

# 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 75721 - Deployable Side Steps erratic/intermittent operation on one side.

**Models :** Range Rover / L460

**Engineer** Taylor Lee

**Name :**

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**Category :** Accessories

**Symptom :** Electrical Accessories

**Content :** Issue:

Deployable Side Steps erratic/intermittent operation on one side.

One or more of the following Diagnostic Trouble Codes (DTC's) could be logged in the Running Board Control Module (RBM):

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.

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.

Cause:

Loose fixing.

Action:

Check and retorque the fixing as shown in image 1 in the attachments.

Torque: 24Nm

The fixing can be tightened in situ only once the steps

are deployed and "Roof access mode" is selected from the infotainment touchscreen.

Thank you in advance for your assistance with this matter.

**File :** [Image 1.pdf](#)