

Reference	SSM000025
Models	New Range Rover / L460 2022 → Onwards New Range Rover Sport / L461 2023 → Onwards
Title	Range Rover L460 and Range Rover Sport L461 - HVAC Deep Clean InControl Remote App function fails
Category	Electrical
Last modified	23-Feb-2026 16:12:00

Content**Issue:**

- '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 Cloud.
- Concerns were 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:

Engineering have provided updates on this topic since last SSM revision.

- Software released only for 24MY+ vehicles. No BCM/GWM currently released for 22-23MY MLA.
- 24MY+ Vehicles may still fault due to discrepancy in how the 12v SBU Lithium-Ion battery information is being read resulting in some vehicles completing Deep Clean process while others continue to fail.

This issue remains under active investigation with engineering to determine why certain 24MY+ vehicles still fail, and how we will address 22-23MY.

Action:

24MY+ Vehicles:

- Perform BCM/GWM software update through TOPIx or OS4.4.1 SOTA campaign, charge battery and allow vehicle to sleep. Then test Deep Clean function.
- If Deep Clean Function Low Battery warning continues, raise a Technical Assistance case for further review and guidance.

22-23MY Vehicle:

- The 12v SBU Lithium-Ion battery must be fully charged and if Deep Clean function continues to fail, raise a Technical Assistance case for further review and guidance.

This SSM will continue to be revised as updated information becomes available.

anBhdhRlcnM7MjAyNi0wMi0yNFQzMzoyNzoxNS4yNDJaOzEwOC4yOS43NS4xMDQ7