

Reference	SSM74278
Models	F-TYPE / X152 XE / X760 XF / X250 XF / X260 XJ / X351
Title	Seat Height Adjustment Problems, DTC B1B87-31 in DSM or PSM
Category	Body
Last modified	12-Feb-2019 00:00:00
Symptom	101000 Seating
Content	<p><u>Issue:</u> Seat height operates in increments and seat memory function will not work after replacement of seat height motor. Diagnostic Trouble Code (DTC) B1B87-31, stored in Driver Seat Module (DSM) or Passenger Seat Module (PSM) Note: that the seat height motor is supplied as part of the cushion sub-assembly or motor sub-assembly (depending on model)</p> <p><u>Cause:</u> Incompatibility between seat height motor and seat module.</p> <p><u>Action:</u> First complete the following checks:</p> <ol style="list-style-type: none">1. Check condition of harness and connectors between the seat height motor and the DSM or PSM (depending which seat is affected)2. Repair as necessary3. Clear the DTCs in the DSM or PSM4. Move the affected seat up and down. <p>If the issue is still present</p> <ol style="list-style-type: none">1. If old height adjust motor functions correctly proceed to step 2, otherwise proceed to step 62. Remove the motor from old frame and fit to new frame using Work Shop Manuel (WSM) procedure 78.70.273. Clear the DTCs in the DSM or PSM4. Move the affected seat up and down and check for correct operation of the seat5. Return the vehicle6. E-mail kfarrell@jaguarlandrover.com and mmachyni@jaguarlandrover.com, including following information:<ul style="list-style-type: none">◦ Vehicle VIN

- Retailer address and contact
 - Seat motor part number (on motor label)
 - Seat module part number (on module label)
 - Seat frame part number (on cushion pan label)
 - The part numbers may be provided in a photograph
7. JLR will arrange for a new motor to be shipped to you
 8. Fit the motor using WSM procedure 78.70.27
 9. Clear the DTCs in the DSM or PSM
 10. Move the affected seat up and down and check for correct operation of the seat
 11. Return the vehicle to the customer

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.