

# 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 74668 - Warm air from face vents when air conditioning is selected

**Models :** Range Rover / L405

Range Rover Sport /  
L494

**Engineer** Richard Attwood

**Name :**

**Last** 18 DEC 2019 13:07:50

**Modified :**

**Category :** Electrical

**Symptom :** 208000 Climate Control

**Content : Issue:**

A customer may report warm air instead of cool air from the air distribution and face vents when the air conditioning system is in operation and low temperature selected.

**Cause:**

Possible low refrigerant level due to a system leak.

**Action:**

Continue with diagnosis and repair with reference to TOPIx Workshop Manual.

If the source of the leak is identified as a result of a **faulty schrader valve** on the low or high pressure service ports with any of the caps removed, please replace the affected pipe including the valve and submit an electronic Product Quality report (ePQR). Please retain the pipe and Land Rover will set up a Priority Parts Return Request for collection of the old parts for analysis.

**Note:** If the source of the leak is found to be from **any other area** of the air conditioning system, repair as necessary with reference to TOPIx, no ePQR required.