

Reference	SSM72964
Models	Range Rover Evoque / L538 (166248 → 600000)
Title	L538+L538c - Water Leak into Front Footwells
Category	Electrical
Last modified	10-May-2018 00:00:00
Symptom	208999 Other Climate Controls Concerns
Content	<p><u>Issue:</u> The customer may express the concern that the carpet in one or both of the front passenger footwells is wet.</p> <p><u>Cause:</u> Poor connection of the HeVAC drain tube.</p> <p><u>Action:</u> Confirm the customer concern then:</p> <ul style="list-style-type: none"> • Remove the front right side section of the Centre Console as per Topix 501-12 (Instrument Panel and Console). • Locate the drain tube on the side of the HeVAC unit. • Make sure that the tube is not twisted or kinked. • Ensure that the end of the drain tube is firmly secured into the cut out within the floor panel, beneath the footwell carpet. <p>Dry out the areas affected by the water ingress and reassemble.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>