

TECHNICAL BULLETIN
LTB00845NAS1
11 NOV 2015



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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: 418-00

Smart Key Does Not Unlock the Vehicle

AFFECTED VEHICLE RANGE:

Range Rover Sport (LW)

Model Year: 2014-2015
VIN: 001154-542164
Manufacturing Plant: Solihull

Range Rover Sport (LW)

Model Year: 2015
VIN: 601763-630153
Manufacturing Plant: Solihull

Range Rover (LG)

Model Year: 2013-2015
VIN: 001204-243370
Manufacturing Plant: Solihull

MARKETS:

NAS

CONDITION SUMMARY:

Situation: The vehicle may not unlock when using the Smart Key. Upon further diagnosis, the Technician may find one or more of the following vehicle symptoms:

- Low or high resistance on both MS CAN lines.
- Permanent or intermittent failures of the MS CAN.
- Permanent or intermittent issue with the window switch operation.
- Permanent or intermittent issue with the key fob (unable to unlock vehicle).
- Permanent or intermittent charging system faults.



NOTE: the condition is normally only present on vehicles that are NOT fitted with a rear seat module.

Cause: This may be caused by corrosion at the rear seat module connector located in the rear passenger footwells.

Action: Should a customer express this concern, follow the Service Instruction below.

PARTS:

 **NOTE:** heatshrink may be found in the Electrical Service Kit. If required, an allowance equivalent \$4.86 has been provided for locally sourced heatshrink and may be claimed using Sundry Code ZZZ001.

Heatshrink

Quantity: 1

TOOLS:

Refer to Workshop Manual for any required special tools.

WARRANTY:

 **NOTE:** heatshrink may be found in the Electrical Service Kit. If required, an allowance equivalent \$4.86 has been provided for locally sourced heatshrink and may be claimed using Sundry Code ZZZ001.

 **NOTE:** Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

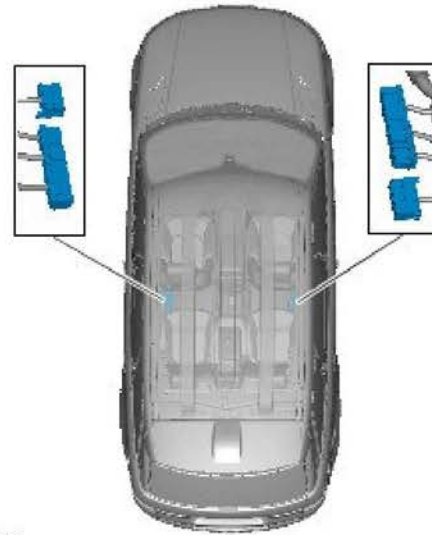
 **NOTE:** DDW requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Rear Seat Module - Wiring Repair	86.71.89.59	0.2	42	LR063860

 **NOTE:** Normal Warranty procedures apply.

COMPONENT LOCATION

1 Component location.

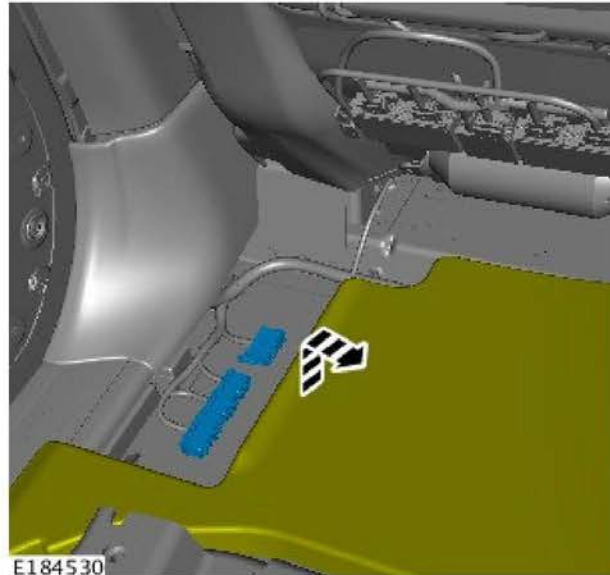


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SERVICE INSTRUCTION:

1  **NOTE:** Left-hand-side shown; right-hand-side similar.

Remove rear passenger footwell left-hand and right-hand carpets enough to observe the rear seat module connections.



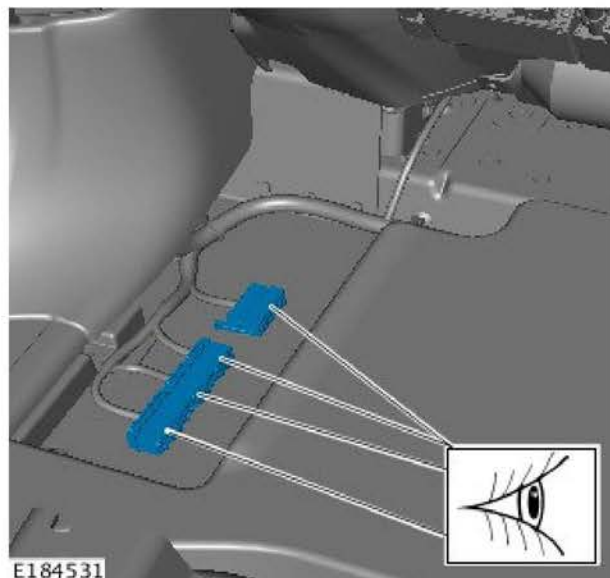
2  **NOTE: Left-hand-side shown; right-hand-side similar.**

Check the following terminals for signs of corrosion:

- Range Rover Sport - rear left-hand footwell - C3PS186 A/B/C/D
- Range Rover Sport - rear right-hand footwell - C3PS185 A/B/C/D
- Range Rover - rear left-hand footwell - C3PS146 A/B/C/D
- Range Rover - rear right-hand footwell - C3PS145 A/B/C/D.

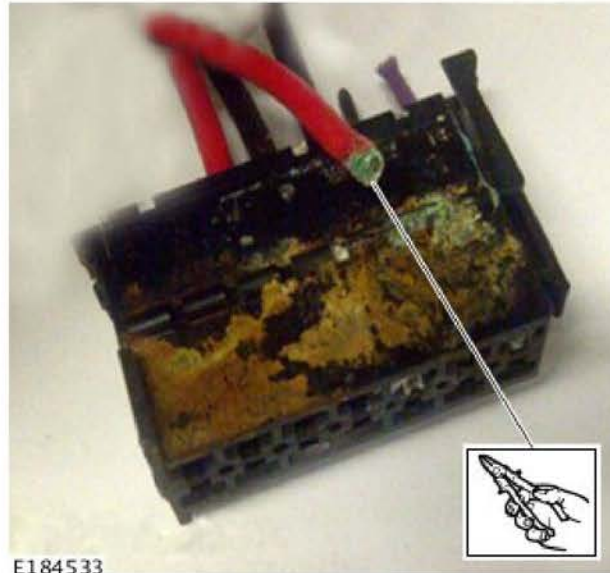
2  **NOTE: the rear passenger footwell carpets must be dry before installation.**

- If no corrosion is evident in any connector, continue with normal diagnosis. Use SDD with reference to TOPIX.
- Once rectified, reverse step 1 to install the rear passenger footwell carpets.
- If corrosion is evident in any connector, continue to the next step.



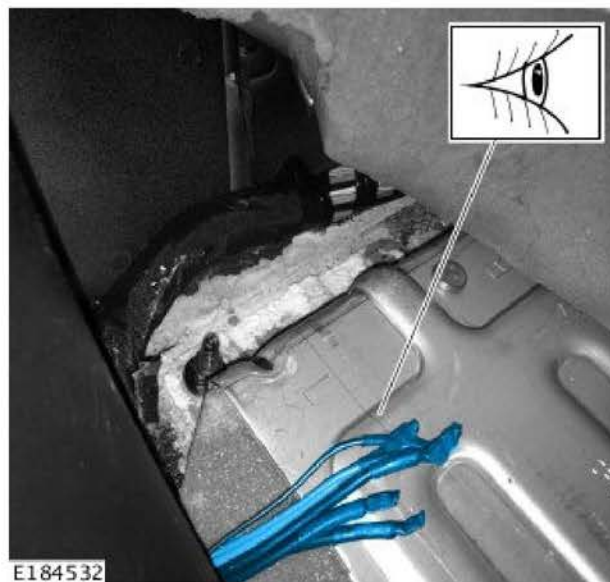
3 Remove the connector block and cut back the corroded wires to a suitable length until corrosion is no longer visible.

- Individually heat shrink the exposed wires.



- 4  **NOTE: Left-hand-side shown; right-hand-side similar.**

Refit the wires to the position they were found.



- 5 If the carpets are found to be wet in the area of the repair, confirm the source of water ingress (climate control / roof opening panel drain tubes detached / blocked, external water ingress, or other than natural ingress via water or snow brought into the vehicle through footwell, etc.).

- 6  **NOTE: the rear passenger footwell carpets must be dry before installation.**

Install the rear passenger footwell carpets.

- If necessary, dry the carpets before installation.

- 7 Verify the repair.

- If the concern is rectified, release the vehicle.

- If the concern is not rectified, continue with normal diagnosis. Use SDD with reference to TOPIx.