



N196 UPS4418-1bNAS1

TECHNICAL BULLETIN

27 JUL 2018

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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.

INFORMATION

SECTION:

211-00: Steering System

SUBJECT/CONCERN:

Update Prior to Sale: Steering Wheel Left Control Switch - Loss of Function

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover Velar (LY)	2018-2019	738007-766087	Solihull
Range Rover Sport (LW)	2018	400001-407960	Solihull
Range Rover Sport (LW)	2018-2019	181320-199921	Solihull

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover Sport (LW)	2018	695616-699999	Solihull
Range Rover (LG)	2018-2019	380217-399999	Solihull
Range Rover (LG)	2018-2019	500000-501045	Solihull

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where the steering wheel left control switch may not function as expected and lead to one or more of the following features may not function as expected:

- Infotainment controls - volume, seek, next and previous
- Instrument Cluster (IC) menu control
- Mobile phone control
- Favorite control
- Push to talk control

ACTION:

Retailers are required to **HOLD** affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the Workshop Procedure detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer.

This program does not apply to any vehicle already registered and in use, either with the retailer or customer. Any vehicle already in use may continue to be driven and any repair instructions deemed

necessary will be communicated through a separate Field Action or Technical Bulletin.

PARTS:

△ NOTE:

Order only the expected percentage demand of parts identified.

DESCRIPTION	PART NO./SUNDRY CODE	QTY./VALUE	EXPECTED PERCENTAGE DEMAND
Steering wheel left control switch - Except Range Rover Sport (L494; SVR)	LR092578	1	100
Steering wheel left control switch - Range Rover Sport (L494; SVR) only	LR103564	1	100

SPECIAL TOOLS:

Refer to TOPIx Workshop Manual/Workshop Procedure for any required special tools.

WARRANTY:

△ NOTE:

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that **all** open Recall and Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting the Program Code and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Use the Jaguar Land Rover claims submission system to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **03 July 2019** closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
N196	B	Steering wheel left control switch - Replace - Except Range Rover Sport SVR	86.50.68	0.2	LR092578	1
N196	C	Steering wheel left control switch - Replace - Except Range Rover Sport SVR Drive in/drive out	86.50.68 02.02.02	0.2 0.2	LR092578	1
N196	D	Steering wheel left control switch - Replace - Range Rover Sport SVR only	86.50.68	0.2	LR103564	1
N196	E	Steering wheel left control switch - Replace - Range Rover Sport SVR only Drive in/drive out	86.50.68 02.02.02	0.2 0.2	LR103564	1

Normal Warranty policies and procedures apply.

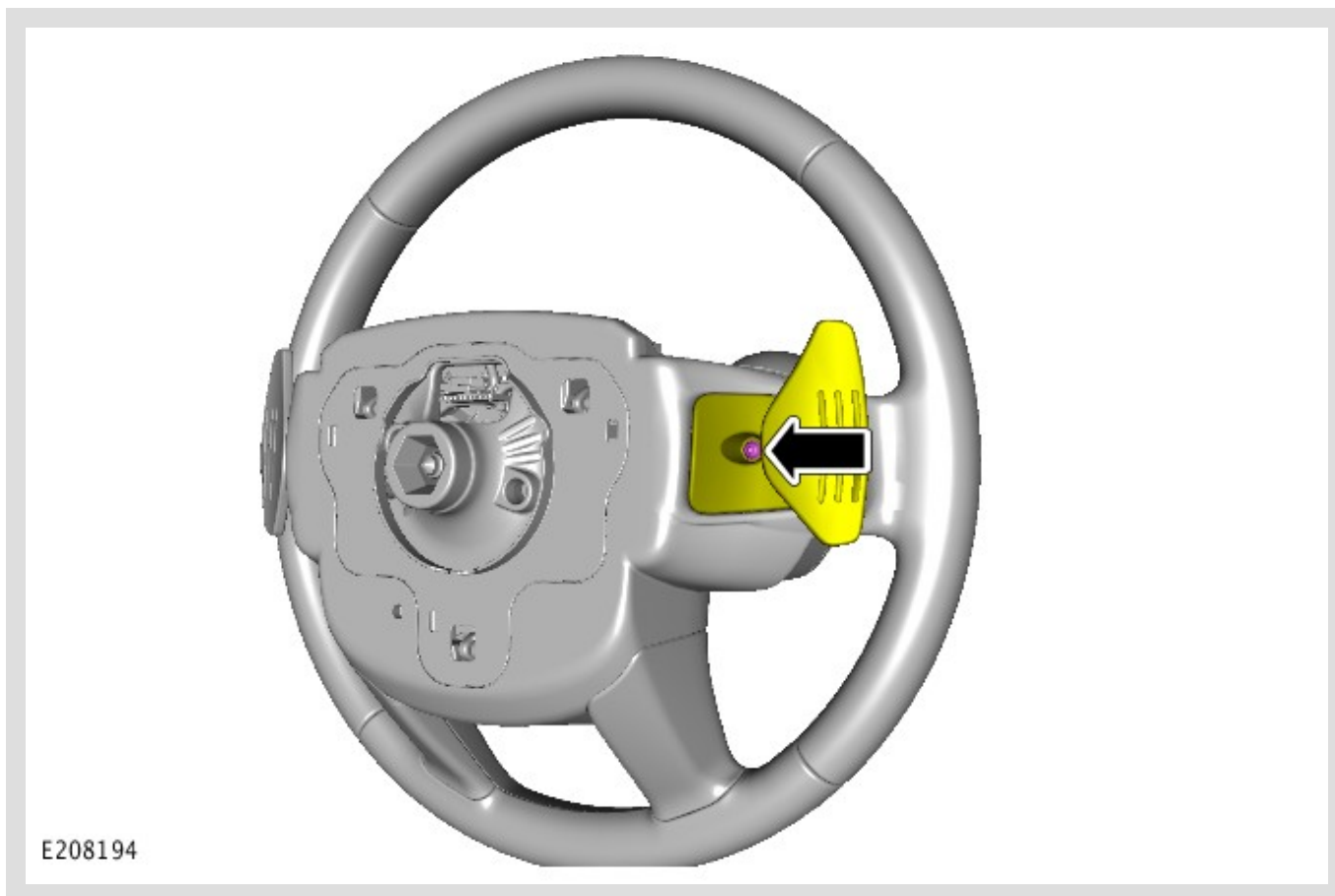
WORKSHOP PROCEDURE:

NOTE:

Some removal steps may contain installation details.

- 1 Remove the driver airbag (see TOPlx workshop manual section 501-20B: Supplementary Restraint System - Removal and Installation - Driver Airbag Module).

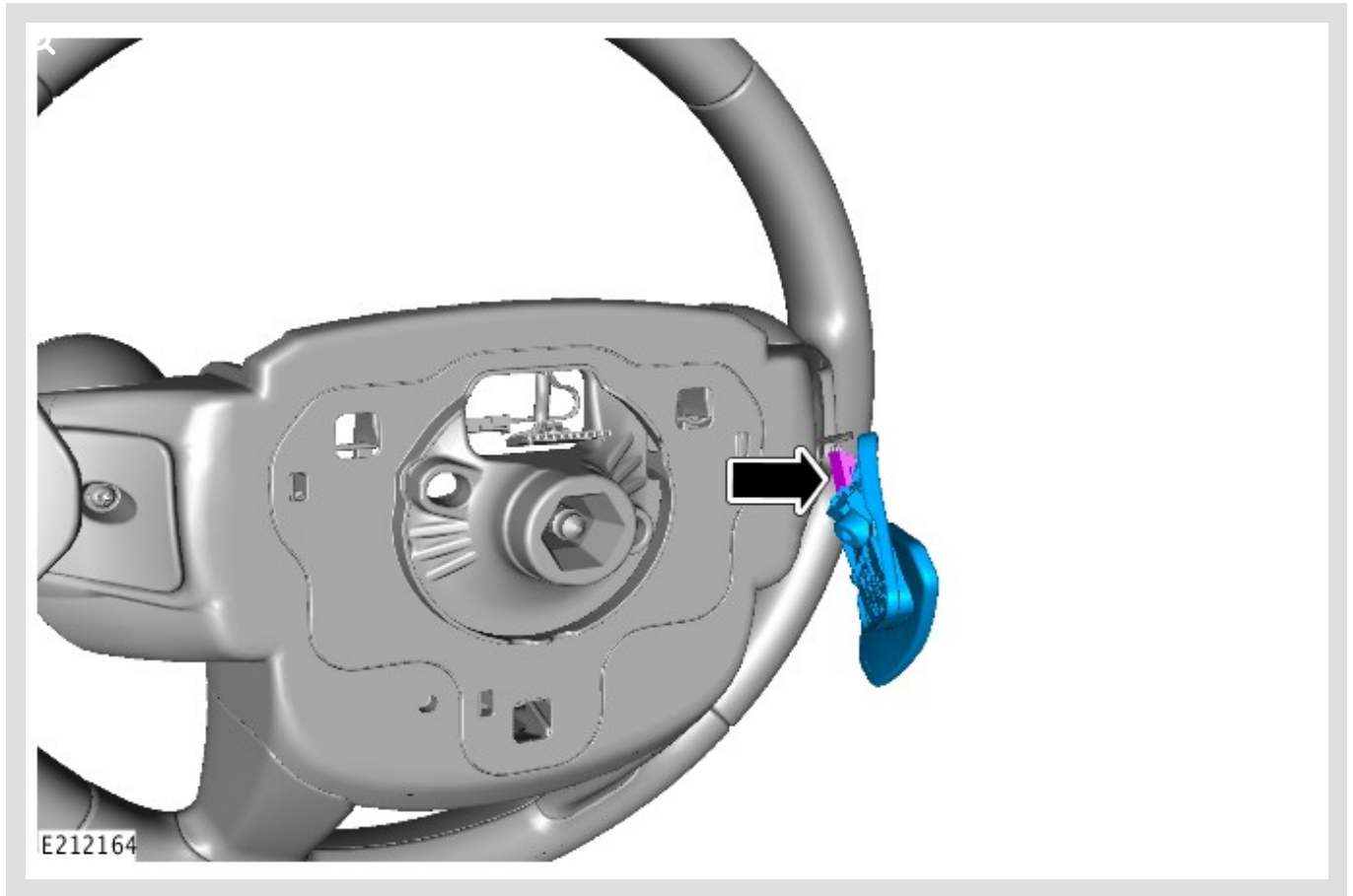
2



Remove the left paddle shifter fastener.

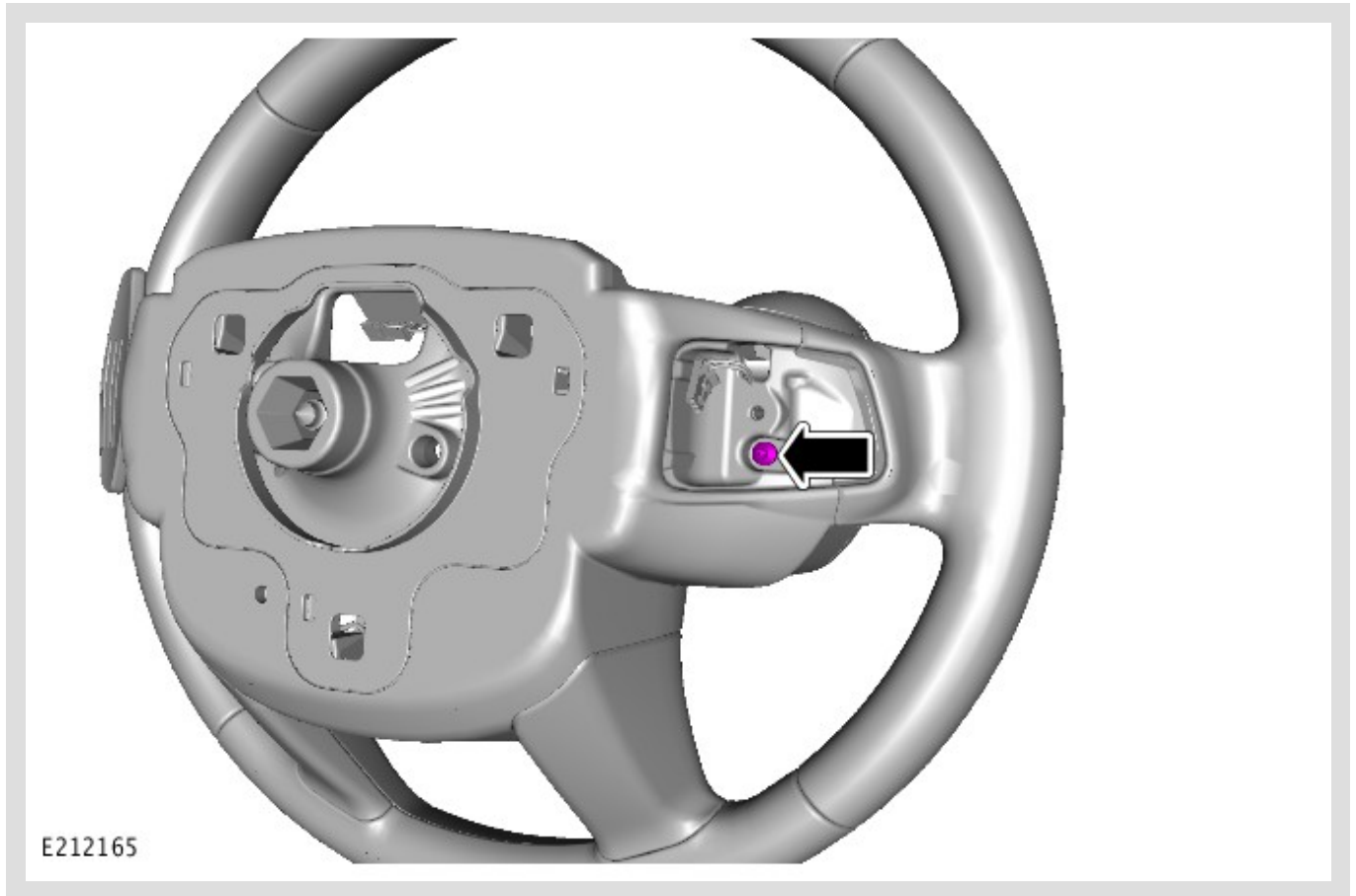
- Torque: **3.2 Nm**

3



Disconnect the left paddle shifter electrical connector.

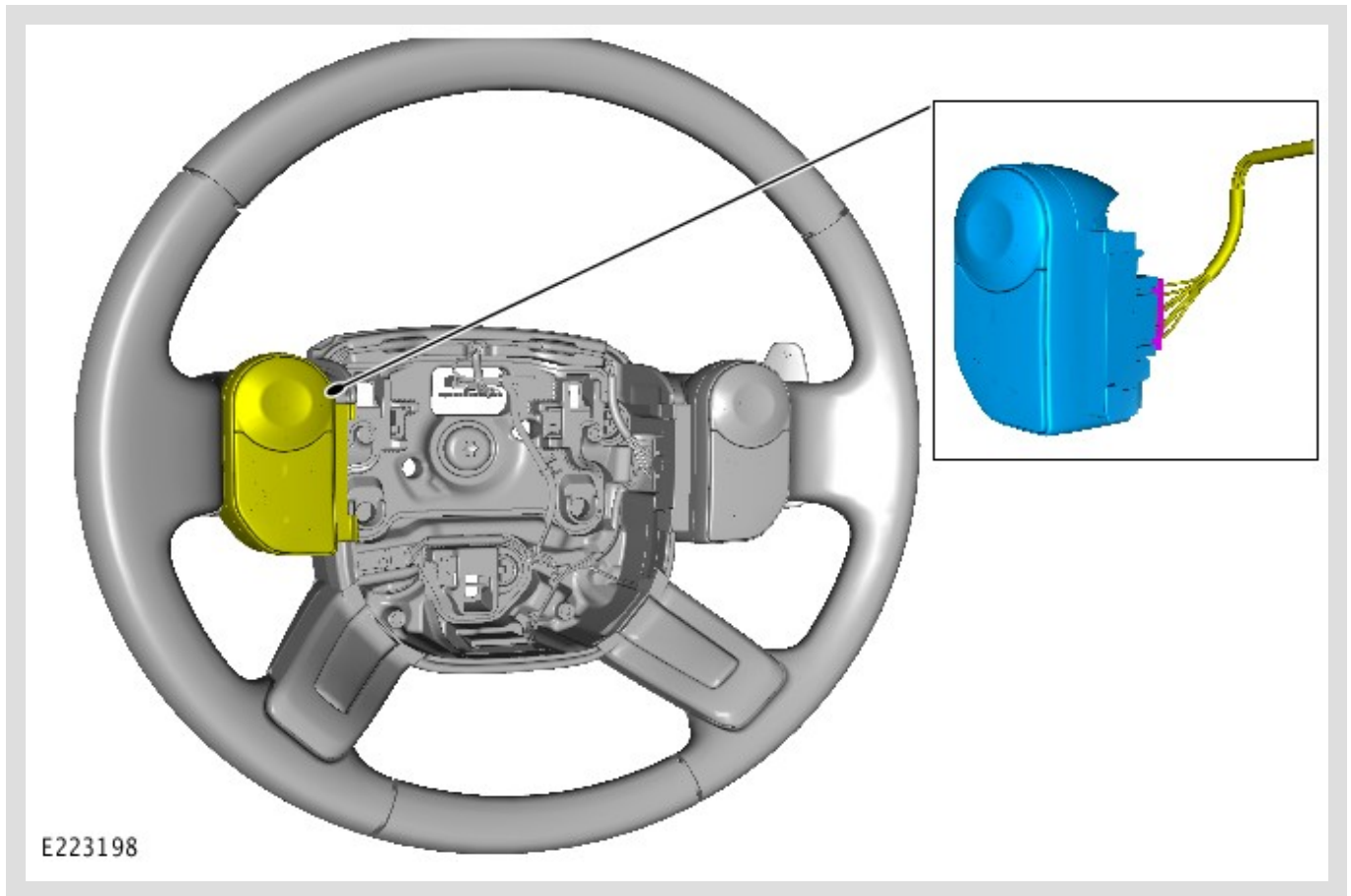
4



Remove the steering wheel left control switch fastener.

- Torque: **2 Nm**

5



Remove and discard the steering wheel left control switch.

6

Reverse Steps 1-5 to install a new steering wheel left control switch.