

Reference	SSM76011
Models	New Range Rover / L460 New Range Rover Sport / L461
Title	L460 & L461 Deployable Side Steps Noisy and/or erratic intermittent operation on one or both sides.
Category	Accessories
Last modified	02-Jun-2023 00:00:00
Symptom	General Accessories
Attachments	1DSS noise 11.mp4 (1DSS noise 11.mp4) 1Image 121.pdf (1Image 121.pdf) 1Image 21.pdf (1Image 21.pdf)
Content	<p><u>Issue 1:</u> Deployable Side Steps <u>erratic/intermittent operation</u> on one or both sides.</p> <p>One or more of the following Diagnostic Trouble Codes (DTC's) could be logged in the Running Board Control Module (RBM):</p> <p>C1002-77 Left power running board stow: command position not reachable. C1003-77 Right power running board stow: command position not reachable. C1004-77 Right power running board deploy: command position not reachable C1005-77 Left power running board deploy: command position not reachable.</p> <p>C1008-3A Left Power Running Board position/motion sensor: Signal has too many pulses. C1009-3A Right Power Running Board position/motion sensor: Signal has too many pulses.</p> <p><u>Cause:</u> Loose fixing – incorrect installation (away from fitting instructions)</p> <p><u>Action:</u> Check and retorque the fixing as shown in image 1 in the attachments.</p> <p>Remove the fixing, clean the fixing threads and then thread locking agent applied before retorquing to 24Nm prevent the fixing becoming loose again.</p> <p>The fixing can be tightened in situ if the deployable side steps are away from the final positions (deployed/retracted).</p> <p>To achieve this the following needs to be performed:</p> <ol style="list-style-type: none">1. Deploy the side steps by selecting the "Roof access mode" through the infotainment touchscreen.2. Remove the access panel to the rear junction box J.3. Locate R1F27 30 Amp fuse.

4. With the assistance of a second person retract the side steps by selecting the "Roof access mode", at this point the fuse needs to be removed.
5. When timed correctly this will stop and hold the deployable side steps in the correct position (reference image 2) for tightening the fixing.
6. Once torqued to 24Nm, refit the fuse, clear all DTC's and check the deployable side steps are functioning correctly.

Issue 2: Customers reporting a **noise** from the Deployable Side Steps (DSS).

The customer may describe the noise as, but not limited to, a creak or ticking noise emitted from the linkages during the stow or deploy operation.

Action:

Please confirm the customer concern is present at time of testing.

If the noise is present, please complete the following steps:

- *Refer to TOPIx section 102-03: Exterior DEPLOYABLE SIDE STEPS (MECHANICAL ONLY)
- Slacken off all fixings of the DSS bracket to floor shown within step 59* (L460) or 65* (L461)
- Cycle the side steps minimum of 3 cycles from the PIVI screen.
- Steps are deployed at this time.
- Switch off DSS from PIVI screen – steps will retract.
- Turn on DSS from PIVI screen – select roof access mode. Both steps will deploy.
- **Repeat this process 3 times.**
- Leave DSS switched on and in roof access mode.
- Retorque the fixings as per the step 59* (L460) or step 65* (L461)
- Recheck the wedge bolt torque fixing to 24Nm as listed on Step 66* (L460) or step 71* (L461) within the fitting instructions.
- Confirm customer concern has been resolved.
- Please attach all the following information, when possible, to an ePQR; the location from where the noise is heard from (i.e. inside/outside the vehicle), a video clip of the concern identifying the affected bar & QR code label images.

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

Thank you for your assistance on this matter.

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