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| <b>Reference</b>     | SSM73151   |
| <b>Models</b>        | Discovery Sport / L550<br>Range Rover Evoque / L538  |
| <b>Title</b>         | L538+L550 - Heated Steering Wheel - Heat Distribution Issues   |
| <b>Category</b>      | Body   |
| <b>Last modified</b> | 02-May-2017 00:00:00   |
| <b>Symptom</b>       | 107000 Interior Trim   |
| <b>Attachments</b>   | 1Attachment.pdf (1Attachment.pdf)<br>Attachment 23.pdf (Attachment 23.pdf)   |
| <b>Content</b>       | <p><u>Issue:</u></p> <p>The customer may express a concern that the heat distributed across the surface area of their heated steering wheel is inconsistent. The areas around the stitching and spokes, or the lower half of the steering wheel, may appear cooler than the rest of the wheel.</p> <p>The heated steering wheel is otherwise operating correctly, and no DTCs are stored.</p> <p><u>Cause:</u></p> <p>Due to the construction of the steering wheel heater insert, the distribution of the heater element cannot be uniform across the whole of the steering wheel surface.</p> <p>The heater element needs to be diverted around the stitched area in order to prevent breakage of the element during assembly of the steering wheel, while the heater insert itself needs to be diverted around the steering wheel spokes to allow it to wrap the steering wheel without bulging or creasing.</p> <p>Please see the images in the accompanying attachments which illustrate these characteristics and highlight spots which may appear cooler.</p> <p><u>Action:</u></p> <p>Vehicles presented with the above issue should NOT have their steering wheels replaced under warranty.</p> <p>Instead, please manage the customer's expectation of how the steering wheel heater will work, by referring to the information and images supplied in this SSM.</p> |

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.



