



LTB01203NAS1

TECHNICAL BULLETIN

11 JUN 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:

501-10A / -10B: Seating

SUBJECT/CONCERN:

Front Row Passenger Headrest And/Or Second Row Seats Not Folding/Operating As Expected

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover (LG)	2018	347961-399999	Solihull
Range Rover (LG)	2018	500017-501502	Solihull

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:**SITUATION:**

The front row passenger seat headrest and/or second row seats may not fold/operate as expected.

CAUSE:

This may be caused by a seat memory control module software error.

ACTION:

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

PARTS:

No Parts Required

TOOLS:

E192494

Jaguar Land
Rover-approved
Midtronics battery
power supply



E208514

Jaguar Land
Rover-approved
diagnostic tool
with latest
PATHFINDER
software

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 JLR claims submission system 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
Configure existing seat memory control module	78.91.04.01	0.2	42	LR098372

NOTE:

Normal Warranty procedures apply.

DIAGNOSTIC PROCEDURE: PATHFINDER

For vehicles with a front row passenger headrest that is not folding/operating as expected, **perform steps 1-4 and then steps 7-8 only.**

For vehicles with second row seats not folding/operating as expected, **perform steps 1-3 and then steps 5-8 only.**

For vehicles with a front row passenger headrest that is not folding/operating as expected and with second row seats not folding/operating as expected, **perform all steps.**

CAUTIONS:

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle startup battery during diagnosis / module programming.
- All ignition ON/OFF requests must be carried out. Failure to perform these steps may cause damage to control modules in the vehicle.

- 1 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle startup battery.

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 **NOTE:**

The Jaguar Land Rover-approved diagnostic tool must be loaded with PATHFINDER version 166 (or later).

Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.

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 **NOTE:**

The Jaguar Land Rover-approved diagnostic tool will read the correct Vehicle Identification Number (VIN) for the current vehicle and automatically take the vehicle out of Transit mode if required.

Follow all on-screen instructions.

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 **NOTE:**

To be performed only if the front passenger seat headrest is not folding/operating as expected.

Select **ECU Diagnostics**.

- 1 Select **Passenger Seat Module [PSM]**.
- 2 Select **Update ECU**.
- 3 Follow all on-screen instructions to complete the task.
- 4 When all tasks are complete, return to the previous screen and then, based on the customer concern, go to Step 5 or Step 7.

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 **NOTE:**

To be performed only if second row seats are not folding/operating as expected.

Select **ECU Diagnostics**.

- 1 Select **Seat Control Module 'C' [SCMC]**.

- 2 Select **Update ECU**.
- 3 Follow all on-screen instructions to complete the task.
- 4 Select **ECU Functions**.
- 5 Select **Seat Calibration**.
- 6 Follow all on-screen instructions to complete the task.
- 7 When all tasks are complete, return to the previous screen and then go to the next Step.

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 **NOTE:**

To be performed only if second row seats are not folding/operating as expected.

Select **ECU Diagnostics**.

- 1 Select **Seat Control Module 'D' [SCMD]**.
- 2 Select **Update ECU**.
- 3 Follow all on-screen instructions to complete the task.
- 4 Select **ECU Functions**.
- 5 Select **Seat Calibration**.
- 6 Follow all on-screen instructions to complete the task.
- 7 When all tasks are complete, go to the next Step.

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Exit the current session.

- 1 If required, reset the vehicle to **Transit mode**.
- 2 Select the **Exit** icon.

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Disconnect the diagnostic tool and battery power supply from the vehicle.