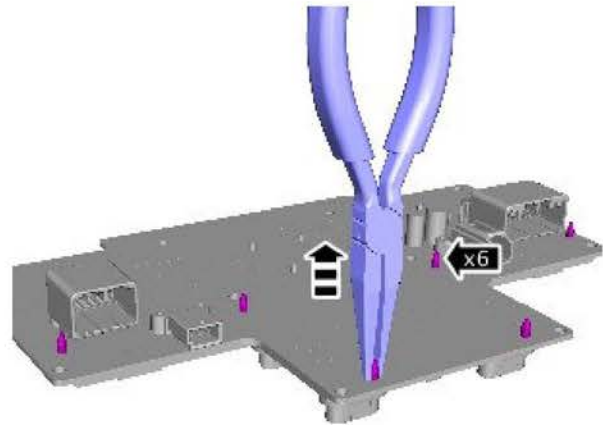


E169016

10.  **NOTE: Do not use excessive pulling force on**

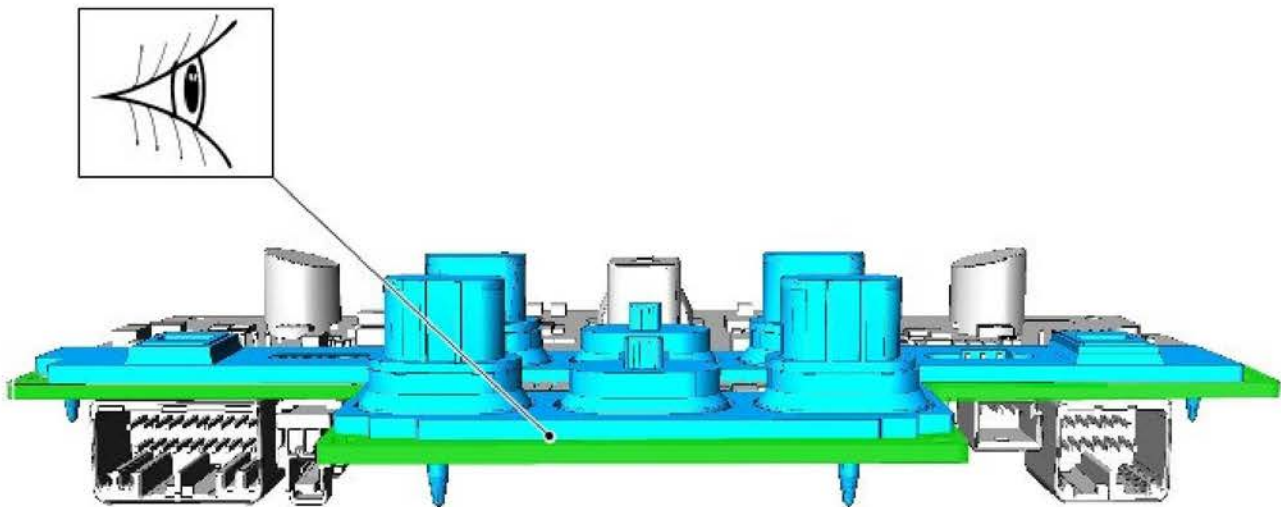
rubber pins.

Using suitable pliers, pull the rubber mat retaining pins through the PCB.



E169017

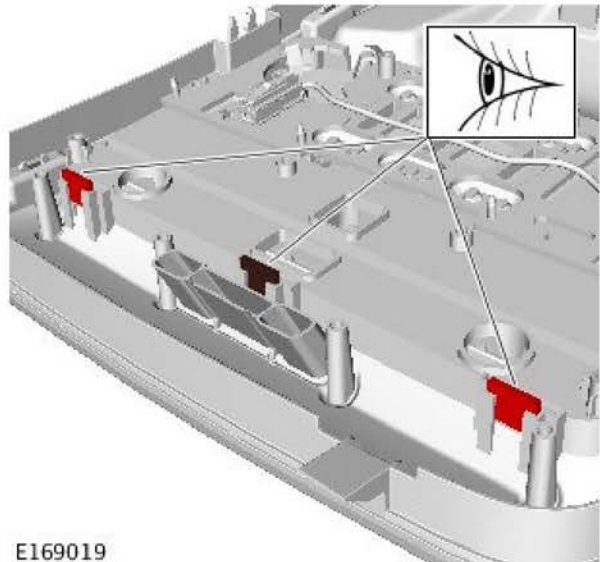
11. Make sure the rubber mat is installed flat against the PCB.



E169018

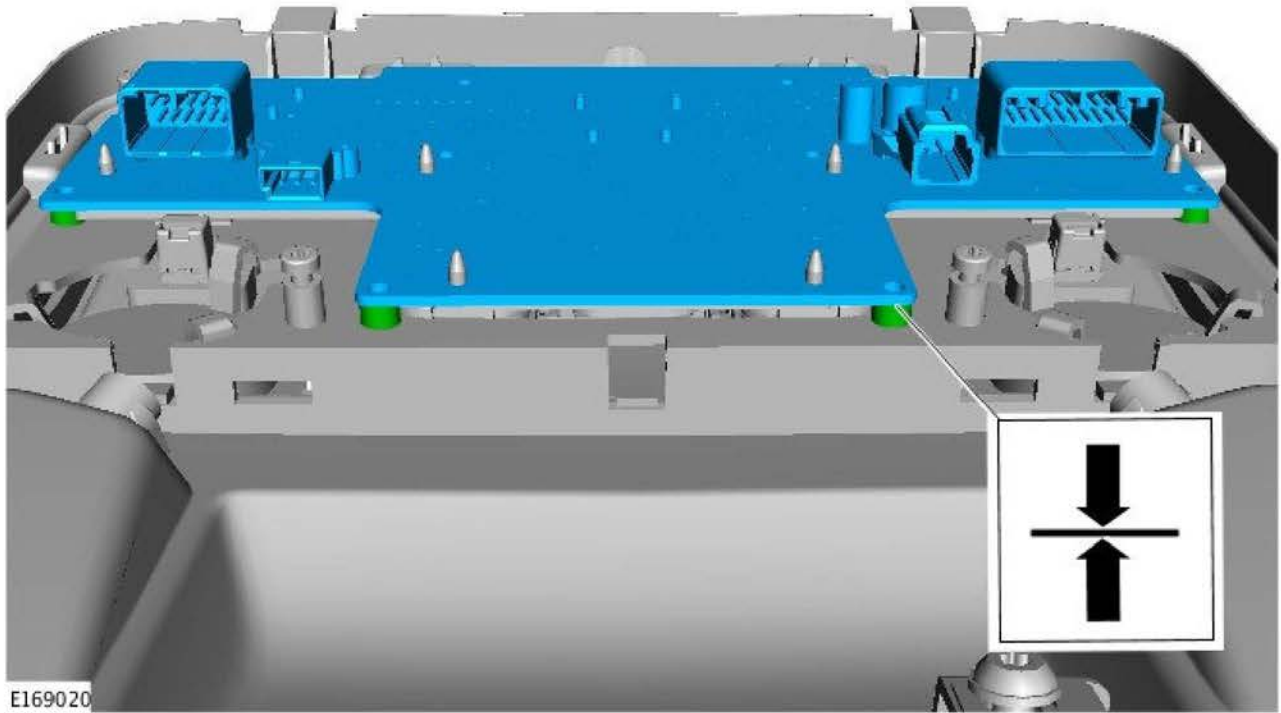
12.  **NOTE: The two side pads are red in color, the middle pad is black in color.**

Check there are three pads (two red, one black) in place on the bezel frame.



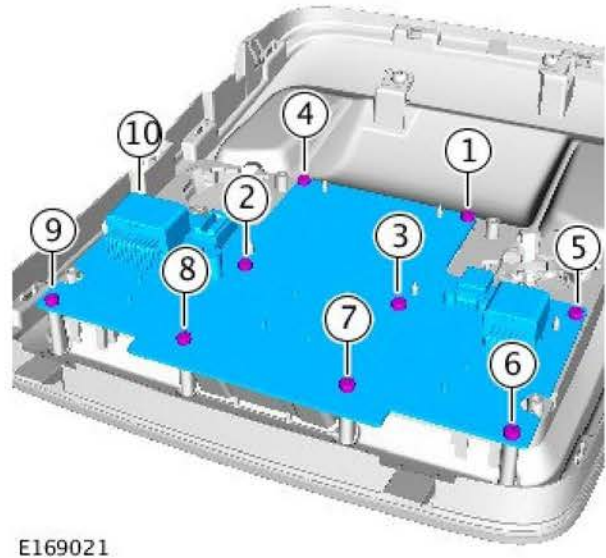
13.  **NOTE: The printed circuit board must be positioned flat on the bezel frame.**

Install the PCB onto the bezel frame.



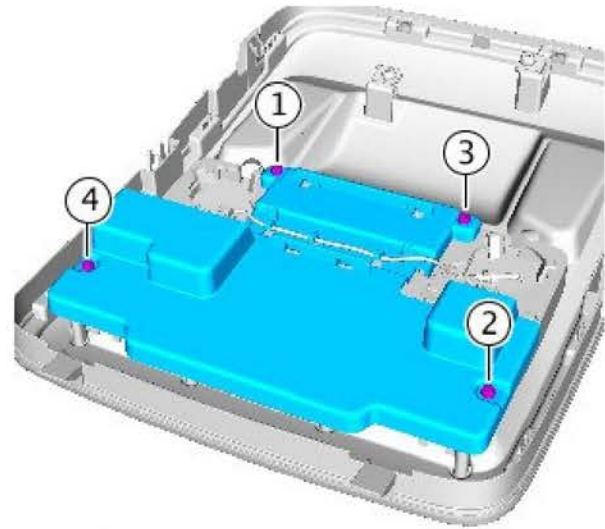
14. Install the retaining screws in the sequence shown.

- Torque: 0.6Nm



15. Install the rear cover on the bezel frame.

- Install the retaining screws in the sequence shown.
- Torque: 0.6Nm



E169022

16. Install the overhead console (see TOPIx Workshop Manual, section 501-12).

17. Verify the operation of the roof opening panel, roof opening panel blind, interior lights, vehicle alarm and telephone microphone.

- Check the roof opening panel blind switch operates correctly and does not rattle..
- Check the overhead console for appearance and cleanliness.