

LTB00584NAS5



TECHNICAL BULLETIN

22 SEP 2017

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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

This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in blue

SECTION:

501-00

SUBJECT/CONCERN:

Intermittent Steering Wheel Switch / Paddle Shifter Operation

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
LR2 (LF)	2012-2015	272671-439912	Halewood
LR4 (LA)	2012-2015	596988-777462	Solihull
Range Rover Evoque (LV)	2012	000447-000695	Halewood
Range Rover Evoque (LV)	2012-2015	600018-999999	Halewood
Range Rover Evoque (LV)	2015	000051-077911	Halewood
Range Rover Sport (LW)	2014 Onwards	001154 Onwards	Solihull
Range Rover (LG)	2013 Onwards	001204 Onwards	Solihull

MARKETS:NORTH AMERICA

CONDITION SUMMARY:**SITUATION:**

The steering wheel switches (volume, seek, OK/menu, mode, phone, voice) and transmission paddle shifters may exhibit intermittent operation, causing one or more of the following issues:

- Audio volume does not adjust (up and/or down)
- Radio 'seek' buttons do not operate
- Volume control buttons cause the radio station to change
- InControl system slow to operate (blank screen followed by the 'Land Rover' logo)

- Transmission paddle shifters do not operate
- Diagnostic Trouble Codes (DTC) U2013-02 and/or B1D21-13 stored

CAUSE:

This may be caused by poor electrical connection continuity.

ACTION:

Should a customer express any of these concerns, follow the appropriate Workshop Procedure ['A', 'B', or 'C'] outlined below.

PARTS:

PART NUMBER	DESCRIPTION	QUANTITY:
LR054614	Nyogel electrical lubricant	1

TOOLS:

Refer to Workshop Manual for any required special tools.

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 TOPIx 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

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Apply electrical contact lubricant	86.71.89.49	0.4	42	LR034960

NOTE:

Normal Warranty procedures apply.

WORKSHOP PROCEDURE 'A':

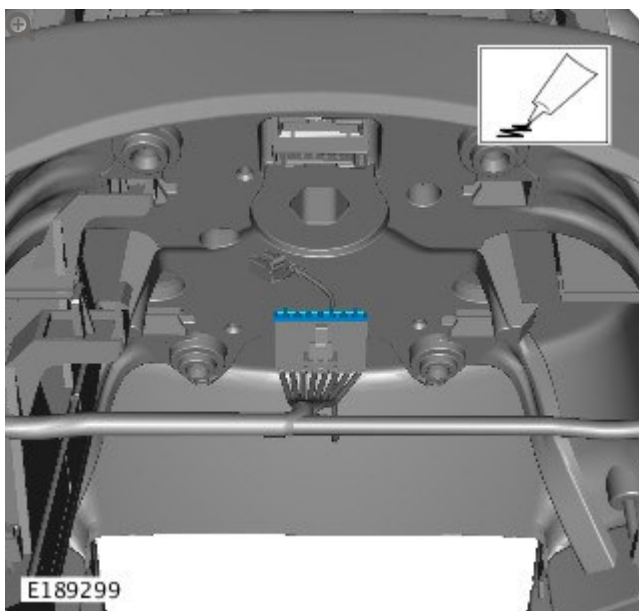
LR2 (L359) and LR4 (L319) only

- ¹ Remove the driver airbag module (see TOPIx Workshop Manual section 501-20B: Supplemental Restraint System).

- ²

NOTE:

Make sure there is an even coating of Nyogel on the contact surfaces; wipe away any excess Nyogel.



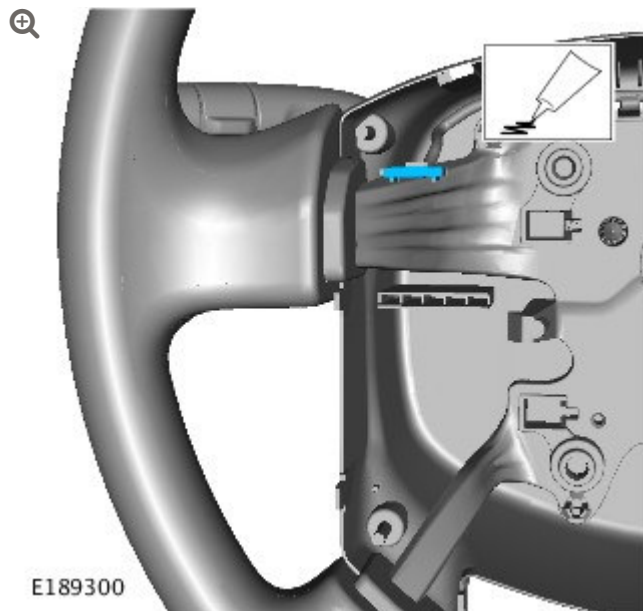
Disconnect the clockspring connector.

- Connect and disconnect the electrical connector 2 times to clean the contact points.
- Apply Nyogel to the front of the harness connector and connect.

3

NOTE:

Make sure there is an even coating of Nyogel on the contact surfaces; wipe away any excess Nyogel.



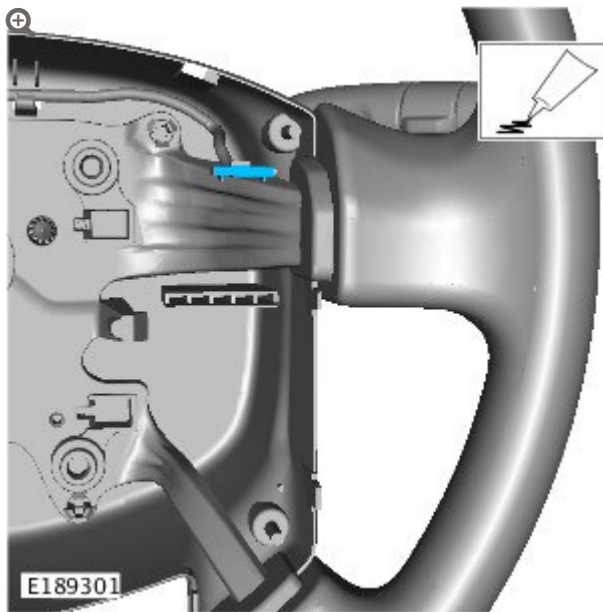
Remove steering wheel left speed control switch (see TOPIx workshop manual section 211-04: Steering Column).

- Connect and disconnect the electrical connector 2 times to clean the contact points.
- Apply Nyogel to the front of the harness connector and connect.

4

NOTE:

Make sure there is an even coating of Nyogel on the contact surfaces; wipe away any excess Nyogel.



Remove steering wheel right switch (see TOPIx Workshop Manual section 211-04: Steering Column).

- Connect and disconnect the electrical connector 2 times to clean the contact points.
- Apply Nyogel to the front of the harness connector and connect.

5 To install, reverse the removal procedure.

- 1 Make sure all steering wheel electrical connectors are connected.

WORKSHOP PROCEDURE 'B':

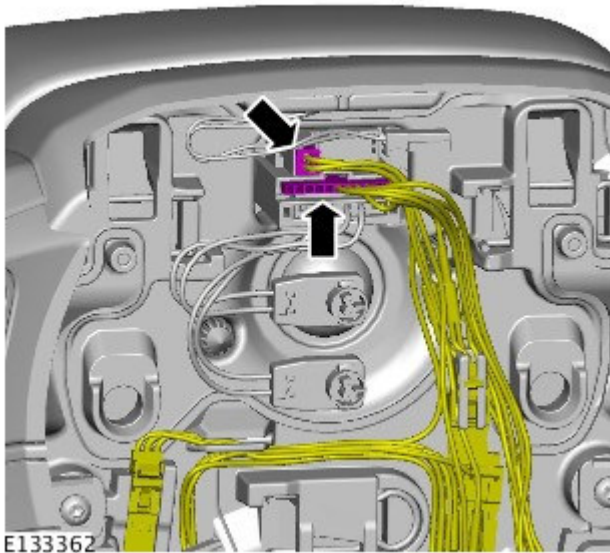
Range Rover Evoque (L538) only

- 1 Remove the driver airbag module (see TOPIx Workshop Manual section 501-20B: Supplemental Restraint System).

2

NOTE:

Make sure there is an even coating of Nyogel on the contact surfaces; wipe away any excess Nyogel.



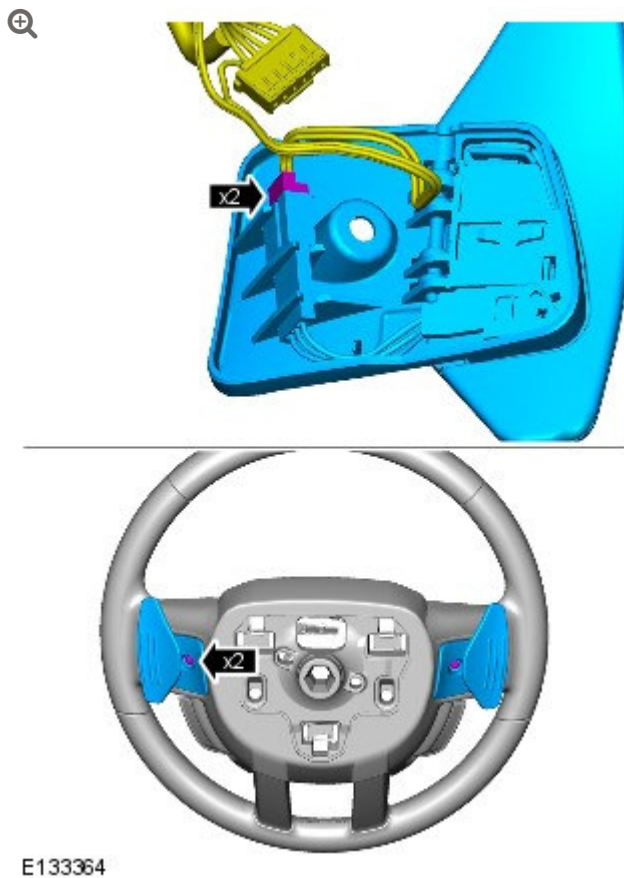
Disconnect the steering wheel electrical harness from the clockspring.

- 1 Connect and disconnect the electrical connectors 2 times to clean the contact points.
- 2 Apply Nyogel to the front of the harness connector and connect.

3

NOTE:

Only if fitted.



E133364

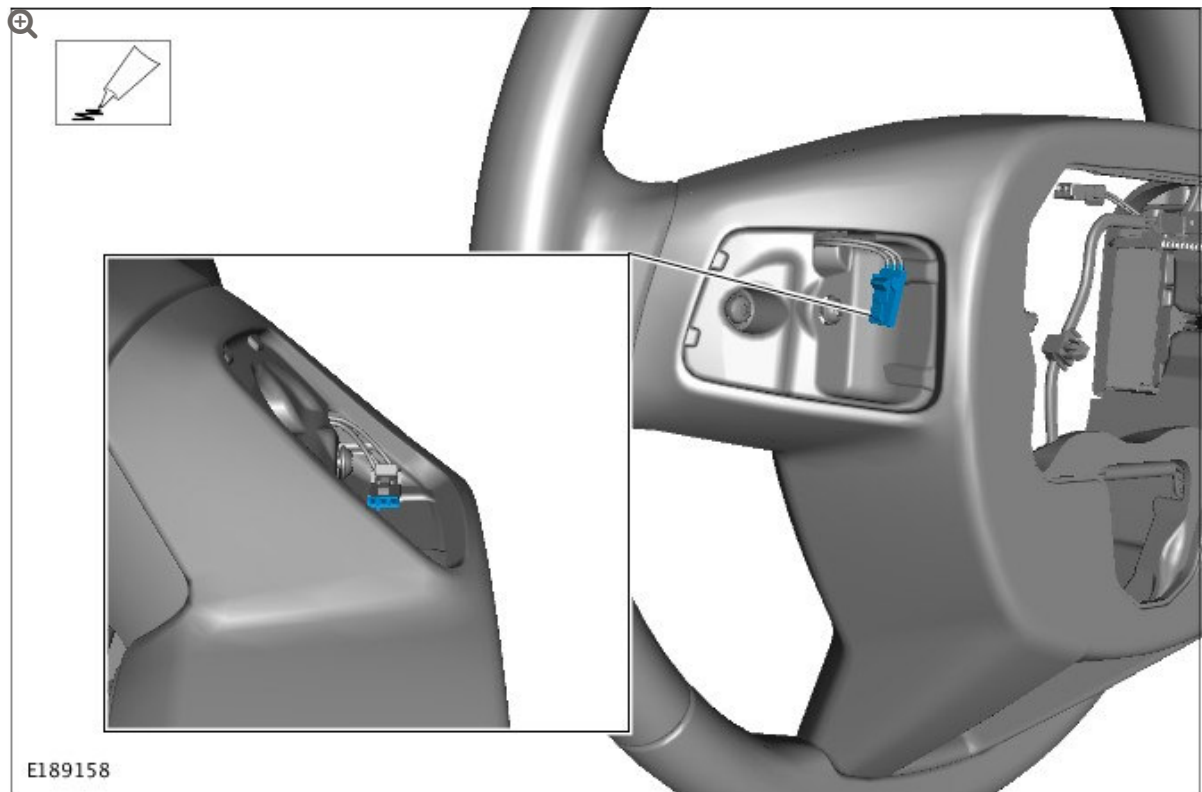
Remove the paddle shifters from the steering wheel.

4

NOTES:

Only if fitted.

Make sure there is an even coating of Nyogel on the contact surfaces; wipe away any excess Nyogel.



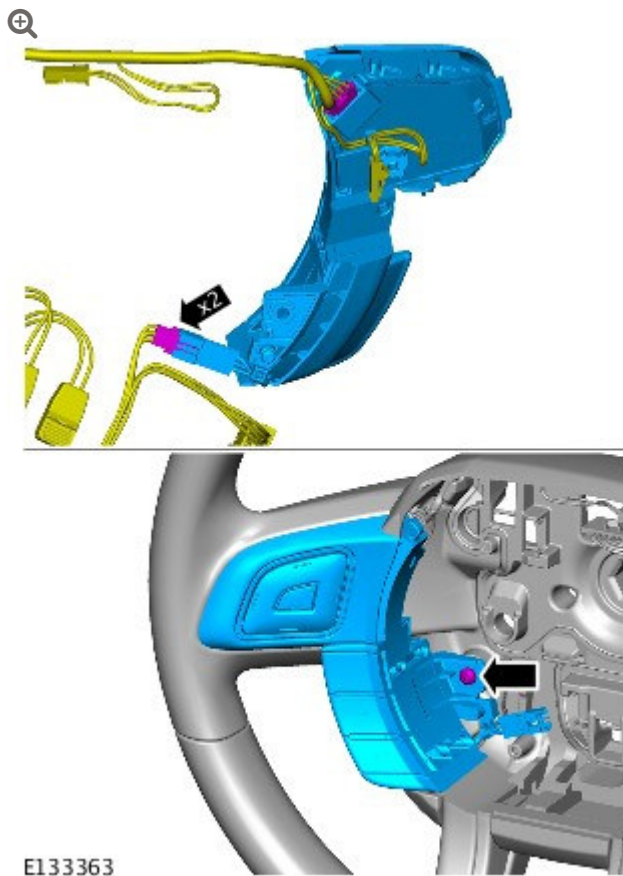
Connect and disconnect the left and right paddle shifter electrical connectors 2 times to clean the contact points.

- 1 Apply Nyogel to the front of the left and right paddle shifter electrical connectors.

5

NOTE:

Make sure there is an even coating of Nyogel on the contact surfaces; wipe away any excess Nyogel.



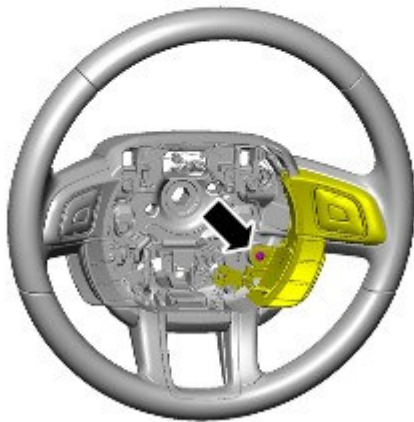
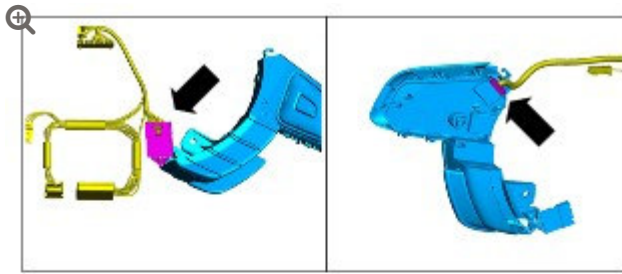
Remove the steering wheel left switch.

- 1 Connect and disconnect the electrical connectors 2 times to clean the contact points.
- 2 Apply Nyogel to the front of the harness connector and connect.

6

NOTE:

Make sure there is an even coating of Nyogel on the contact surfaces; wipe away any excess Nyogel.



E135575

Remove the steering wheel right switch.

- 1 Connect and disconnect the electrical connectors 2 times to clean the contact points.
- 2 Apply Nyogel to the front of the harness connector and connect.

7 To install, reverse the removal procedure.

- 1 Make sure all steering wheel electrical connectors are connected.

WORKSHOP PROCEDURE 'C':

Range Rover Sport (L494) and Range Rover (L405) only

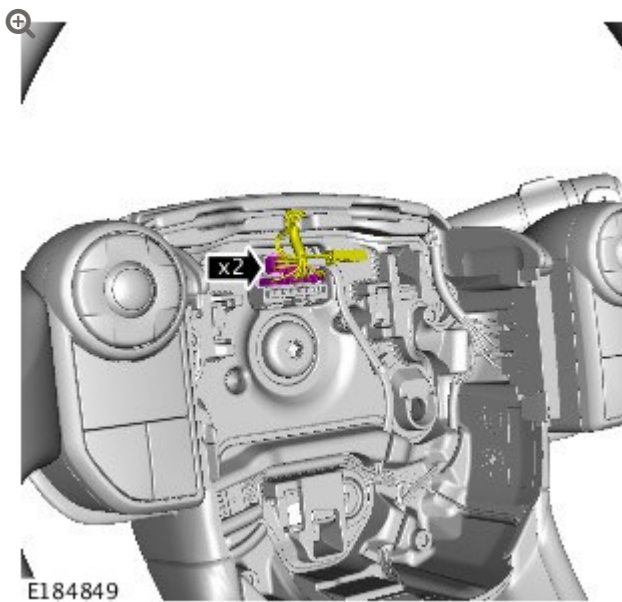
Remove the driver airbag module (see TOPIx Workshop Manual section 501-20B: Supplemental Restraint System).

-
- 2 Remove the lower section of steering column cowling (see TOPIx Workshop Manual section 211-05: Steering Column Switches [Steps 1-2 of the Removal procedure only]).
-

3

NOTES:

- Vehicles with heated steering wheel only.
- Make sure there is an even coating of Nyogel on the contact surfaces; wipe away any excess Nyogel.



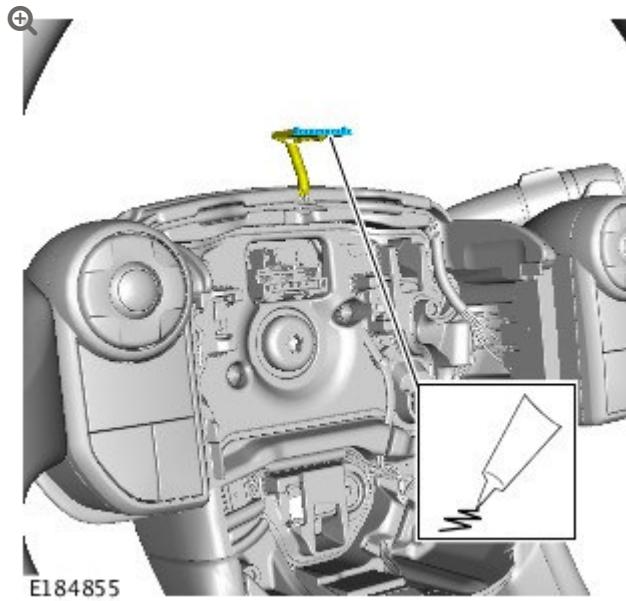
Disconnect the 2 heated steering wheel connectors.

- 1 Connect and disconnect the electrical connectors 2 times to clean the contact points.
- 2 Apply Nyogel to the front of the harness connector and connect.

4

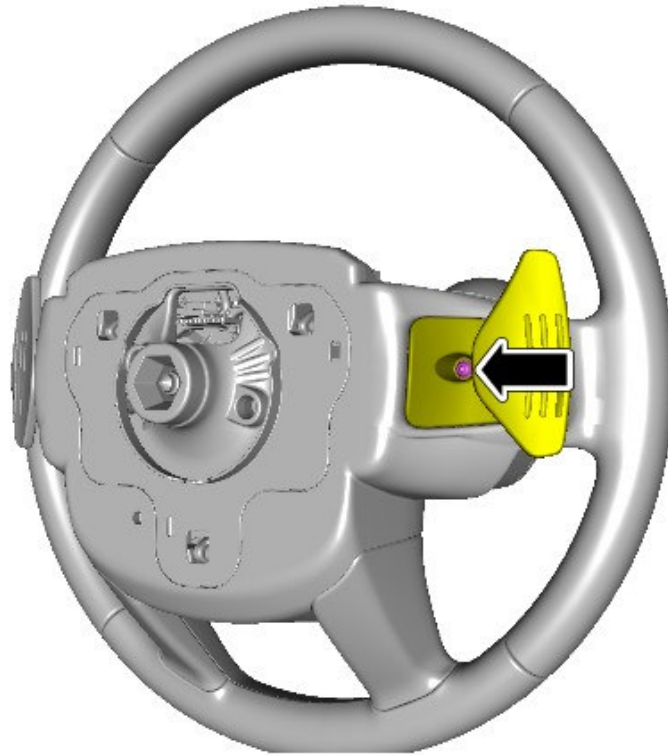
NOTE:

Make sure there is an even coating of Nyogel on the contact surfaces; wipe away any excess Nyogel.



Disconnect the clockspring electrical connector.

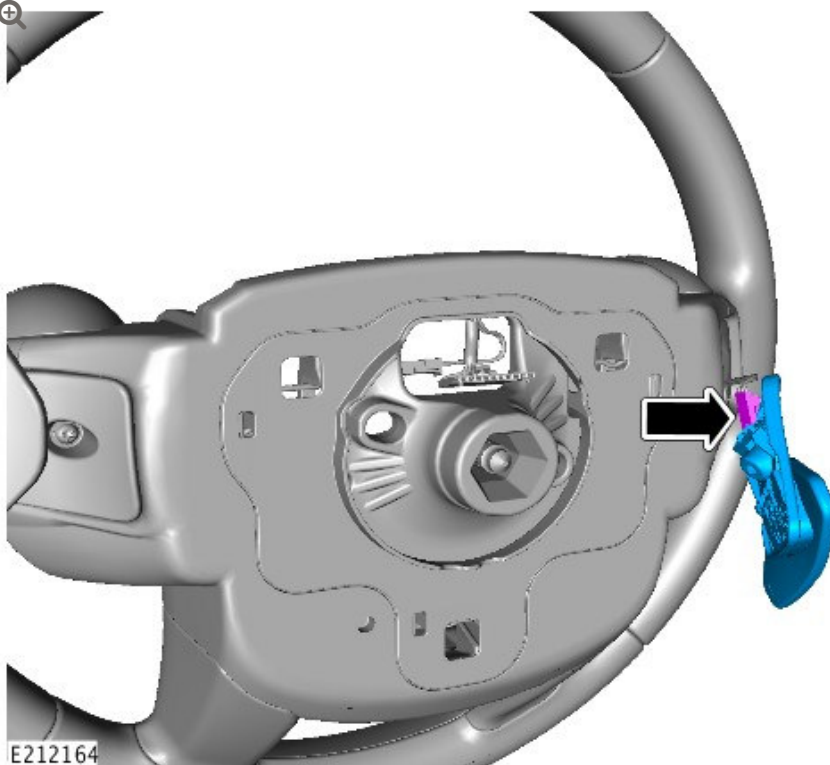
- 1 Connect and disconnect the electrical connectors 2 times to clean the contact points.
- 2 Apply Nyogel to the front of the harness connector and connect.



E208194

Remove the left paddle shifter fastener.

6



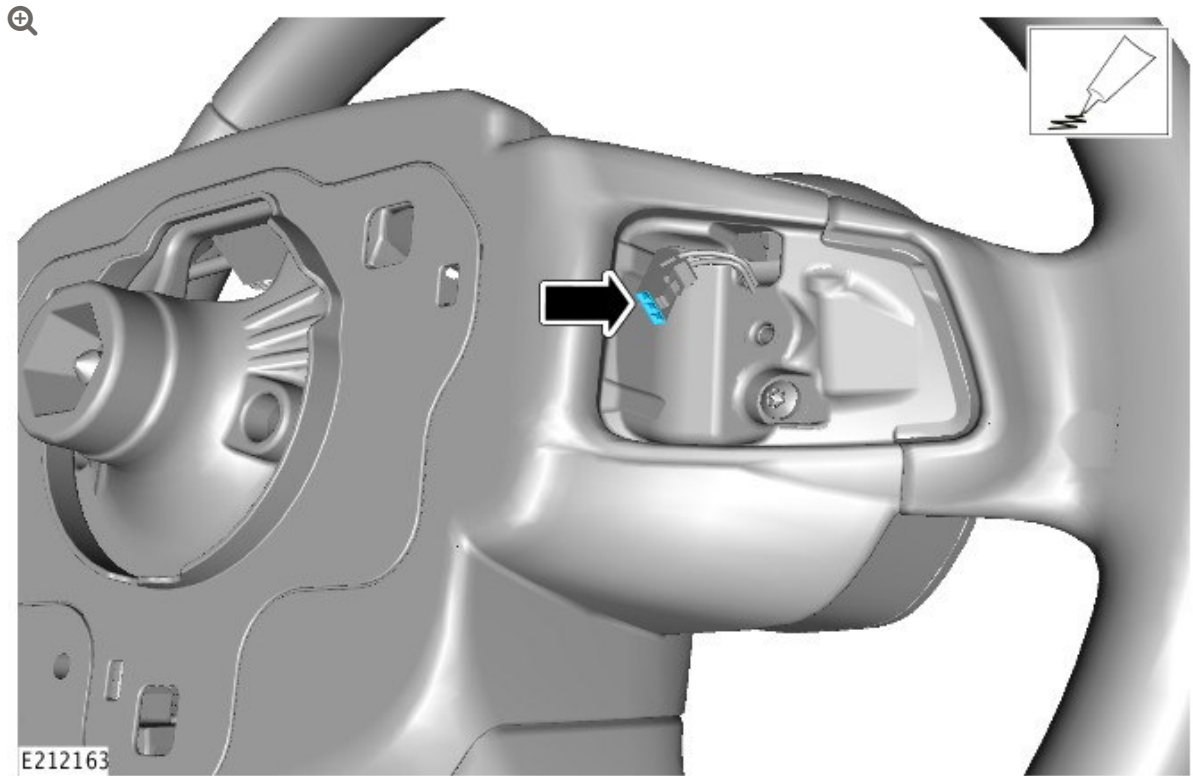
E212164

Disconnect the left paddle shifter electrical connector.

7

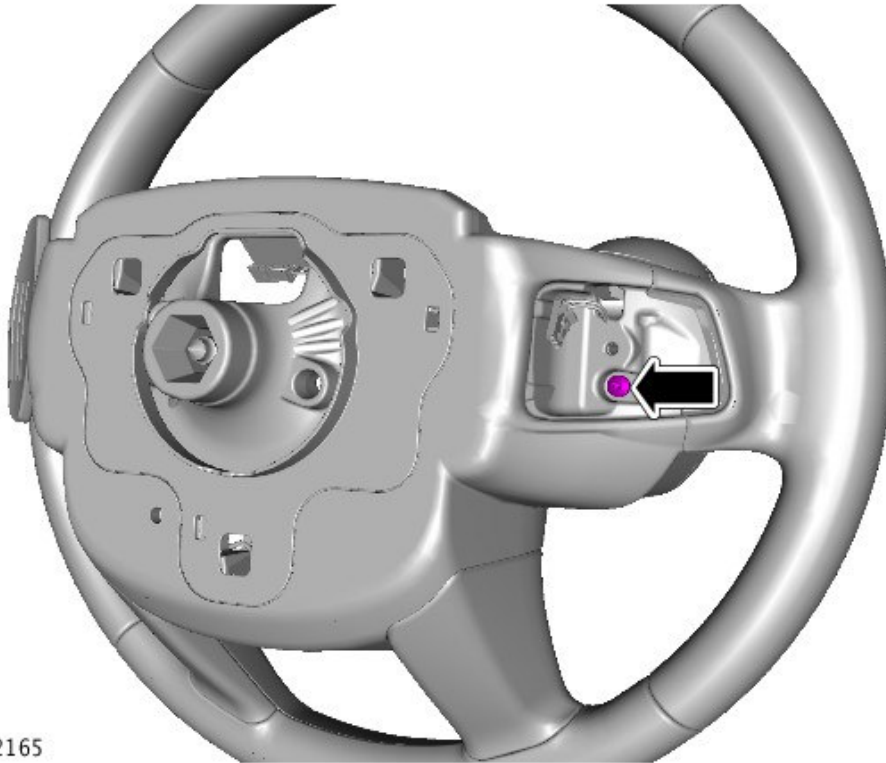
NOTE:

Make sure there is an even coating of Nyogel on the contact surfaces; wipe away any excess Nyogel.



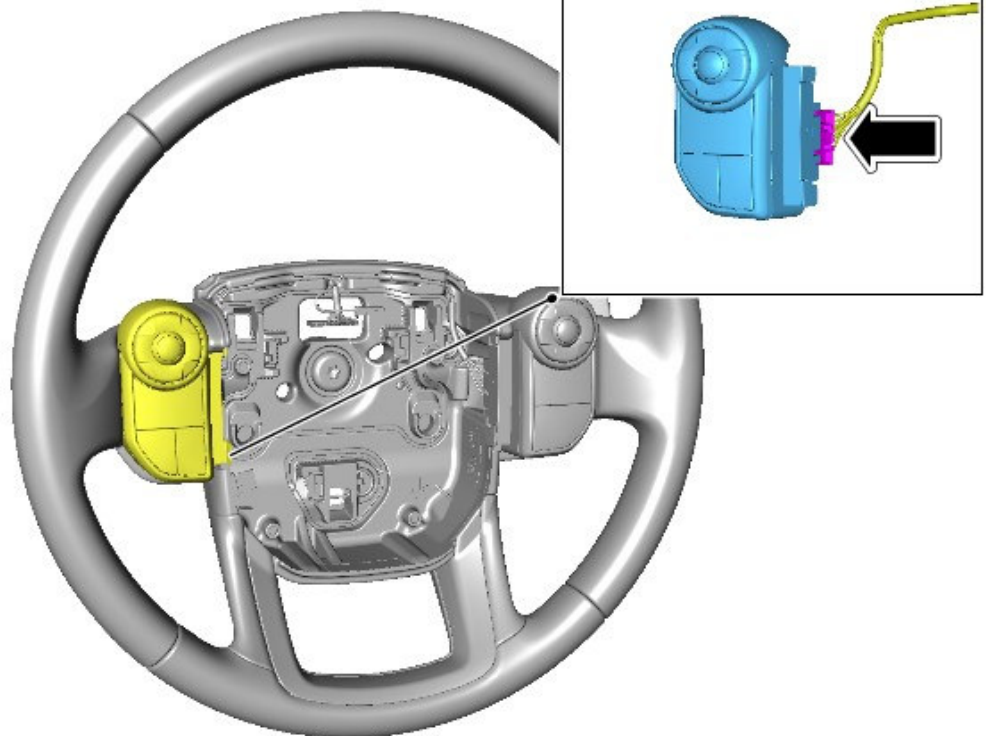
Apply Nyogel to the front of the left paddle shifter electrical connector.

8



E212165

Remove the steering wheel left control switch fastener.



E211475

Remove the steering wheel left control switch.

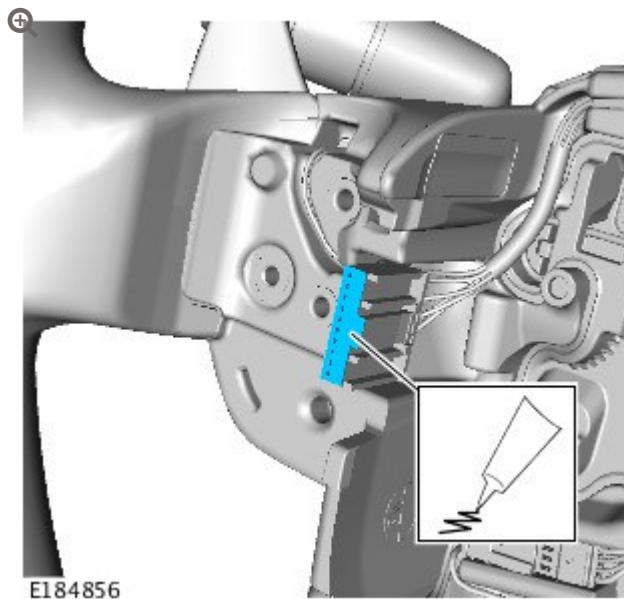
- Reconnect and disconnect the electrical connector 2 times to clean the contact points.

-
- 10 Repeat steps 5-9 for right-side of the steering wheel/steering wheel right speed control switch.
-

11

NOTE:

Make sure there is an even coating of Nyogel on the contact surfaces; wipe away any excess Nyogel.

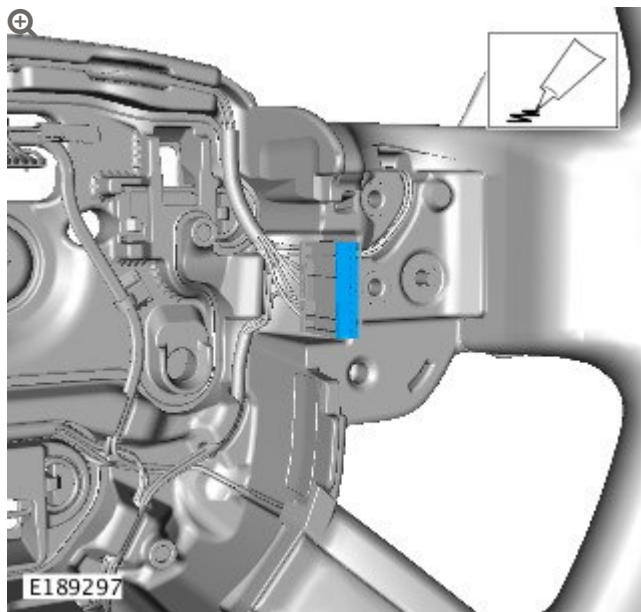


Apply the Nyogel to the front of the steering wheel left control switch electrical connector.

12

NOTE:

Make sure there is an even coating of Nyogel on the contact surfaces; wipe away any excess Nyogel.

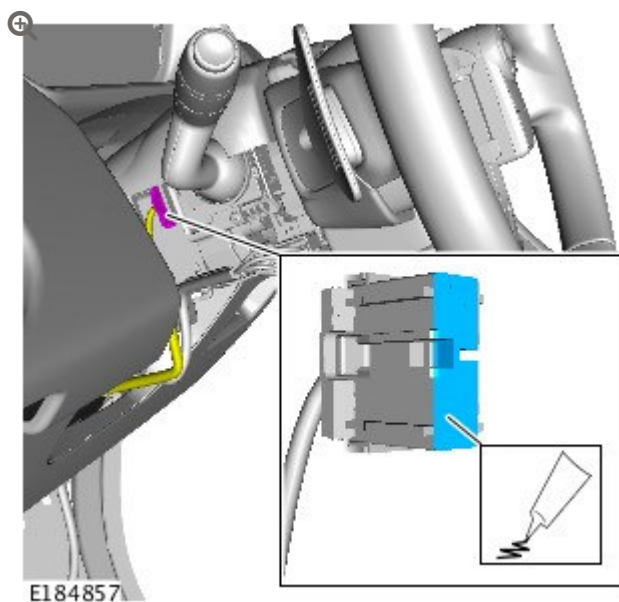


Apply the Nyogel to the front of the steering wheel right speed control switch electrical connector.

13

NOTE:

Make sure there is an even coating of Nyogel on the contact surfaces; wipe away any excess Nyogel.



Disconnect the connector behind the lighting control switch.

- 1 Connect and disconnect the electrical connectors 2 times to clean the contact points.
- 2 Apply Nyogel to the front of the harness connector and connect.

14 To install, reverse the removal procedure.

- 1 Make sure all steering wheel electrical connectors are connected.