

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 73342 - Temperature difference between left and right front HVAC vents

Models : LG - Range Rover (All New) - L405

LR - All New Discovery

LW - Range Rover Sport - L494

Engineer Name : Richard Attwood

Last Modified : 19-04-2017 16:06:39

Category : Electrical

Symptom : 208000 Climate Control

Content : **Issue:** A customer may report that there is a noticeable temperature difference between the left hand and right hand Heating Ventilation Air Conditioning (HVAC) vents when the temperatures selected on the front integrated control panel are set to the same value. During diagnosis using Pathfinder it may be evident that there are no Diagnostic Trouble Codes (DTCs) stored in the (HVAC) module.

Cause: Flap stepper motors are out of synchronisation.

Action: If a customer reports the concern, carry out the following steps:

1. Check for any stored DTC's in the HVAC module, if DTCs are present continue with diagnosis using Pathfinder and with reference to TOPIx. If there are no relevant DTCs continue to next step.
2. Check for any HVAC software updates, if none available go to step 4.
3. Update HVAC software (this will resynchronise the flaps) and continue to step 5.
4. Carry out the initialisation function to reset the flaps using Pathfinder as follows: Select ECU diagnostics – HVAC – ECU functions – Activate Initialisation and let the function run – End Stop Detection and let the function run.
5. Check the concern has been resolved, if not continue with diagnostics using Pathfinder and with reference to TOPIx.

Jaguar Land Rover Limited 2000 - 2017 (Rel. 2642)