

TECHNICAL BULLETIN

LTB00596NAS3
28 JAN 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: 412-00

Loss Of Audio System Functionality and/or Damp Front/Rear Footwell Carpets

AFFECTED VEHICLE RANGE:

Range Rover Sport (LW)

Model Year: 2014 Onwards
VIN: 001154 Onwards
Assembly Plant: Solihull

Range Rover (LG)

Model Year: 2013 Onwards
VIN: 001204 Onwards
Assembly Plant: Solihull

MARKETS:

NAS

CONDITION SUMMARY:

Situation: The audio system may be inoperative and/or the carpet in the front and/or rear footwell appears to be damp. One or more of the following symptoms may also be evident:

- No audio sound
- Speaker interference
- Touch Screen inoperative or 'freezing'

Cause: This may be caused by the Climate Control system drain tube being incorrectly located in footwell causing water contamination to the carpets and possible water ingress into the Audio Amplifier Module.

Action: Should a customer express one or more of these concerns, follow the Service Instruction outlined below.

PARTS:

LR036377	Air con drain tube	Quantity: 1 (if required)
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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
Inspect and install the Climate Control system drain tube	05.10.10	0.1	12	LR036377

△ NOTE: Normal Warranty procedures apply.

COMPONENT LOCATION:

1 △ NOTE: right-hand drive, left-side shown; left-hand drive similar.

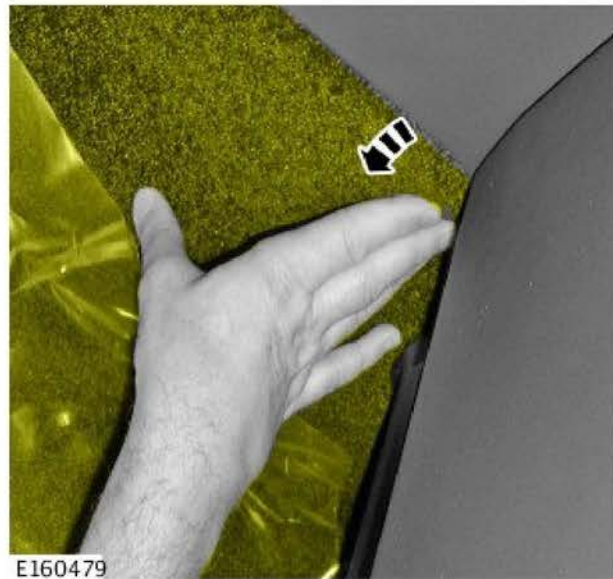
Component location.



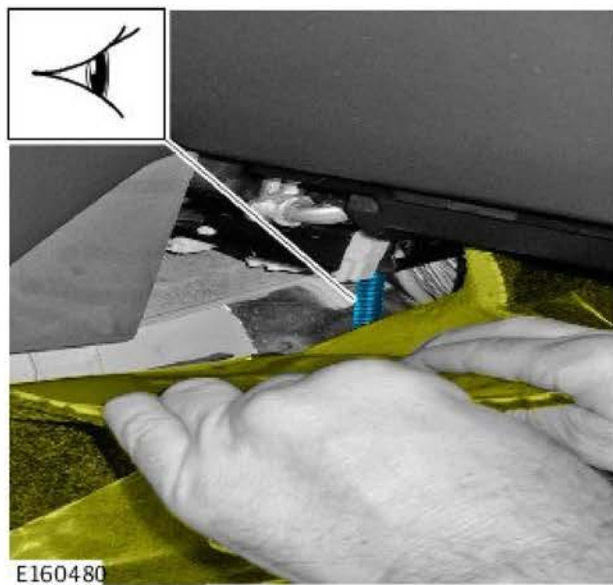
SERVICE INSTRUCTION:

If necessary, investigate and repair any water damage to electrical components. To be performed as a separate claim.

1 Position carpet in right-side tunnel area.



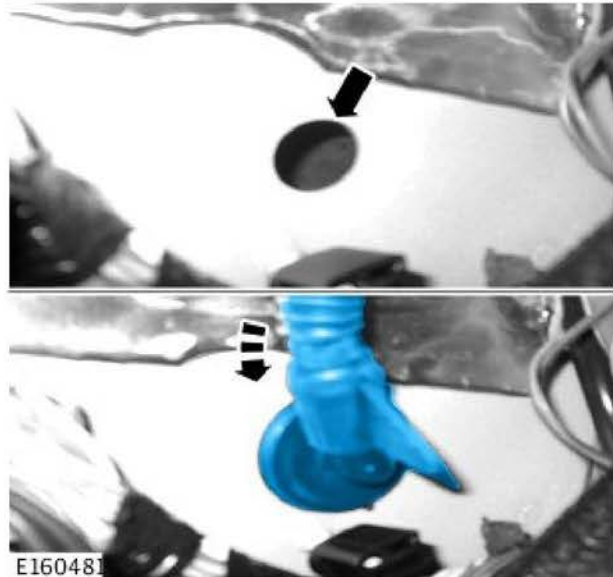
2 Pull the carpet down to expose Climate Control system drain tube.



3 Check to see if the Climate Control system drain tube is connected correctly and that the retaining tabs are intact.

- If the drain tube is connected correctly and the tabs are intact, install drain tube into the hole.
 - Make sure both ends of the tube have a watertight seal.
- If the drain tube is not connected correctly and the tabs are not intact, replace the drain tube.

- Make sure both ends of the tube have a watertight seal.



4 Install the carpet back into position in the right-side tunnel area.

- Make sure the carpet is dry prior to releasing the vehicle..



5 Repeat steps 1-4 to the left-side tunnel area/Climate Control system drain tube.

- Make sure the carpet is dry prior to releasing the vehicle..