

Reference	SSM73587
Models	Discovery / L462
Title	Temperature difference between left and right front HVAC Vents
Category	Electrical
Last modified	02-Nov-2017 00:00:00
Symptom	208000 Climate Control
Attachments	SSM - L462 Temperature Difference Left to Right Front HVAC vent.pptx (SSM - L462 Temperature Difference Left to Right Front HVAC vent.pptx)

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 move out of synchronisation and stop at reference point

Action:

Synchronisation loss is most often caused by carpet caught in the HVAC kinematic on the left side of the vehicle. Inspect the carpet by removing the foot well trim panel and comparing to the attached photo's.

In order to avoid recurrence of the issue it is necessary to update the HVAC software. The software includes a function to avoid stepper position loss and to automatically re reference if a fault is detected.

Update Climate Control Module to the latest available software.

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.