

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 72144 - Evoque (L538) Key programming routine fails to complete.

Models : LV - Evoque

Engineer Towers Mark

Name :

Last 16-01-2015 16:05:25

Modified :

Category : Diagnostic Software/Hardware

Symptom : 000101 Diagnostic Concerns

Content : Issue:

Global Diagnostic Support (GDS) are receiving reports that when the Key programming application is attempted, it fails to complete.

Cause:

It has been identified that when the Key programming application is attempted it fails to complete and displays a message of 'Failed to start the key program routine'.

This does NOT affect all vehicles only vehicles that have hardware level with suffix 'DPLA'.

Action:

CURRENT ACTION / WORKAROUND:

This workaround will load a software file to SDD using the Manual Patch Update process.

To apply the fix to the SDD machine, follow these instructions.

1. Disconnect any communication devices from the SDD machine.
2. Login to SDD
3. Select 'Continue' on the SDD Warning screen.
4. Select 'Manual VIN Read'
5. Select 'Settings' tab on the top right of the screen.
6. Select 'System Utilities' tab on the top middle of the screen
7. Select 'Manual Patch Update'.
8. A pop-up will be displayed for Manual patch selection dialog box.
9. Enter 'MP_L538_ADD_KEY' in the Manual patch selection dialog box.

10. Select 'OK'
11. The Software Manager wizard will then download the fix file from the server.
12. Select 'OK' in the Manual patch update information pop up.
13. Select 'OK' when the "Please shut down SDD before continuing" message is displayed.
14. 'Please wait' message is displayed.
15. Select 'OK' when the "Package has been installed" message is displayed.
16. Select 'OK' in the Manual patch update information pop up.
17. Close the SDD program
18. Start a new SDD session
19. Program Keys
20. Close the SDD session

This fix is targeted for DVD139.16 which is planned for release to market on the 29th January 2015.

Deleted - for reference only