

Reference	SSM68838
Models	Range Rover (All New) / L405 Range Rover Sport / L494
Title	HVAC software will not update
Category	Electrical
Last modified	06-Nov-2013 00:00:00
Symptom	208000 Climate Control
Content	<p>Issue: Land Rover has received some reports that while carrying out Update Prior To Sale Notice Q323 and Q324, it has taken several attempts to update the HVAC module software using Symptom Driven Diagnostics (SDD).</p> <p>Cause: Possible interruption of the download process.</p> <p>Action: If the initial download fails to configure the module correctly then select 'configure as new'. This should overcome the initial SW download failure. If not then the module may require replacement if communications cannot be established with the module.</p> <p>Note: It is imperative that prior to software reconfiguration the diagnostic leads and connections between the Symptom Driven Diagnostics tool and the diagnostic socket have been made securely and not disturbed before or during the operation. Ensure that a Land Rover approved Power Supply/ Battery Support Unit is connected to the vehicle battery before and during the download.</p>