

INCONTROL REMOTE APP- DEEP CLEAN FUNCTION

Customer Voice:

- "Every time I try to use the deep clean feature, I get an error that battery is too low "

Technical Description:

- A concern was identified with BCM/GWM module software in how it reads the 12v SBU state of charge.
- This error inhibits the use of the Deep Clean feature which operated the HVAC system with the vehicle not running for 45minutes to purify cabin air.
- Due to the error in reading battery state of charge, this feature would fail with 'Low Battery' warning even at full charge.
- New BCM/GWM software has been released with SOTA OS4.4.1 campaign and on TOPIx Cloud to correct this concern.

Action:

If customer reports low battery warning when attempting to use this feature the following is advised:

1. If vehicle not present and available for service, advise customer that to complete SOTA download of OS4.4.1 campaign when received.
2. If vehicle is present for service at time concern is raised, proceed with BCM/GWM update through TOPIx Cloud as necessary.

NOTE:

Previous **SSM76336** has been removed and is now replaced with new **SSM000025**.

Range Rover

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

