

# 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 74498 - N335 Recall - Technician Care Points

**Models :** Range Rover / L405

Range Rover Sport /  
L494

**Engineer** Bennett Jerald

**Name :**

**Last** 26 JUL 2019 12:45:10

**Modified :**

**Category :** Diagnostic Software/Hardware

**Symptom :** 000101 Diagnostic Concerns

**Content :** Technicians have reported a number of concerns when using the Inline Diagnostic Unit 2 (IDU2) tester to perform the Remote Function Actuator (RFA) tests which are required as part of the safety recall N335 workshop procedure.

The purpose of this SSM is to identify the concerns technicians have reported and to provide recommendations on actions to resolve the concerns.

**Issue: The IDU2 fails the IDU04 test cable to battery cable (IDU02) fuse test.**

**Cause 1:** The Voltage measured at the cable fuse is above the IDU02 test range maximum of 13.8 volts. Note: The Traction battery maintainer outputs 13.8 volts to maintain battery voltage, the Midtronics PSC-700 (after rework) outputs 13.7 volts and the PSC-700S outputs 14.4 volts.

**Action:**

1. Ensure an approved battery maintainer is used. The Traction maintainer is preferred. If the Midtronics PSC-700S is used it may be necessary to turn on the headlamps and or the HVAC blower motor to drop the battery voltage during testing.

**Cause 2:** Voltage measured at the cable fuse is below the test range minimum of 12.5 volts.

**Action:**

1. Ensure an approved battery maintainer is installed on the vehicle, is turned on and has a good connection.
2. Ensure the IDU02 cable clamps are connected to the jump start posts or the battery posts and are making a good connection.

**Cause 3.** Incorrect fuse installed in the IDU02 cable inline fuse holder leading to a connection concern.

NOTE: Some aftermarket fuses do not have back probing terminals on the top of the fuse or the spacing is different to that of the original equipment fuse that the IDU04 cable was designed to work with. (see the attachment for fuse identification).

**Action:**

1. Ensure a genuine Land Rover fuse is installed in the two IDU04 cable fuse holders.

**Cause 4:** Damaged/ bent IDU04 fuse terminal pins or damaged cable.

**Action:**

1. If the connector terminal pins for back probing the fuse are bent, straighten the pins and ensure proper fuse connection.
2. If damage to the IDU04 cable cannot be corrected, the cable must be replaced.

Please review the attachment for test equipment identification and testing tips

**IMPORTANT**

**The door latch release testing using the IDU2 MUST BE successfully completed BEFORE performing the RFA software download to disable the fast unlock/open actuator. The IDU2 testing cannot be completed after the software down load.**

**File :** [IDU2 Care Points.pdf](#)