

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 74999 - L663 Rear HVAC panel not working as expected

Models : Defender/L663 (SALEA7AN5L2200028)

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Name :

Last 19 AUG 2020 08:25:46

Modified :

Category : Electrical

Symptom : 208000 Climate Control

Content : Issue: Rear HVAC panel appears not to function or not to illuminate as expected.

Cause: Currently under investigation

Action: If the rear HVAC panel (RHVAC) appears not to function or not to illuminated as expected and there are no fault codes logged for either RHVAC or Climate System (HVAC) then the following steps should be noted/followed:

1. Ensure Climate System is in a normal operating condition:

1. Vehicle engine must be running - RHVAC will only work if engine is running.
2. Any special functions that can be selected from the front climate system should be cancelled. Cancellation is simple achieved by selecting Driver's side Auto Button then selecting SYNC then setting the driver's temperature control to 22 °C (72°F)

Note: - Special functions are Driver's Temperature control set to either Lo or Hi, or Max Defrost is selected or MAX A/C is selected. Special functions will force the RHVAC into predetermined states which may not be changed until the special function is cancelled.

2. Ensure Rear HVAC is Not Affected by Dimming Issue

1. Set dimmer to mid-point to ensure RHVAC Rotary controls are illuminated.
2. If headlights are on and dimmer control is possible then setting the dimmer to the minimum position will cause the RHVAC to have no illumination in the rotary controls used for temperature setting and blower setting.
3. If headlights have been automatically selected due to low light conditions and then the headlights are selected off again the illumination for the rotary controls will be off.

Note: - even under workshop lighting the vehicle may still be in night status allowing dimmer function to affect the RHVAC. If the vehicle is in daylight, the RHVAC illumination will not be affected by the dimmer function, even if headlights manually selected on.

3. Ensure Rear HVAC is Not Affected by Previous Use of Max Defrost

1. Select Max A/C (press and hold AC button for 1 second) wait 10 seconds and then select Auto or Max AC off.
2. It is possible for RHVAC to be held in Max Defrost condition, where it has indication illumination, but no control from either the panel or the touch screen.

Note: - This unwanted state is created by selecting Max Defrost, selecting climate system off (either select blower to level 0 or from touch screen on/off button) and then setting climate system back on by using the Auto button.