

Reference	SSM74195
Models	I-PACE / X590
Title	Insufficient earth contact at rear of headlining - various symptoms or fault codes.
Category	Electrical
Last modified	12-Dec-2018 00:00:00
Symptom	205000 Electrical Accessories
Attachments	SSM74195-Attachment_X590_Ground-earth-issue.pdf (SSM74195-Attachment_X590_Ground-earth-issue.pdf)

Content	<p><u>Issue:</u></p> <p>Insufficient earth contact at rear of headlining - various symptoms or fault codes due to poor earth connection at the following ground points -</p> <ul style="list-style-type: none">• Tailgate Harness Grounds: G4D476, G4D180XT and G4D149EA, G4D149E (See pictures 1 and 2)• Additionally:• Spoiler Harness Grounds: G9D132, G9D116• Ground point for RF filter at the center of the rear headlining (see picture 1) <p>The customer may experience the following symptoms on vehicles up to VIN F67830.</p> <ul style="list-style-type: none">• Power tailgate inoperative• Tailgate locking/unlocking inoperative• Potential 12V Auxiliary Battery (B19) drain• Rear heated screen inoperative• Warning of reduced brake pedal feel• Other possible failures may be related to the ground earth issue
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Cause:

Ground bolt joints have excess paint causing a poor contact to ground.

Action:

If any similar condition mentioned above has been experienced on the vehicle, the ground points should be checked and reworked as follow.

Procedure:

1. Remove Headliner
>See TOPIX Workshop Manual section: 501-05: Removal and Installation – Headliner
2. Access the four ground earth eyelets (Attachment, see picture 1)
3. Remove the bolts for the ground earth (Attachment, see picture 2)
4. Clean the thread by using an M6 tap and clean the area locally around the earth eyelet by using wet-and-dry abrasive paper (Attachment, see picture 3)
5. Install the ground eyelets to the headliner and tighten the bolts.>Torque to 10 Nm

6. Install Headliner

>See TOPIX Workshop Manual section: 501-05: Removal and Installation – Headliner

7. Verify if the issue experienced has been rectified, if not carry out appropriate diagnostics using Pathfinder and TOPIX

If this does not solve the issue, then a Technical Assistance (TA) should be submitted to Local Technical Support (LTS)

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.