

## PRODUCT INVESTIGATION BODY & CHASSIS

**UPDATE**

CAPABLE  
OF GREAT  
THINGS  
PALM SPRINGS 2020

Heated Seat Temperature Lower Than Expected (USA Only, JD Power Action)	20MY RR Evoque
<p><b><u>Customer Voice:</u></b></p> <ul style="list-style-type: none"><li>• A customer may report that the heated seats do not operate properly.</li></ul> <p><b><u>Technical Description:</u></b></p> <ul style="list-style-type: none"><li>• A potential concern has been identified on specific 20MY RR Evoque models where the front and rear heated seats do not operate as expected to due a HVAC software concern.</li></ul> <p><b><u>Status:</u></b></p> <ul style="list-style-type: none"><li>• A revised HVAC software has been developed to address this concern.</li><li>• Service Action N420NAS1 is being launched to proactively address this concern on affected vehicles.</li></ul> <p><b>N420 went live January 14<sup>th</sup> 2020</b></p>	