

# Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

## SSM 72106 - Range Rover/Sport (L405/494) Side Window Initialisation

**Models :** LG - Range Rover (All New) - L405  
LW - Range Rover Sport - L494

**Engineer** Pickard Adrian  
**Name :**

**Last** 09-12-2014 12:37:11

**Modified :**

**Category :** Body

**Symptom :** 102000 Window/Glass

**Content :** Issue

Range Rover / Sport (L405/L494) Customers may report that either Front or Rear Side Windows are not either closing fully or not going fully down when opening. Customers may report a hard Close is not occurring upon operation

### **Cause**

The windows need to learn the end of travel on all Side Door Window Glass operations. Once the end of the glass travel has been learnt the door control modules will then take control of the side door window glass and adjust the side glass stop position (up & down) to limit the window movement before the end of travel is reached. This is to reduce the window glass thumping the end of the travel stops and causing customer NVH dissatisfaction

### **Action**

To enable the relearning process to take place please carry out the following 5 points:-

1. With Ignition on and Engine Running (to protect Battery Power), ensure all windows are fully closed
2. Starting with Drivers Window Switch, Pull up and hold the Window 'Up' Switch position for 2 seconds. – Repeat this a total of 4 times
3. If not already at the hard stop point, on the third

- pull the window will move upwards slightly
4. The fourth pull will re-learn the window end stop
5. Repeat the above for each Window Switch

If the Side Window Re-initialisation has been carried out correctly the Customer / Dealer will see the correct Window cycle as listed below. It is important to explain to Customers that if a soft close has occurred as below then this is normal and the window glass is operating correctly and is water tight on the Window seals

1. With the Window down to the fully down / Open position
2. Operate the One Touch operation of opening the window fully, a hard stop 'clunk' will be heard, accompanied by an audible relay click upon opening fully. This confirms a hard stop and the window glass will be below the window waist seal.
3. Operate the One Touch operation of closing the window, a hard stop 'clunk' will be heard, accompanied by an audible relay click upon closing. This confirms a hard stop.
4. Repeat steps 2 & 3.
5. Operate the One Touch operation of closing the window, a soft close will occur this time, No audible relay click should be heard.
6. Operate the One Touch operation of opening the window, a soft close will occur this time, No audible relay click should be heard and the window will be seen slightly above the window waist seal.
7. Repeat steps 5 & 6 for a total of 3 times
8. Repeat steps 2 & 3
9. Repeat steps 5 & 6 for a total of 5 times
10. Repeat steps 2 & 3

**Ratings:**

**Technicians** - Please score the SSM and provide feedback if you scored it 1 - 3 stars.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern