

Reference	SSM76336
Models	New Range Rover / L460 New Range Rover Sport / L461
Title	Range Rover and RR Sport (MLA) - HVAC Deep Clean InControl Remote App function fails
Category	Electrical
Last modified	02-Jun-2025 00:00:00
Symptom	208999 Other Climate Controls Concerns

ContentIssue:

- "Deep Clean" is an InControl Remote App feature on vehicles equipped with the following HVAC option where the vehicle will run for an extended period to purge and cleanse the cabin air. AIR PRG/INSTN+PATHGN/PM2.5/CO2. This HVAC option may be identified through Vehicle Features within TOPIX.
- Concerns have been identified on L460 and L461 vehicles where the Deep Clean option through InControl Remote fails to run with error stating "Low Battery."
- Normal Vehicle Engine Start, Remote Climate Start and Eco Stop/Start function are reported to operate without fault.

Cause:

- Cause has been identified as fault within GWM software and how it calculates battery state of charge when Deep Clean Remote App option is selected.

Action:

1. Do not replace the 12v Lithium battery.
2. Advise customer that concern is under review for software correction.
3. Raise EPQR on the vehicle to report the concern.

Once software to correct this concern is available SSM will be updated. Thank you.

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