



DC/DC Converter Overheat

19.5MY Onwards Range Rover, RR Sport, RR Evoque MHEV variant

Customer Voice:

- The Charge System Fault message is present in the instrument pack.

Technical Description:

- The 12V system is identified to not be charging.
- The DC/DC converter is found to have evidence of overheating.

Status:

- Perform a thorough inspection of the charging circuits.
- Replace the DC/DC Converter if it is identified as having failed.
- If evidence is present of an overheat condition in the DC/DC Converter, raise an EPQR and hold the part for return.
- Include contact information (name, email address, and phone number) in the EPQR for someone at the retailer who can serve as the point of contact for the shipping company.

