

LTB01218NAS2



# TECHNICAL BULLETIN

04 DEC 2020

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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

## INFORMATION

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**This reissue replaces all previous versions. Please destroy all previous versions.**

This bulletin supersedes TSB LTB01218NAS1/2018 dated 04 SEP 2018, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this Technical Bulletin in TOPIx.

Changes are highlighted in blue

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## SECTION:

412-01

## SUBJECT/CONCERN:

Unpleasant Odor From HVAC System - Worse In Hot Conditions

## AFFECTED VEHICLE RANGE:

MODEL:

MODEL YEAR:

VIN:

MODEL:	MODEL YEAR:	VIN:
Range Rover Velar (LY)	2019	739706-795895

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## MARKETS:

NORTH AMERICA

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## CONDITION SUMMARY:

### SITUATION:

An unpleasant odor in the passenger compartment when using the HVAC Control Module (HVAC) system that is more noticeable in hot conditions.

### CAUSE:

Pollen filter contaminated.

### ACTION:

Follow the instructions below.

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## PARTS:

PART NUMBER	DESCRIPTION	QUANTITY
LR036369	Pollen filter	1

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## WARRANTY:

### NOTES:

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.
- The JLR claims submission system requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Filter - Interior air - Renew	80.15.42	0.1	BF	LR036369

**NOTE:**

Normal Warranty procedures apply.

## SERVICE INSTRUCTION:

1. Confirm that there are no fluid and/or exhaust system leaks from the engine compartment.
  - ■ If a fluid and/or exhaust system leak is not found, go to the next Step.
  - ■ If a fluid and/or exhaust system leak is found, investigate and repair as a separate claim before continuing.
2. Confirm that there are no fluid leaks from the windshield washer system.
  - ■ If a fluid leak is not found, go to the next Step.
  - ■ If a fluid leak is found, investigate and repair as a separate claim before continuing.
3. Start the engine.
  - ■ Set the HVAC system settings to 26°C/26°C (79°F/79°F).
  - ■ Select '**recirculation**'.
  - ■ Close all windows and doors.
  - ■ Let system/engine run for 5 minutes.
  - ■ Switch the engine OFF.

4.

**NOTE:**

The Interior air filter may be referred to as Pollen filter in the Workshop Manual.

Renew the interior air filter (see TOPIx Workshop Manual section 412-01: Climate Control - Removal and Installation - Interior Air Filter).

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5. Return the vehicle and advise the customer of the following:

- ■ The HVAC system will work best at controlling odor when the '**AUTO**' function is used.
- ■ Activation of latched recirculation mode will greatly increase the risk of odor, as the system will receive less cleaning from fresh air.
- ■ If the customer wishes to use the HVAC system on the 'Lo/Lo' setting, advise them that it would be better used at 16°C/16°C - 18°C/18°C (61°F/61°F - 65°F/65°F) as this will help to let in more fresh air, reducing the chance of unpleasant odors.