

<b>Reference</b>	SSM72740
<b>Models</b>	Range Rover Evoque / L538
<b>Title</b>	L538 Range Rover Evoque window regulator issues
<b>Category</b>	Body
<b>Last modified</b>	25-Apr-2016 00:00:00
<b>Symptom</b>	102000 Window/Glass
<b>Content</b>	<p><u>Issue:</u> Customers are reporting an issue with the moveable door window glass(es).  <u>Cause:</u> Door Drop Glass In-Operational/Malfunction or Noisy during operation (on any door). Vehicles may exhibit one or multiple of the following:</p> <ul style="list-style-type: none"> <li>The glass does not raise/lower when the window switch is pressed to first position (proportional operation mode).</li> <li>The glass does not raise/lower from it's current position to fully open or fully closed when the window switch is pressed to second position (one shot/one touch/express/one key).</li> <li>When the window switch is pressed to first or second position the window raises/lowers in short steps, requiring the button to be re-pressed after each short step to continue movement.</li> <li>Noise from Window mechanism when operated.</li> </ul> <p><u>Action:</u> JLR would like to see vehicles that exhibit 1, 2, 3 or 4. But only once the dealer has completed the standard basic fault resolution steps below and these have not resolved the issue.  TOPIx Workshop Manual 501-11 Glass, Frames and Mechanisms. Diagnosis and Testing, General Procedures, Door Window Motor Initialization.  <u>Basic Fault Resolution Steps</u></p> <ul style="list-style-type: none"> <li>Confirm the Window Regulator Motor electrical connection to main Door Wiring harness is securely made.</li> <li>Confirm the Window switch electrical connection to main Door Wiring harness is securely made.</li> <li>Check for any Door Zone Module/Door Control Module software updates and apply as required.</li> <li>Re-normalise the electrical control system by following the "One-Shot Window Operation Reset" procedure from the workshop manual</li> </ul> <p><strong>For all UK retailers, please contact Ian Cavanagh to arrange a visit to the vehicle in it's failed state. icavanag@jaguarlandrover.com  All markets, raise an EPQR to confirm concern.</strong></p>