

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 75722 - 23MY L550/L551 PHEV – “Full Service Required” message displayed on the Instrument Cluster

Models : Discovery Sport / L550

New Range Rover

Evoque / L551

Engineer Name : Shilvock Matthew

Name :

Last Modified : 28 MAR 2022 09:48:23

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Category : Electrical

Symptom : 204000 Instrumentation

Content : Issue:

The Full Screen TFT Instrument Cluster is permanently showing the service required warning message on 23MY PHEV variants in error. (Please see attached)

Cause:

The service required message is controlled by the Powertrain Control Module (PCM) and the message will occur when the PCM does not receive all of the data to required calculate remaining time to next service. The issue will most likely occur whilst the vehicle is in factory/ transport mode and in the first day after the vehicle has been put in to normal mode. After this point, the PCM service required operation will work as intended

Action

No action required as the issue will return to the correct operation after one day of vehicle normal usage.

File : [Service message.pdf](#)