

# 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 74479 - Lower touch screen button selection operating when not expected 18MYonwards**

**Models :** Range Rover / L405

Range Rover Sport /  
L494

Range Rover Velar /  
L560

**Engineer** Richard Attwood

**Name :**

**Last** 03 JUL 2019 11:54:47

**Modified :**

**Category :** Electrical

**Symptom :** 208000 Climate Control

**Content : Issue:** A customer may report that one or more of the capacitive buttons on the lower Interactive Control Display Module (ICDM) are activating involuntarily when not selected. Affecting InControl Touch Pro Duo infotainment systems only.

**Cause:** An aftermarket device placed in close proximity of the lower screen causing electrical interference with the buttons on the ICDM. An example of such a device could be an air ionizer.

**Action:** If such a device is not evident in the vehicle, please establish with the customer if they use any device other than a mobile phone that may interfere with the operation of the ICDM and ask if they can remove it from the vehicle while continuing to monitor for a re-occurrence of the concern. If the concern returns without the presence of any aftermarket accessory continue with diagnosis using Pathfinder and with reference to the TOPIx Workshop Manual.

**Note:** If the concern appears while a Land Rover approved portable accessory is in use, please submit an Electronic Product Quality Report.

