TECHNICAL BULLETIN LTB00584NAS4 25 APR 2016



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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 Switch Operation

AFFECTED VEHICLE RANGE:

LR2 (LF)

Model Year: 2012-2015 VIN: 272671-911841 Assembly

Plant:

Halewood

LR4 (LA)

Model Year: 2012-2015 VIN: 596988-777462

Assembly Plant: Solihull

Range Rover Evoque (LV)
Model Year: 2012-2015
VIN: 000447-920441

Assembly Halewood

Range Rover Sport (LW)

Model Year: 2014-2015 VIN: 001154-516683

Assembly Solihull Plant:

Range Rover (LG)

Model Year: 2013-2015 VIN: 001204-212940

Assembly Solihull Plant:

MARKETS:

NAS

CONDITION SUMMARY:

Situation: The steering wheel left-hand and/or right-hand switches (volume, seek, OK/menu, mode, phone, voice, and cruise control) and transmission paddle switches may exhibit intermittent operation, causing one or more (list not exhaustive) 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
- · Transmission paddle switches inoperative or intermittent functionality
- Cruise control inoperative

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, B, or C] outlined below.

PARTS:

LR054614 Nyogel electrical lubricant Quantity: 1

TOOLS:

Refer to Workshop Manual for any required special tools.

WARRANTY:

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 - LR2 (L359), LR4 (L319)	86.71.89.49	0.3	42	LR034960
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; right-hand drive [RHD]) shown; others similar.

Component location.



E184824

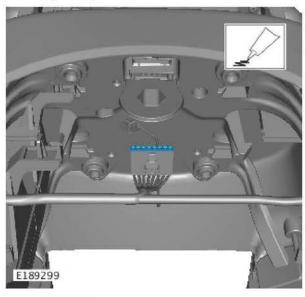
SERVICE INSTRUCTION A

Service Instruction A - LR2 (L359) and LR4 (L319) only

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

2. NOTE: Wipe away any excess Nyogel.

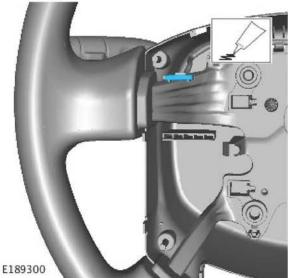
- Disconnect and reconnect the electrical connector two times to clean the contact points.
- Disconnect the electrical connector and apply the Nyogel to the front of the harness connector and reconnect.



3. NOTE: Wipe away any excess Nyogel.

Remove steering wheel left-hand switch (see TOPIx Workshop Manual section 211-04: Steering Column).

- Disconnect and reconnect the electrical connector two times to clean the contact points.
- Disconnect the electrical connector and apply the Nyogel to the front of the harness connector and reconnect.



4. NOTE: Wipe away any excess Nyogel.

Remove steering wheel right-hand switch (see TOPIx Workshop Manual section 211-04: Steering Column).

- Disconnect and reconnect the electrical connector two times to clean the contact points.
- Disconnect the electrical connector and apply the Nyogel to the front of the harness connector and reconnect.



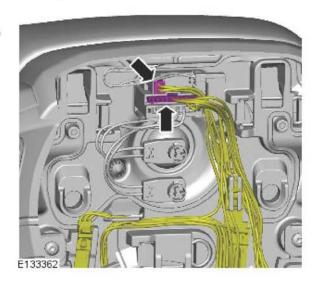
5. Install the driver airbag module (see TOPIx Workshop Manual section 501-20B: Supplemental Restraint System).

SERVICE INSTRUCTION B

Service Instruction B - Range Rover Evoque (L538) only

- 1. Remove the driver airbag module (see TOPIx Workshop Manual section 501-20B: Supplemental Restraint System).
- 2. Disconnect the steering wheel electrical harness from the clockspring.

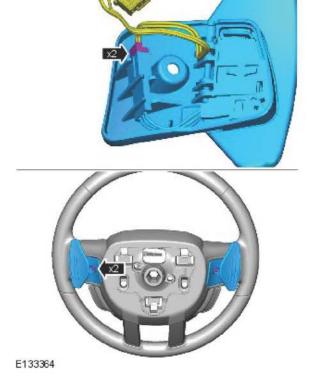
 Disconnect and reconnect the electrical connectors two times to clean the contact points.



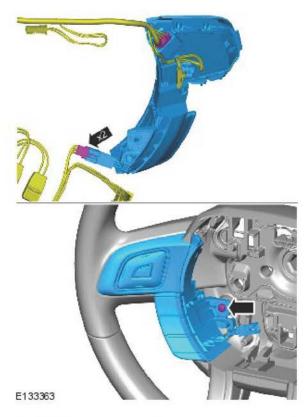


If fitted, remove the transmission paddle switches from the steering wheel.

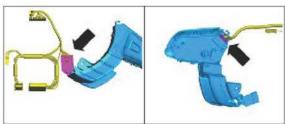
 Disconnect and reconnect the electrical connectors two times to clean the contact points.



- 4. Remove the steering wheel left-hand switch.
 - Disconnect and reconnect the electrical connectors two times to clean the contact points.



- 5. Remove the steering wheel right-hand switch.
 - Disconnect and reconnect the electrical connectors two times to clean the contact points.

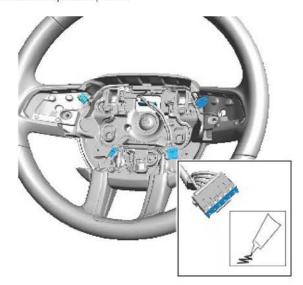




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6. NOTE: Wipe away any excess Nyogel.

Apply Nyogel to the electrical connectors shown.



7. ANOTE:
Right-hand
switch
shown;
left-hand
switch
similar.

NOTE: Wipe away any excess Nyogel.

Apply Nyogel to the electrical connectors for the transmission left-hand and right-hand paddle switches.



8. To install, reverse steps 1-5.

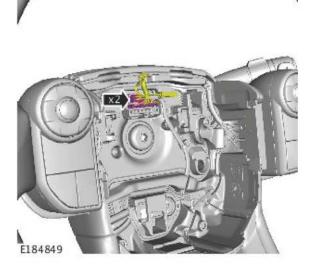
SERVICE INSTRUCTION C

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

- 1. Remove the driver airbag module (see TOPIx Workshop Manual section 501-20B: Supplemental Restraint System).
- 2. Remove the lower section of steering column cowling (see TOPIx Workshop Manual section 211-05: Steering Column Switches).
- 3. NOTE: Vehicles with heated steering wheel only.

Remove the two heated steering wheel connectors.

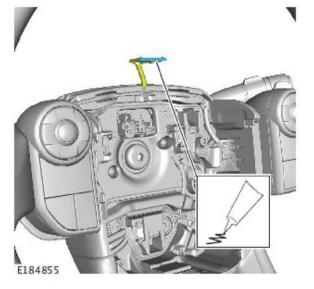
 Disconnect and reconnect the electrical connectors two times to clean the contact points.





Disconnect the clockspring electrical connector.

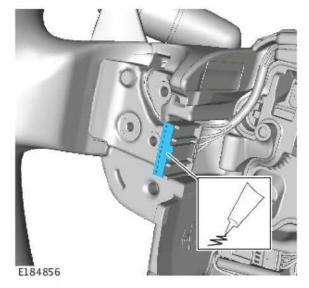
- Disconnect and reconnect the electrical connector two times to clean the contact points.
- Disconnect the electrical connector and apply the Nyogel to the front of the harness connector and reconnect.



5. NOTE: Wipe away any excess Nyogel.

Remove steering wheel left-hand switch (see TOPIx Workshop Manual section 211-04: Steering Column).

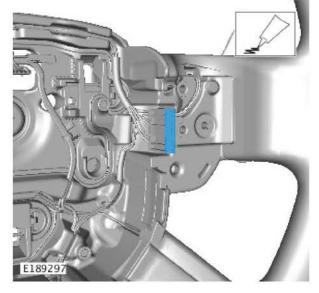
- Disconnect and reconnect the electrical connector two times to clean the contact points.
- Disconnect the electrical connector and apply the Nyogel to the front of the harness connector and reconnect.



6. NOTE: Wipe away any excess Nyogel.

Remove steering wheel right-hand switch (see TOPIx Workshop Manual section 211-04: Steering Column - Steering Wheel).

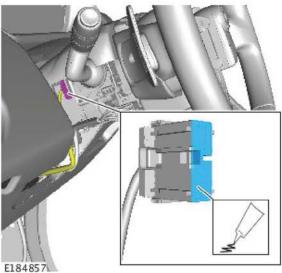
- Disconnect and reconnect the electrical connector two times to clean the contact points.
- Disconnect the electrical connector and apply the Nyogel to the front of the harness connector and reconnect.



7. NOTE: Wipe away any excess Nyogel.

Disconnect the connector behind the turn signal indicator stalk.

- Disconnect and reconnect the electrical connector two times to clean the contact points.
- Disconnect the electrical connector and apply the Nyogel to the front of the harness connector and reconnect.



8. Reverse steps 1-2.