

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 72348 - Cruise Control and Cluster Menu Inoperative

Models : LV - Evoque

Engineer Waller Keith

Name :

Last Modified 24-07-2015 09:18:37

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Category : Electrical

Symptom : 203000 Basic Electrical

Content : Issue:

Customer reports that the Cruise Control and Cluster Menu functions when using the Right Hand Switchpack on the Steering Wheel is inoperative.

Cause:

Currently under investigation by Engineering.

Action:

UK

1. Verify customer concern and confirm that the Cruise/Cluster Menu switches are not operating.
2. If the customer report is verified please contact Dave Baxter on 0151 448 4595 as a possible visit may be required.

Non UK.

1. Verify customer concern and confirm that the Cruise/Cluster Menu switches are not operating.
2. Connect SDD and perform DTC read (Related DTC's U0405-68,U0011-87,B1380-87, U0001-81).
3. Remove fuse 51p in the Body Control Module (BCM) and refit.

Has the reset resolved the issue?

- Resolved - Clear DTC's, Submit EPQR with your findings.
- Not resolved - Check power and grounds to the switches.

1. All OK?
2. Replace the switches.

3. Clear DTC's.

4. Please submit an EPQR and note that the parts may be required back for further analysis.