

INCONTROL REMOTE APP- DEEP CLEAN FUNCTION UPDATE

Range Rover

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

Customer Voice:

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

Technical Description:

Since previous communication, it has now been identified that the alleged correction in OS4.4.1 is not addressing 22-23MY MLA vehicles. Additionally, there have been reports where 24MY+ PHEV vehicles have continued to exhibit the Low Battery warning after BCM/GWM software update. This will occur if the Vehicle EV Departure setting is set to "RANGE" instead of "COMFORT"

Action:

Reference updated information and guidance in **SSM000025**

1. If 22-23MY vehicle exhibits Low Battery warning during Deep Clean remote app request at full charge, raise a Technical Assistance case for further guidance.
2. If 24MY+ PHEV vehicle exhibits Low Battery warning during Deep Clean remote app request at full charge, ensure BCM/GWM is up to date and vehicle is not EV Departure RANGE Mode. If so, switch to COMFORT and retest.

Investigation into this concern remains ongoing on 22-23MY vehicles. **SSM000025** will be revised accordingly as new diagnostic and repair information on this topic is available.

