

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 75223 - Range Rover Evoque - 21MY - Customer may experience Passive Entry / Locking concerns

Models : New Range Rover
Evoque / L551

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Name :

Last 28 JAN 2021 09:29:36

Modified :

Category : Electrical

Symptom : 203000 Basic Electrical

Content : Issue:

Customers may experience Passive Entry / Locking does not work as expected. The key fob works as intended.

Cause:

Network timing issue between the Door Zone Module (DZM) and Remote Function Actuator (RFA) causing signal change from the DZM to be missed by the RFA.

Action:

Please check that only Passive Entry/Locking is not working and that a fob button press will recover the fault.

If further errors are found, continue your diagnostics.

Permanent correct action:

To fix this issue, the RFA software update is expected to be released end of February 2021 in Pathfinder to solve this issue.

NOTE:

For 21MY onward, there is NO need to replace the RFA to update the software – the module can be updated if both keys are present or the vehicle is in service mode.

Thank you for your assistance and support with this matter.

