

TECHNICAL BULLETIN  
Q418 UPS6614-3bNAS1  
19 NOV 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: 501-17**

Update Prior to Sale: Panoramic Roof Opening Panel / Blind Switch Function

**AFFECTED VEHICLE RANGE:**

**Range Rover Sport (LW)**

**Model Year:** 2014 **With:** Roof Opening Panel  
**VIN:** EA393359-EA395201

**Range Rover (LG)**

**Model Year:** 2014 **With:** Roof Opening Panel  
**VIN:** EA187785-EA189471

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** A potential issue has been identified on 2014 model year Range Rover Sport (L494) and Range Rover (L405) vehicles, fitted with a Panoramic roof, where the Panoramic roof opening panel and roof opening panel blind switches in the front overhead console may have a poor fit, experience poor operation, and/or exhibit abnormal noise when operated.

**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*
Anti-static gloves	ZZZ001	** \$8.10	3

\*\* - An allowance equivalent approximately \$8.10 has been provided to cover the cost of the locally sourced anti-static gloves

**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 'Q418' 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 **03 April 2015** 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
Q418	B	Check overhead console switches - no further action	05.10.10	0.10	-	-
Q418	C	Check overhead console switches - no further action Drive in/drive out	05.10.10 02.02.02	0.10 0.20	- -	- -
Q418	D	Carry out overhead console switch modification	76.25.89.39	0.40	ZZZ001	\$8.10
Q418	E	Carry out overhead console switch modification Drive in/drive out	76.25.89.39 02.02.02	0.40 0.20	ZZZ001 -	\$8.10 -

\*\* - An allowance equivalent approximately \$8.10 has been provided to cover the cost of the locally sourced anti-static gloves.

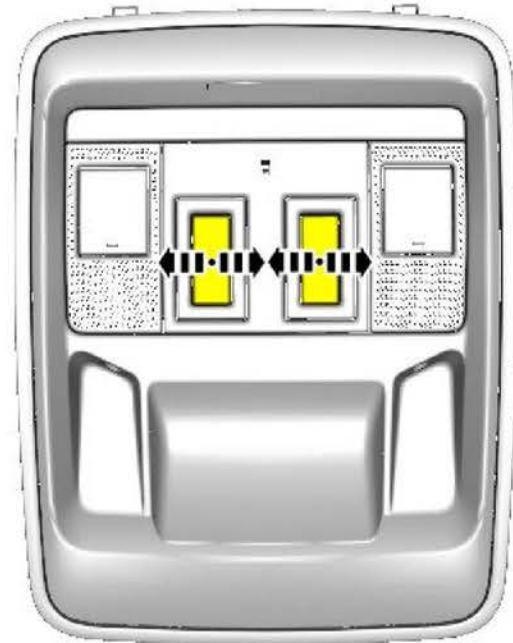
Normal Warranty policies and procedures apply

### **SERVICE INSTRUCTION:**



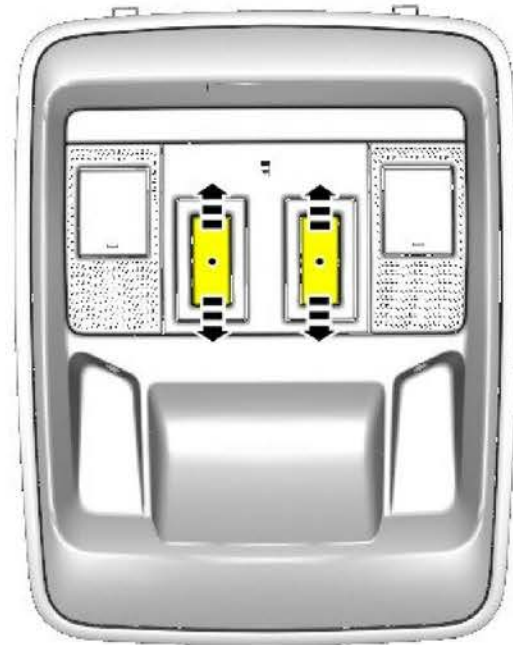
**NOTE:** To aid the diagnosis of a suspected overhead console switch fault, compare the subject vehicle to a vehicle outside the affected VIN range.

1. Inspect the front overhead console roof opening panel and roof opening blind switches for side-to-side movement.
  - If faulty, the switches will feel loose and move side to side in the console.



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2. Inspect the front overhead console roof opening panel and roof opening blind switches for positive operation and any abnormal noises when operated.
  - If faulty, a switch will lack a positive 'click' and may also 'squeak' when operated.

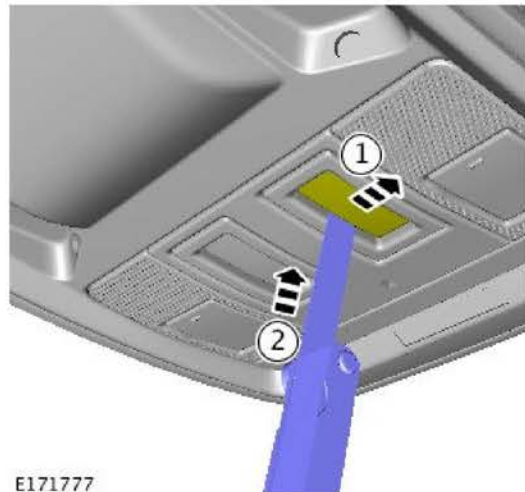


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3.  **NOTE: Carry out inspection for both switches.**

If any side-to-side movement is found in step 1 and either switch is not secure in the front overhead console, use a plastic feeler gauge to measure the movement of the switch(es) in the front overhead console.

- Side-to-side movement  $\leq 0.5\text{mm}$ : no further action required.
- Side-to-side movement  $> 0.5\text{mm}$ : continue to step 4.

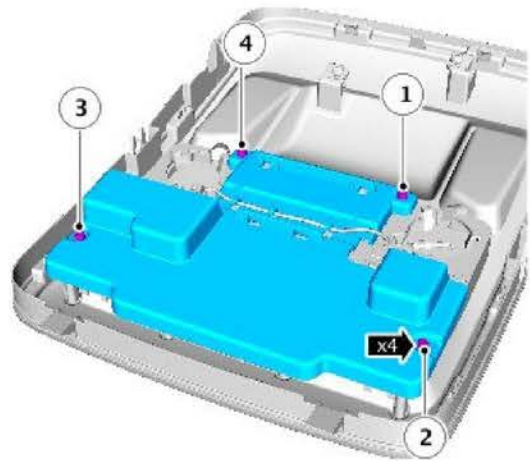


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4. Remove the front overhead console (see TOPIx Workshop Manual, section 501-12).

5.  **NOTE: Anti-static gloves must be worn when carrying out the process from step 5-12.**

Remove the rear cover from the front overhead console in the sequence shown.

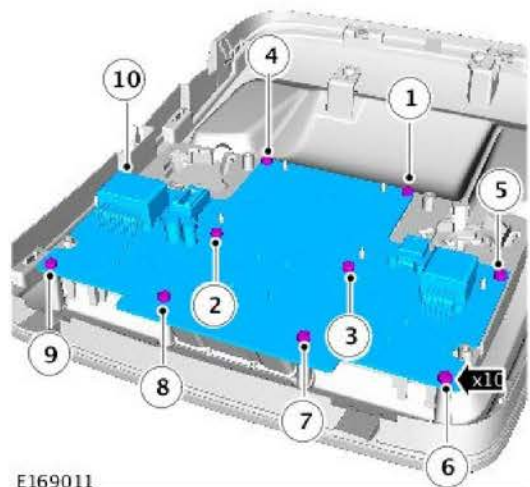


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6.  **NOTE: Hold from the edges of the printed circuit board (PCB).**

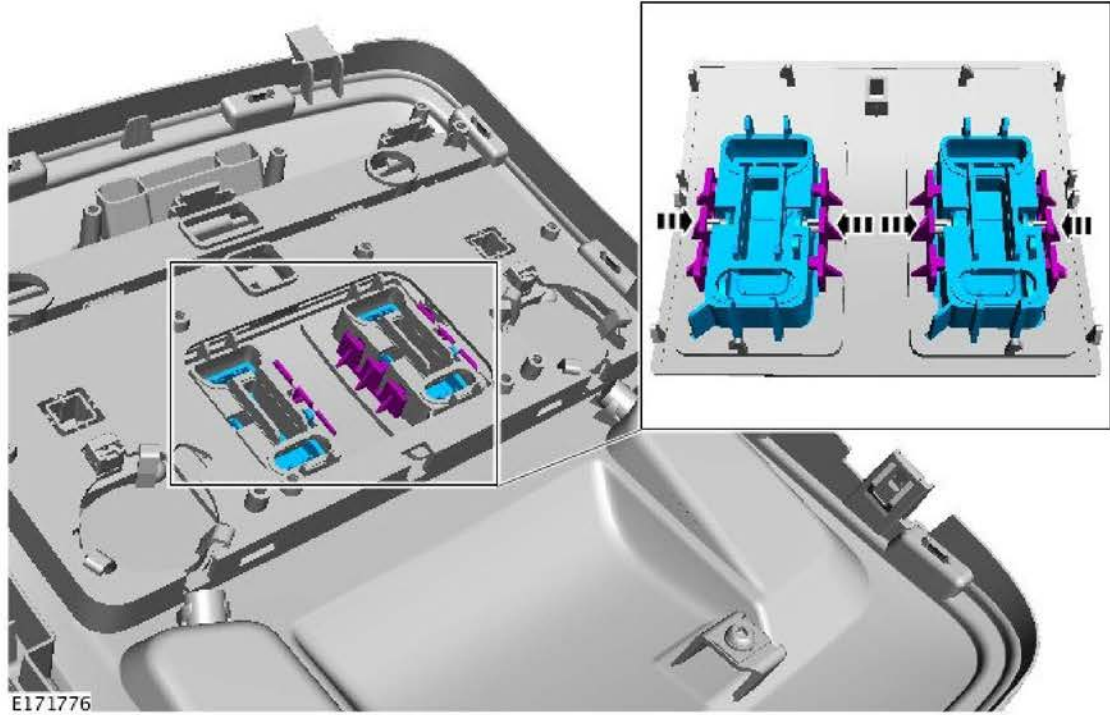
Remove the retaining screws in the sequence shown.

- Carefully remove the PCB.

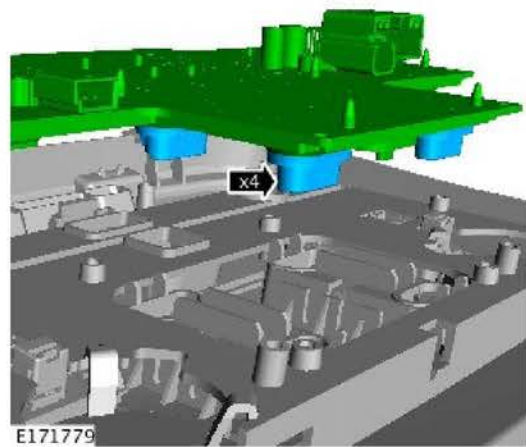



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7. Inspect the switch retaining clips, making sure all the clips are fully engaged.



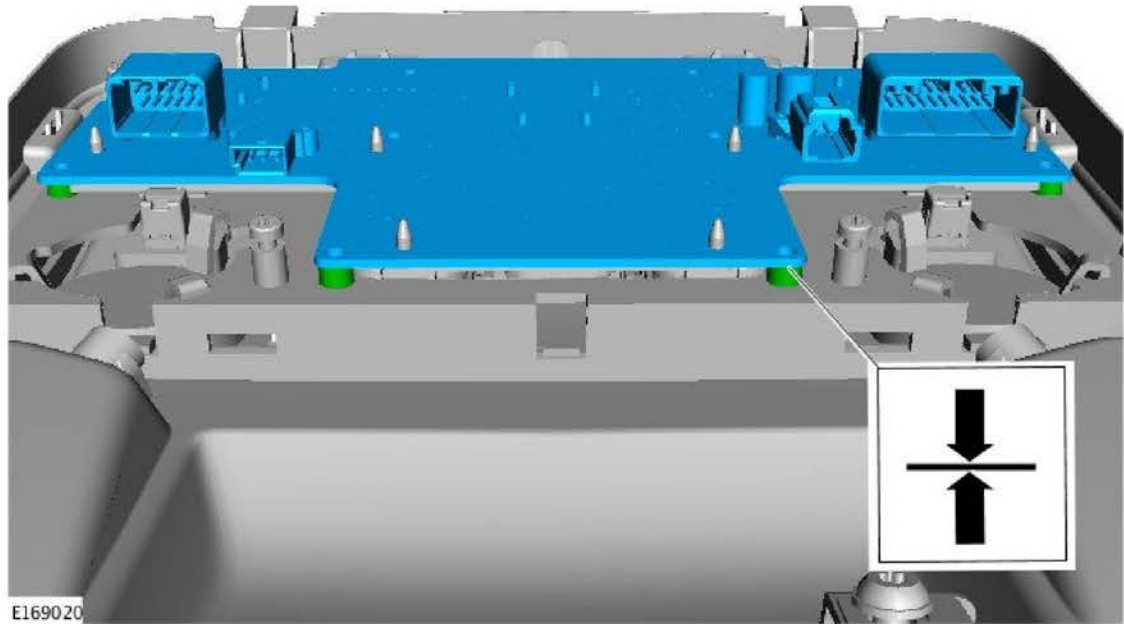
8. When installing the PCB, make sure the towers are installed correctly.



9.  **NOTE:**  
The PCB  
must be  
positioned  
flat on the  
bezel  
frame.

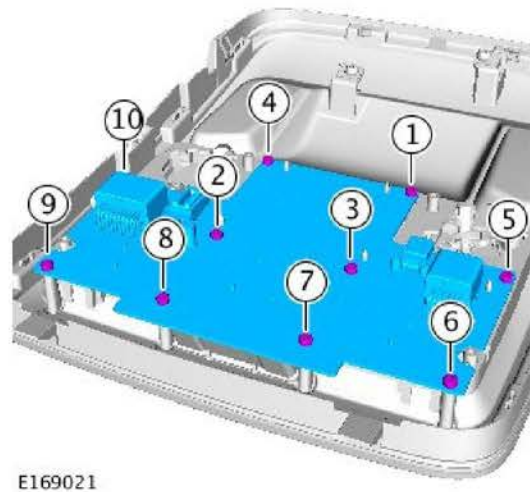
Install the  
PCB onto the

bezel  
frame.



**10.** Install the retaining screws in the sequence shown.

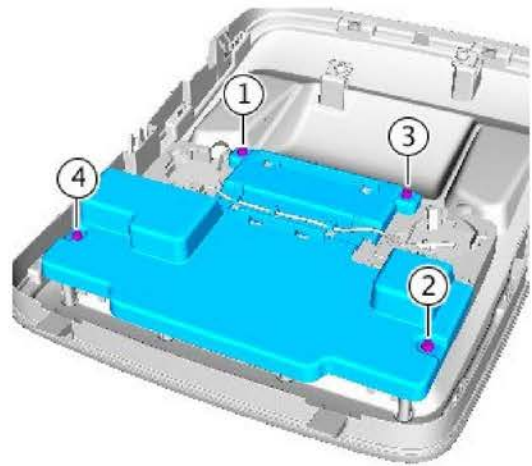
- Torque: 0.6 Nm



**11.** Inspect the front overhead console switches for side-to-side movement, positive operation, and/or any abnormal noises.

**12.** Install the rear cover.

- Torque: 0.6 Nm



E169022

13. Install the front overhead console (see TOPIx Workshop Manual, see section 515-12).