

PUBLISHED: 03-OCT-2019

2020.0 DEFENDER (LE), 211-04

STEERING COLUMN (G2371055)

mcx30.com

PRINCIPLES OF OPERATION

For a detailed description of the steering wheel heater, refer to the relevant Description and Operation section in the workshop manual. REFER to: [Steering Column](#) (211-04 Steering Column, Description and Operation).

INSPECTION AND VERIFICATION

 CAUTION:

Diagnosis by substitution from a donor vehicle is **NOT** acceptable. Substitution of control modules does not guarantee confirmation of a fault, and may also cause additional faults in the vehicle being tested and/or the donor vehicle.

 NOTES:

- If a control module or a component is out of specification and the vehicle remains under manufacturer warranty, refer to the Warranty Policy and Procedures manual, or determine if any prior approval program is in operation, prior to the installation of a new module/component.
- Generic scan tools may not read the codes listed, or may read only 5-digit codes. Match the 5 digits from the scan tool to the first 5 digits of the 7-digit code listed to identify the fault (the last 2 digits give extra information read by the Jaguar Land Rover approved diagnostic equipment).
- When performing voltage or resistance tests, always use a digital multimeter that has the resolution ability to view 3 decimal places. For example, on the 2 volts range can measure 1mV or 2 K Ohm range can measure 1 Ohm. When testing resistance always take the resistance of the digital multimeter leads into account.
- Check and rectify basic faults before beginning diagnostic routines involving pinpoint tests.
- Inspect connectors for signs of water ingress, and pins for damage and/or corrosion.
- If DTCs are recorded and after performing the pinpoint tests, a fault is not present, an intermittent concern may be the cause. Always check for loose connections and corroded terminals.

1. Verify the customer concern
2. Visually inspect for obvious signs of damage and system integrity

Visual Inspection

ELECTRICAL

- Fuses
- Wiring harness
- Loose or corroded connector(s)
- Steering wheel heater switch

3. If an obvious cause for an observed or reported concern is found, correct the cause (if possible) before proceeding to the next step
4. If the cause is not visually evident, verify the symptom and refer to the Symptom Chart, alternatively check for Diagnostic Trouble Codes (DTCs) and refer to the DTC Index
5. Check the JLR claims submission system for open campaigns. Refer to the corresponding bulletins and SSMS which may be valid for the specific customer complaint and complete the recommendations as required

SYMPTOM CHART

SYMPTOM	POSSIBLE CAUSES	ACTION
Steering wheel heater inhibited	■ Incorrect power mode - Engine not running ■ Vehicle is in ECO mode (amber warning indicator of heated steering wheel switched to on, but no heating of the steering wheel) ■ Battery/charging system fault	 NOTE: The steering wheel heater switch may illuminate amber even when the system is inhibited. ■ Start the engine and retest ■ Switch ECO mode off ■ Refer to the relevant section of the workshop manual and test the battery and charging system

DTC INDEX

For a list of Diagnostic Trouble Codes (DTCs) that could be set on this vehicle, please refer to Section 100-00. REFER to: [Diagnostic Trouble Code Index - DTC: Body Control Module \(BCM\)](#) (100-00 General Information, Description and Operation).