TECHNICAL BULLETIN LTB00584NAS3 21 DEC 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.

This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in gray

SECTION: 501-00

Intermittent Steering Wheel Audio Control Switch Operation

<u>AFFECTED VEHICLE RANGE:</u>

Range Rover Evoque (LV)

 Model Year:
 2012-2015

 VIN:
 000447-920441

 Manufacturing Plant:
 Halewood

Range Rover Sport (LW)

 Model Year:
 2014-2015

 VIN:
 001154-516683

Manufacturing Plant: Solihull

Range Rover (LG)

Model Year: 2013-2015 VIN: 001204-212940

Manufacturing Plant: Solihull

MARKETS:

NAS

CONDITION SUMMARY:

Situation: The steering wheel left-hand audio control switch (volume, seek, OK/menu, mode, phone, and voice) may exhibit intermittent operation, causing one or more of the following issues:

- Audio volume will not adjust (up and/or down)
- · Radio seek buttons will not operate
- Volume control buttons cause the radio station to change
- The Infotainment System is slow to operate (blank screen followed by the 'Land Rover' logo)
- Diagnostic Trouble Code (DTC) U2013-02, 'Switch pack, general signal failure', is stored in the Instrument Cluster memory
- DTC B1D21-13, 'Remote control switch circuit open', is stored in the Touch Screen memory

Cause: This may be caused by poor electrical connection continuity.

Action: Should a customer express any of these concerns, follow the appropriate Service Instruction [A or B] outlined below.

PARTS:

Quantity: 1

LR054614 Nyogel electrical lubricant

TOOLS:

Refer to Workshop Manual for any required special tools.

<u>WARRANTY:</u>

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
Apply electrical contact lubricant - Range Rover Evoque (L538)	86.71.89.49	0.4	42	LR034960
Apply electrical contact lubricant - Range Rover Sport (L494), Range Rover (L405)	86.71.89.49	0.3	42	LR034960

NOTE: Normal Warranty procedures apply.

COMPONENT LOCATION

1 NOTE: Range Rover Sport (L494; righthand drive) shown; others similar.

Component location.



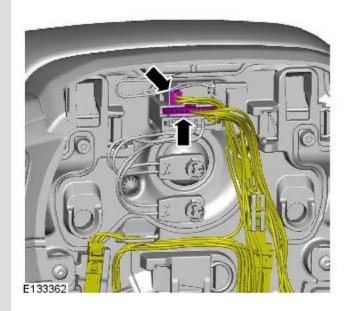
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SERVICE INSTRUCTION A

Service Instruction A - Range Rover Evoque (L538) only

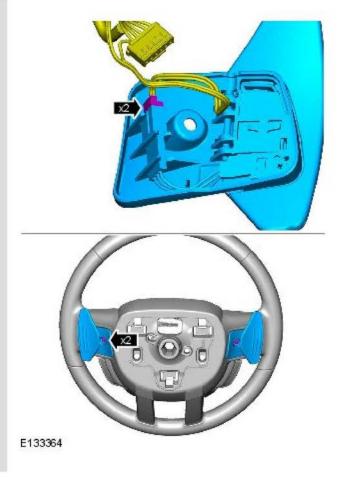
1Remove the driver airbag module (see TOPIx Workshop Manual, section 501-20B: Supplemental Restraint System).

2Disconnect the steering wheel electrical harness from the clockspring.

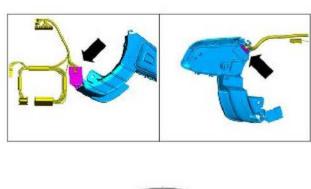


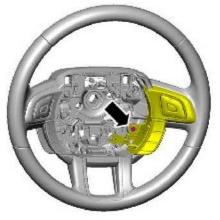


If fitted, remove the paddle shifters from the steering wheel.



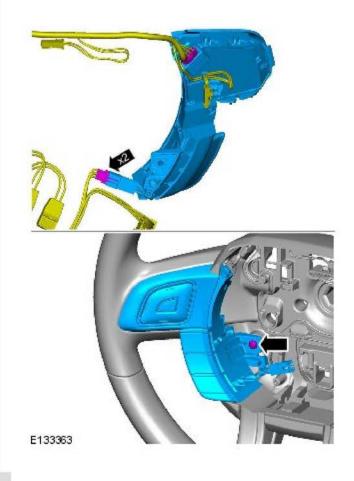
4Remove the steering wheel right-hand switch.





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 ${\bf 5} {\sf Remove the steering wheel left-hand switch.}$



6Apply Nyogel to the electrical connectors shown.



7To install, reverse steps 1-5.

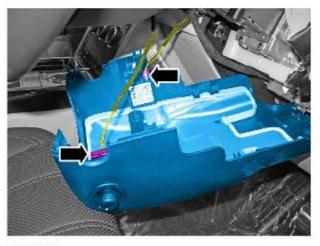
SERVICE INSTRUCTION B

Service Instruction B - Range Rover Sport (L494) and Range Rover (L405) only

1Remove the driver airbag module (see TOPIx Workshop Manual, section 501-20B: Supplemental Restraint System).

2Remove the lower section of steering column cowling (see TOPIx Workshop Manual, Section 211-05: Steering Column Switches).

3Disconnect the two plug connectors and place the steering column cowling to one side.

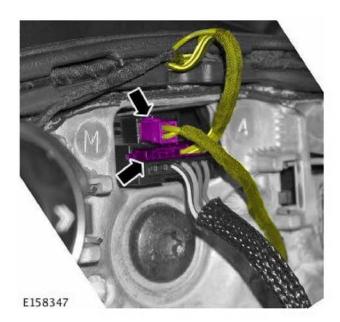


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4 NOTE: heated steering wheel option shown may not be present.

Disconnect and reconnect the clockspring and heated steering wheel (if fitted) connectors twice to clean the contact points.

• Leave the connector(s) disconnected.



5 NOTE: make sure there is an even covering of Nyogel on the contact surface.

Apply Nyogel to the front of the clockspring connector.

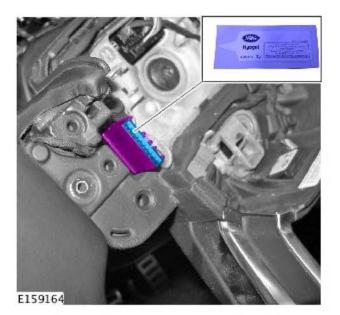
 Connect the clockspring and heated steering wheel (if fitted) connectors.



6 NOTE: wipe away any excess Nyogel.

Remove steering wheel left-hand audio control switch (see TOPIx Workshop Manual, Section 211-04: Steering Column).

- Disconnect and reconnect the plug connectors twice to clean the contact points.
 - · Leave the connector disconnected.
- Apply the Nyogel to the steering wheel front left-hand audio control switch harness connector.



7Disconnect the connector behind the indicator stalk.

- Remove and reconnect the plug connectors twice to clean the contact points.
 - · Leave the connector disconnected.
- · Apply Nyogel to the area shown.
- Connect the connector behind the indicator stalk.



8Reverse steps 1-3.