

# 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 75419 - L405 & L494 - Electrically Deployable Tow bar Will Not Move When Requested

**Models :** Range Rover / L405

Range Rover Sport /  
L494

**Engineer** Chris Davies

**Name :**

**Last** 26 MAY 2021 15:28:37

**Modified :**

**Category :** Accessories

**Symptom :** Electrical Accessories

**Content :** Issue:

JLR is investigating an issue where the Electrically Deployable Tow Bar fails to operate as expected

Cause:

Unknown at this time.

Action:

Alongside your diagnosis and to support the SVO engineering teams investigation, they've requested the following questions to be answered before raising an ePQR;

- How often does the customer tow? (examples: "daily, once a week, once a month or a few times a year?")
- What do they tow? (size (length, width & height) and the approximate weight ("Twin axle Caravan, Length: 7.9metres, Width: 2.2metres, Height: 2.3metres and 1.5 tonnes"))
- Is the tow bar always stowed after use? "Yes or No"
- Full list of DTC's recorded on the vehicle

Once all the information is available, please raise an ePQR, quoting this SSM, along with the repair and all the information identified, plus attaching the session file(s), photograph(s) and video(s).

Please hold onto the parts replaced, as per the warranty policy (30 days).

Thank you for your assistance in advance.

Jaguar Land Rover Limited 2000 - 2020 (Rel. 2691)