

Reference	SSM76011
Models	New Range Rover / L460 New Range Rover Sport / L461
Title	Deployable Side Steps Noisy And Or Erratic Intermittent Operation On One or Both Sides.
Category	Accessories
Last modified	28-Sep-2023 00:00:00
Symptom	General Accessories
Attachments	111DSS noise 11.mp4 (111DSS noise 11.mp4) Image 1 E305494.jpg (Image 1 E305494.jpg) Image 2 E290524.jpg (Image 2 E290524.jpg) Image 3 E305413.jpg (Image 3 E305413.jpg)
Content	<p><u>Model / Model Year / Derivative</u></p> <p>Range Rover (L460) / 22MY onwards / All Range Rover Sport (L461) / 23MY onwards / All</p> <p><u>Situation:</u></p> <p>JLR Engineering investigations have found concerns with the operation of the deployable side steps.</p> <p>Issue A: The operation of the deployable side steps may be erratic/intermittent on one or both sides.</p> <p>One or more of the following Diagnostic Trouble Codes (DTCs) may be stored in the Running Board Control Module (RBCM):</p> <p>C1002-77 Left power running board stow C1003-77 Right power running board stow C1004-77 Right power running board deploy C1005-77 Left power running board deploy</p>

C1008-3A Left power running board position/motion sensor
C1009-3A Right power running board position/motion sensor.

Issue B: The operation of the deployable side steps may be noisy on one of both sides.

Cause:

Issue A: Loose fixing - incorrect installation process (away from installation instructions)

Issue B: Deployable side step alignment - incorrect installation process (away from installation instructions)

Action:

Follow **Service Instruction A** for erratic/intermittent operation.

Follow **Service Instruction B** for noisy deployable side steps

Service Instruction A - Erratic/Intermittent Operation

Check and re-torque the fixing as shown in image 1 (refer to attachments), following the steps below:

Note: The fixings can be tightened in situ if the deployable side steps are partially deployed, midway between deployed and retracted.

1. Turn on 'Deployable Side Step' from PIVI screen and select 'Roof Access Mode' (both steps will deploy).
2. Remove the access panel to the rear junction box J.
3. Locate R1F27 30 Amp fuse.
4. With the assistance of a second person, Turn off 'Deployable Side Step' from PIVI screen. At this point the fuse needs to be removed when the steps are at the midway point. When timed correctly this will stop and hold the deployable side steps in the correct position.
5. Remove the deployable side step fixing (one fixing per side)
6. Clean the fixing threads.
7. Apply thread locking agent.
8. Re-torque the fixing to 24Nm to make sure the fixing does not become loose again - Refer to 'Image 1' and TOPIx Workshop Manual section: 102-03 - Exterior - Removal and Installation - Deployable Side Steps - step 66 (L460) or step 71 (L461).
9. Paint mark the fixing after it has been torqued.
10. Repeat steps 5-9 on the opposite side of the vehicle?

When the fixing on both sides is re-torqued to 24Nm, install the R1F27 30 Amp fuse, install the access panel for rear junction box J, clear all Diagnostic Trouble Codes (DTCs) and check the deployable side steps are functioning correctly.

Service Instruction B - Deployable Side Step Noisy

1. Confirm the customer concern is present at time of testing.
2. Check the deployable side step module software is at the latest level: M8EM-14C358-AG.
3. Turn on 'Deployable Side Step' from PIVI screen and select 'Roof Access Mode' (both steps will deploy)
4. Loosen all fixings of the deployable side step brackets to floor - Refer to 'Image 2' attached and TOPIx Workshop Manual section: 102-03 - Exterior - Removal and Installation - Deployable Side Steps - step 59 (L460) or step 65 (L461).
5. Turn off 'Deployable Side Step' from the PIVI screen (both side steps will stow).
6. Turn on 'Deployable Side Step' from PIVI screen and select 'Roof Access Mode' (both steps will deploy).
7. Repeat steps 5-6 a minimum of 3 times.
8. Make sure that 'Roof Access Mode' is selected before proceeding to the next step.
9. Re-torque the deployable side step bracket to floor fixings - Refer to 'Image 2' TOPIx Workshop Manual section: 102-03 - Exterior - Removal and Installation - Deployable Side Steps - step 59 (L460) or step 65 (L461).
10. Check the wedge bolt fixings are torqued to 24Nm - Refer to 'Image 1' and TOPIx Workshop Manual section: 102-03 - Exterior - Removal and Installation - Deployable Side Steps - step 66 (L460) or step 71 (L461).
11. Make sure the above steps are completed on both sides of the vehicle.
12. Confirm the customer concern has been resolved.

Raise an Electronic Product Quality Report (EPQR) and attach all the information below:

- The location from where the noise is heard from
- A video clip of the concern identifying the affected barcode and QR code label images. (refer to 'Image 3')

*** Do NOT change any hardware for NOISE ISSUES, this will not resolve the customer concern.**

**** Updated software for the DSS module (to address noise issues) is due to be available from 09/10/2023.**

Ref: (000360880) & (000356299)