

## MLA INCONTROL REMOTE DEEP CLEAN LOW BATTERY WARNING

### Concern:

- “Deep clean feature will not run, it shows a Low Battery warning error”

### Technical Description:

- Deep Clean feature is an application within the InControl Remote app on vehicles that are equipped with air purification HVAC option and will be displayed in the Remote App
- Low Battery warning may be displayed inhibiting function even after charging 12v Lithium Battery and confirming 100%SOC level.
- Remote Engine Start, Eco Stop/Start and Normal Engine Start with key have not been found to be affected.
- **SSM76300** released to advise of concern. Engineering has noted issue should be rectified through change on Telematics side, however SSM will remain active for 30 days should a customer report this so we can monitor and confirm resolved.

### Action:

If customer reports they are still experiencing concern perform the following to rule out possible normal low charge error.

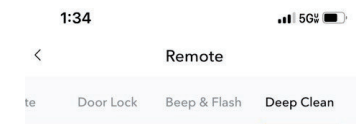
1. Fully charge 12v Lithium battery, road test and perform lockdown sleep cycle then retest Deep Clean function.
2. If fault persists, reference **SSM76300** to advise customer concern is under review and raise EPQR to report the concern this we can investigate further with engineering as necessary.

#### Range Rover

- 22-25MY Range Rover
- 23-25MY RR Sport

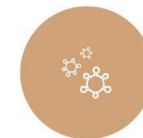
JLR

AIR PRG/INSTN+PATHGN/PM2.5/CO2



#### Hold to Start Deep Clean

Remove PM2.5 particles and significantly reduce pathogens



Cycle duration 40 mins

Last Deep Clean cycle 3:00 AM, March 30