



LTB00663NAS6

# TECHNICAL BULLETIN

12 OCT 2017

© Jaguar Land Rover North America, LLC

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.

## INFORMATION

---

This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in blue

---

## SECTION:

415-01: Information and Entertainment System

---

## SUBJECT/CONCERN:

Steering Wheel Volume/Mode and/or Voice Activation Control Switch Not Functioning Correctly

---

## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
--------	-------------	------	-----------------

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover Evoque (LV)	2012-2013	000447-856579	Halewood

---

## MARKETS:

NORTH AMERICA

---

## CONDITION SUMMARY:

### SITUATION:

The steering wheel Volume/Mode and/or Voice Activation control switch may exhibit an intermittent loss of function. This includes the following functions:

- Volume
- Seek
- OK/Menu
- Mode
- Phone
- Voice control

### CAUSE:

This may be caused by a poor ground.

### ACTION:

Should a customer express this concern, follow the Workshop Procedure outlined below.

---

## PARTS:

PART NUMBER	DESCRIPTION	QUANTITY:
	Heated Steering Wheel	

PART NUMBER	DESCRIPTION	QUANTITY:
ICE switch - heated	1	
ICE switch - with telephone	1	
Harness - multi-function display	1	
Steering wheel harness - heated	1	
Harness - Touchscreen	1	
Non-Heated Steering Wheel		
ICE switch	1	
ICE switch - with telephone	1	
Steering wheel harness - non-heated	1	
Harness - multi-function display	1	
Harness - Touchscreen	1	
Adhesive tape	1	
Cleaning wipe	1	

---

## TOOLS:

Refer to Workshop Manual for any required special tools.

---

## WARRANTY:

### NOTES:

- 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.

- The JLR Claims Submission System 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
Touchscreen - Remove for access	86.53.52	0.6	42	LR048346
Overlay harness - Install	05.10.30	0.3	42	LR048346
Instrument Cluster - Remove for access	88.30.38	0.4	42	LR048346
Wiring harness - Steering wheel - Install	86.70.37	0.4	42	LR048346

**NOTE:**

Normal Warranty procedures apply.

## WORKSHOP PROCEDURE:

**NOTE:**

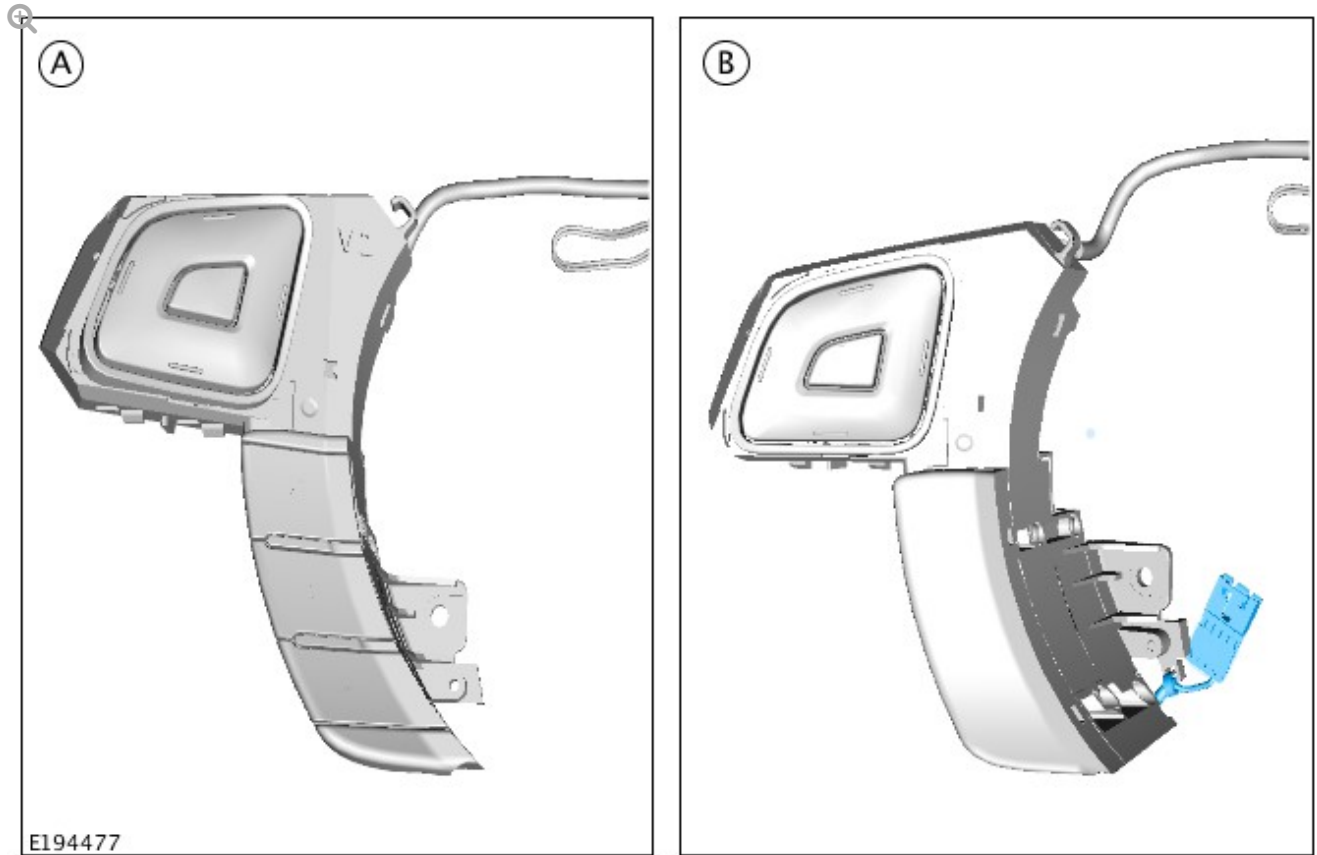
Use DDW to verify vehicle specifications.

- 1 Remove the Touchscreen (see TOPIx Workshop Manual section 415-01: Information and Entertainment System).

2

**NOTE:**

Non-heated steering wheel only.



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

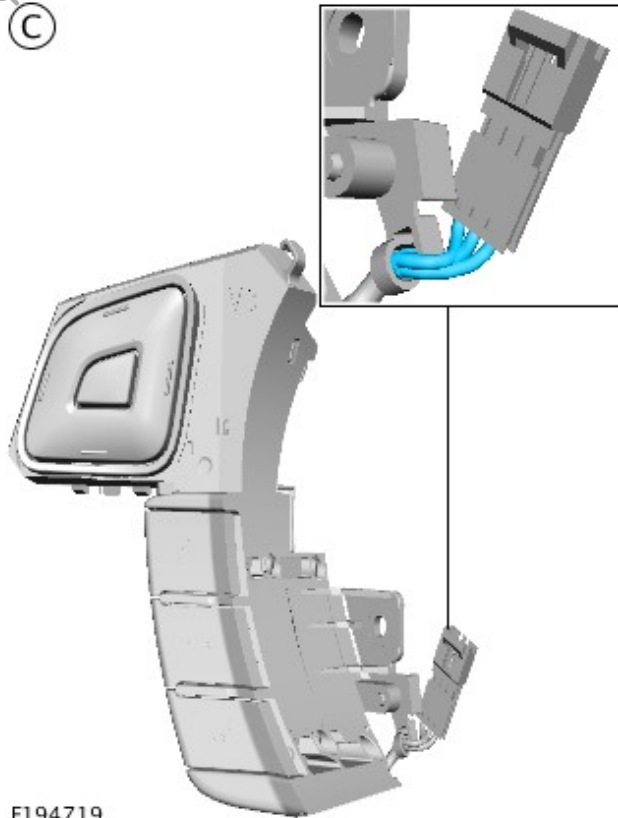
- 1 Check if the additional ground wire (shown in illustration 'B') is installed as part of a previous repair.
  - If the additional ground wire is installed (B), do not continue with this Technical Bulletin.
    - Submit a Technical Assistance (TA) request.
  - If the additional ground wire is not installed (A), go to Step 4.

---

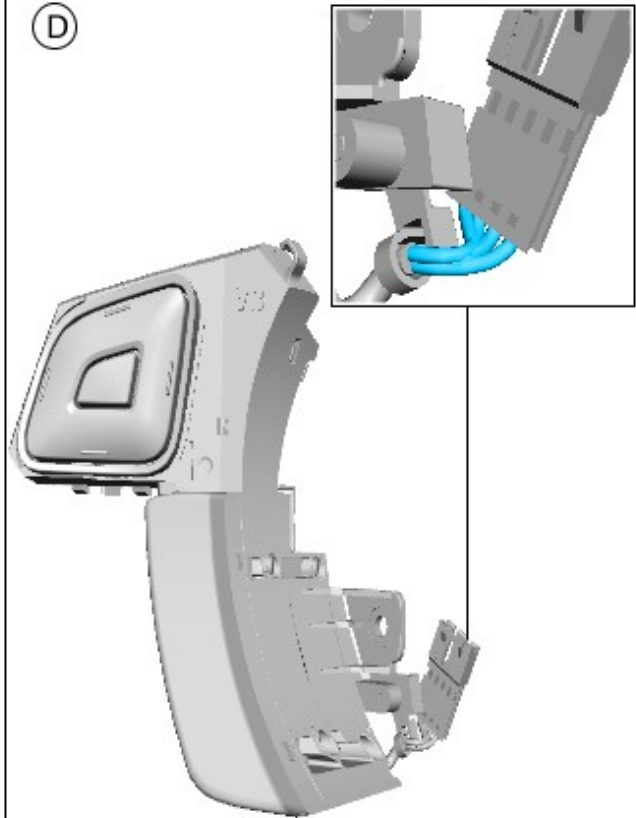
3

**NOTE:**

Heated steering wheel only.

⊕  
C

E194719

⊕  
D

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

1 Check if the additional ground wire (shown in illustration 'D') is installed as part of a previous repair.

- If the additional ground wire is installed (D), do not continue with this Technical Bulletin.
  - Submit a Technical Assistance (TA) request.
- If the additional ground wire is not installed (C), go to Step 4.

---

4 Remove the Instrument Cluster (see TOPIx Workshop Manual section 413-01: Instrument Cluster).

---

5

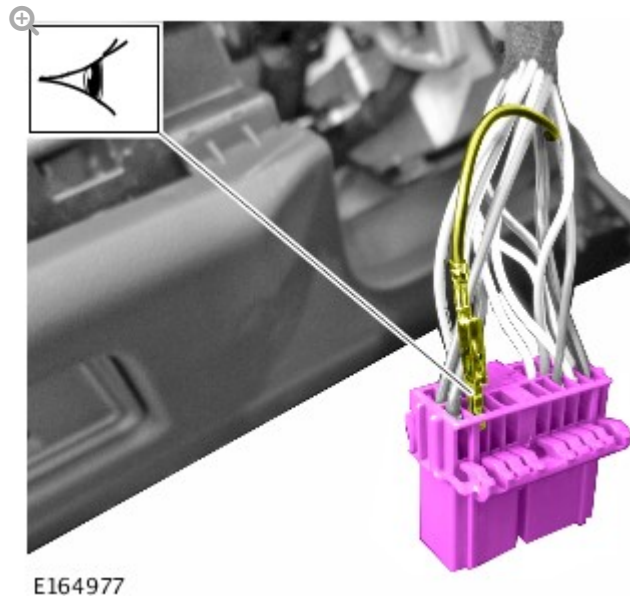


Remove the electrical connector C2LS41 (Green) from the module steering wheel.

6

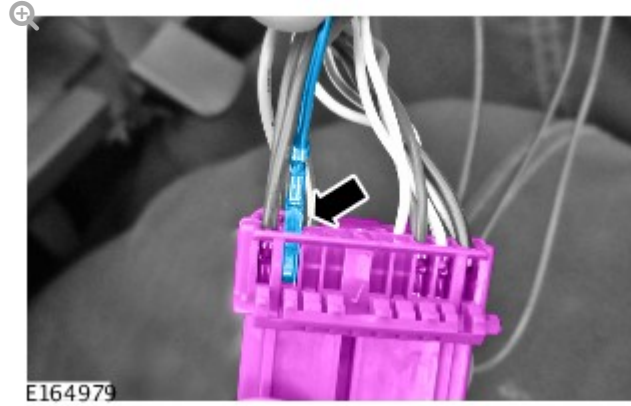
**NOTE:**

Observe the terminal size as they are different at each end on the new overlay harness.



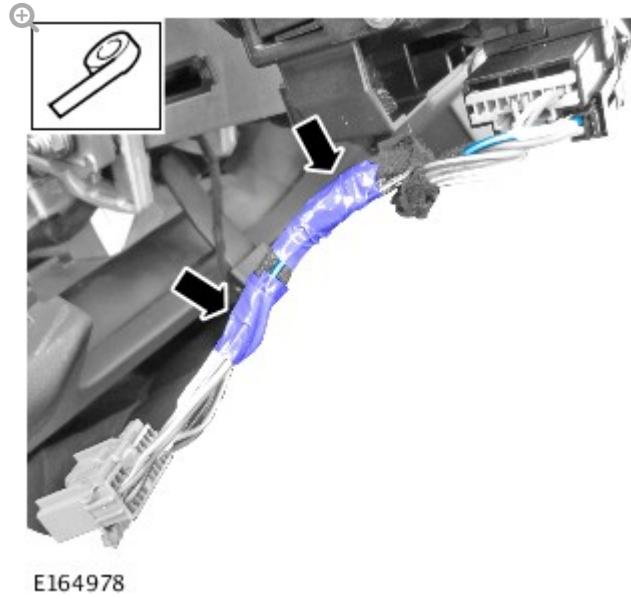
Using pin out tool 418-595, back out the wire from cavity 15.

7



Insert the overlay wiring harness into cavity 15 of electrical connector C2LS41 (Green).

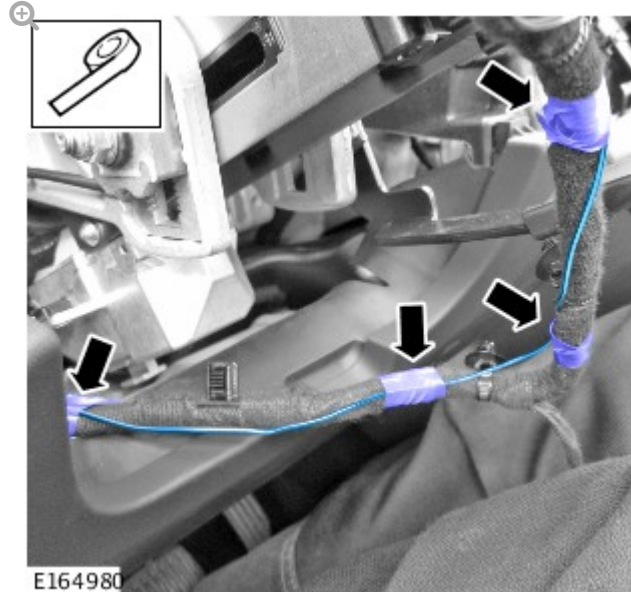
8



Tape back the now redundant electrical connector to existing wiring harness.



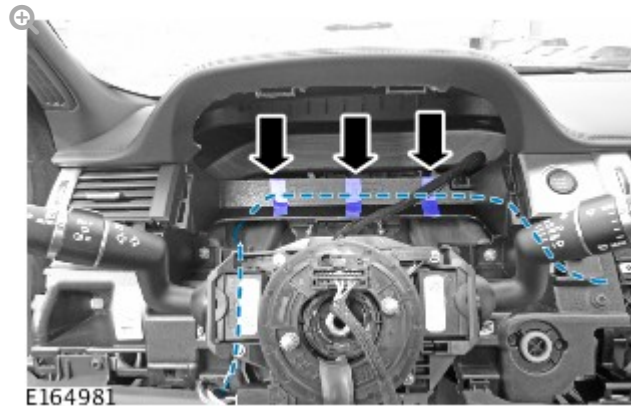
9



Route the overlay wiring harness to follow the existing wiring harness.

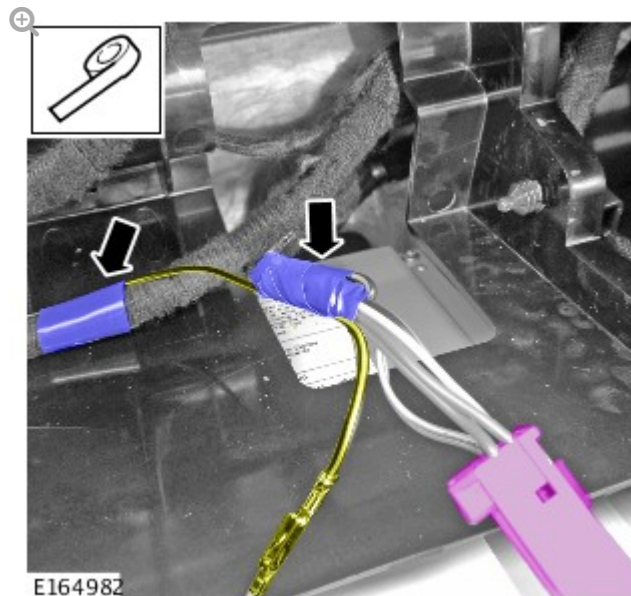
- Tape to existing wiring harness at 100mm intervals.

10



Route the wiring harness **behind** Instrument Cluster mounting bracket and secure with tape in 3 places.

11



Route the wiring harness to follow existing wiring harness to the Touchscreen mounting plate.

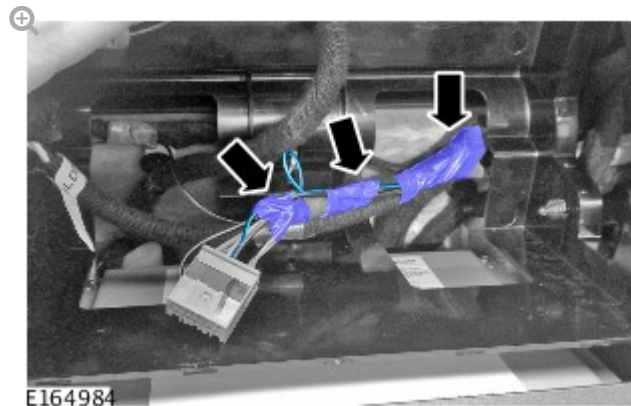
- Tape back to the existing wiring harness at 100mm intervals.

---

12 Locate the electrical harness connector C2MC02A (Grey) from the Touchscreen.

- Using pin out tool 418-595, back out the wire from cavity 13.
- Insert the overlay wiring harness in cavity 13.

13



Tape back any excess wires to the existing wiring harness to include the redundant wire.

---

14 Install the Touchscreen (see TOPIx Workshop Manual section 415-01: Information and Entertainment System).

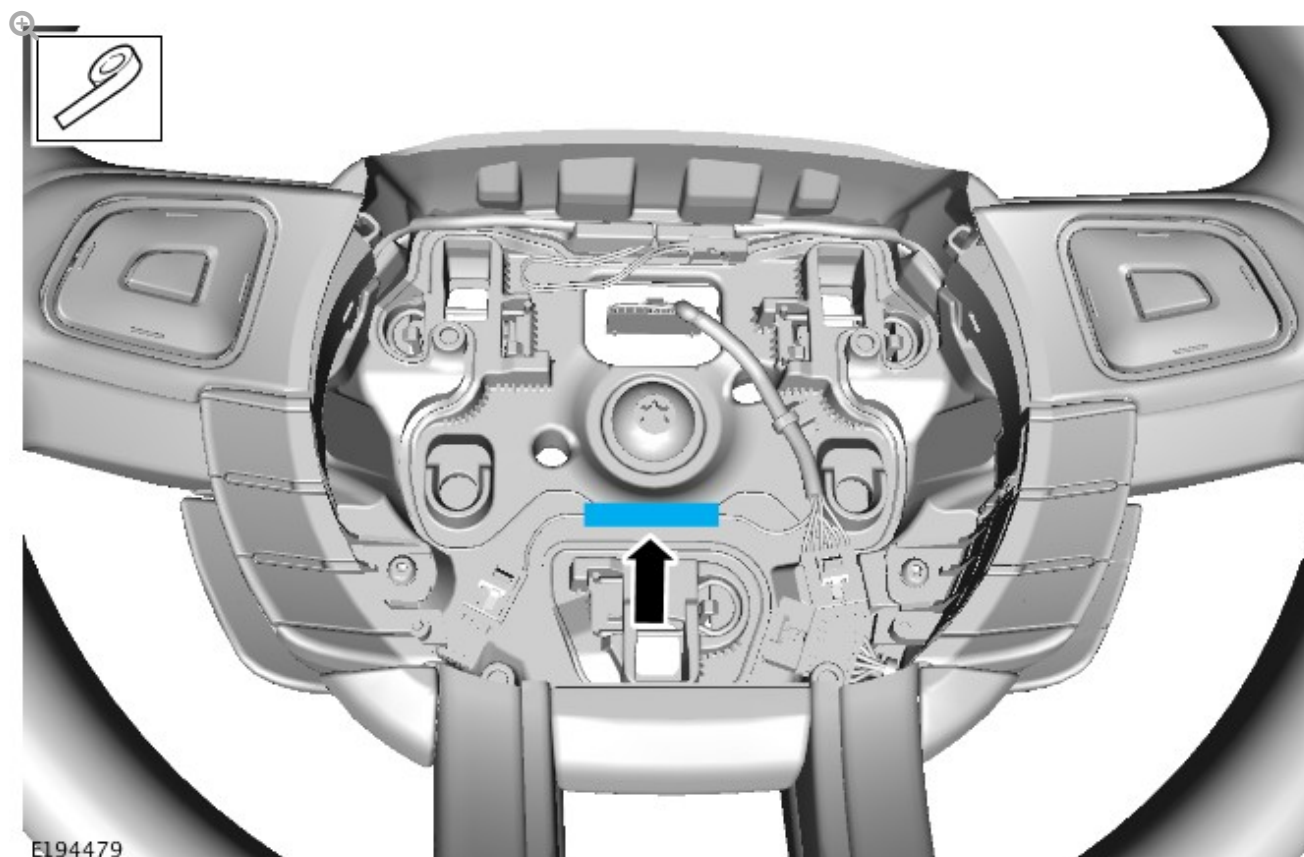
---

- 15 Install the Instrument Cluster (see TOPIx Workshop Manual section 415-01: Information and Entertainment System).

16

**NOTES:**

- Non-heated steering wheel only.
- Make sure that the harness is correctly routed and clipped into the steering wheel retainers.



Install the new In Car Entertainment (ICE; left-hand) switch and Overlay harness - Steering wheel (see TOPIx Workshop Manual section 211-04: Steering Column).

- 1 Clean the surface area behind the new ground wire location (see illustration) and allow to dry
- 2 Apply the adhesive tape (LR091563) in the location shown to the new ground wire, smoothing to ensure adhesion.

- 17 Install the steering wheel (see TOPIx Workshop Manual section 211-04: Steering Column).

- 18 Test the steering wheel ICE switch functions.
  - 1 If the customer concern has been rectified, return the vehicle.
  - 2 If the customer concern has not been rectified, submit a Technical Assistance (TA) request.