

Reference	SSM74069
Models	Discovery Sport / L550 Range Rover Evoque / L538
Title	L538 and L550 - Air Conditioning Poor Performance Due to AC Compressor Malfunction
Category	Electrical
Last modified	19-Sep-2018 00:00:00
Symptom	208000 Climate Control

Content**Issue:**

Customers are reporting poor air conditioning performance which retailers are subsequently diagnosing as due to a faulty air conditioning compressor.

Cause:

Under investigation by JLR.

Action:**For L550 vehicles with VINs prior to H736071 and L538 vehicles with VINs prior to H282886:**

- Referring to the Diagnosis and Testing section of Topix 412-00 (Climate Control System – General Information), follow the steps to pin-point the cause of the customer concern.
- Following usual warranty procedures, carry out the work suggested and confirm that the customer complaint has been eradicated.
- Return the vehicle to the customer.

For L550 vehicles with VINs after H736071 and L538 vehicles with VINs after H282886:

- Referring to the Diagnosis and Testing section of Topix 412-00 (Climate Control System – General Information), follow the steps to pin-point the cause of the customer concern.
- If the air conditioning compressor is found to be at fault, please raise an EPQR explaining the customer complaint and work carried out so far, including evidence of the faulty compressor.
- Send an email to the following address, explaining your findings and quoting the EPQR reference number:

dbaxter3@jaguarlandrover.com

- Await a reply from that email address with further instruction on next steps with regards to further diagnostics and repair of the compressor.

Many thanks in advance for your support with this issue.

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.