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| Reference | SSM72106 |
| Models | Range Rover / L405 Range Rover Sport / L494 |
| Title | Range Rover/Sport (L405/494) Side Window Initialisation |
| Category | Body |
| Last modified | 10-Apr-2015 00:00:00 |
| Symptom | 102000 Window/Glass |

Content**Issue**

Range Rover / Sport (L405/L494) Customers may report that either Front or Rear Side Windows are not either closing fully or not going fully down when opening. Customers may report a hard Close is not occurring upon operation

Cause

The windows need to learn the end of travel on all Side Door Window Glass operations. Once the end of the glass travel has been learnt the door control modules will then take control of the side door window glass and adjust the side glass stop position (up & down) to limit the window movement before the end of travel is reached. This is to reduce the window glass thumping the end of the travel stops and causing customer NVH dissatisfaction

Action

To enable the relearning process to take place please carry out the following 5 points:-

1. With Ignition on and Engine Running (to protect Battery Power), ensure all windows are fully closed
2. Starting with Drivers Window Switch, Pull up and hold the Window 'Up' Switch position for 2 seconds. – Repeat this a total of 4 times
3. If not already at the hard stop point, on the third pull the window will move upwards slightly
4. The fourth pull will re-learn the window end stop
5. Repeat the above for each Window Switch

It is important to explain to Customers that if a soft close has occurred that this is normal and the window glass is operating correctly and is water tight on the Window seals

Ratings:

Technicians - Please score the SSM and provide feedback if you scored it 1 - 3 stars.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern