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| Reference | SSM72572 |
| Models | Range Rover / L405 Range Rover Sport / L494 |
| Title | SDD fails to program a new KVM with a pre-fix `FK72` on SDD144.02 |
| Category | Diagnostic Software Hardware |
| Last modified | 22-Dec-2015 00:00:00 |
| Symptom | 000101 Diagnostic Concerns |

ContentIssue:

When using Symptom Driven Diagnostics (SDD) to program a new Remote Function Actuator - RFA (referred to as the Keyless Vehicle Module - KVM on SDD) on either a **Range Rover (All New) - L405** or **Range Rover Sport - L494 14 to 15 MY** that has a hardware part number prefix of 'FK72', SDD will resolve the incorrect software and the software download will fail.

Cause:

Some files used by SDD to resolve the required software have been incorrectly changed. This means SDD selects the Incorrect software parts for FK72 part RFA.

Action:

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

This Manual Patch will stay on the SDD machine.

1. Login to SDD.
2. Select 'Continue' on the SDD Warning screen.
3. Select 'Settings' tab.
4. Select 'System Utilities'.
5. Select 'Manual Patch Update'.
6. A pop-up will be displayed for Manual patch selection dialog box.
7. Enter 'MP_L_L0015' in the Manual patch selection dialog box.
8. Select 'OK'.
9. The 'Software Management Wizard' will then download the fix file.
10. The Manual patch update information pop up will ask 'Do you want to install the update now?' Select 'OK'.
11. Select 'OK' when the message 'Please shut down SDD before continuing' is displayed. DO NOT SHUT DOWN THE PC.
12. 'Please wait' message is displayed.
13. Select 'OK' when the 'Package has been installed' message is displayed.

14. Select 'OK' in the Manual patch update information pop up.
15. Close the Internet Explorer Window where the SDD program runs.
16. Start a new SDD session.
17. Program the Keyless Vehicle Module (KVM).
18. Close the SDD session.
19. Restart the SDD machine.

If this Manual patch fails to correct the concern then a Technical Assistance should be submitted.

Note: If this manual patch is not being installed on all SDD machines you may wish to consider labelling the machine.