

Reference	SSM76448
Models	Defender / L663
Title	Air Conditioning (AC) Inoperative and DTC B1B71-11 Stored in HVAC module
Category	Electrical
Last modified	21-Apr-2026 16:17:00
Symptom	208000 Climate Control

Content**Model / Model Year / Derivative**

Defender / 21MY onwards / All

Situation:

JLR Engineering investigations have identified reports of the Heating Ventilation and Air Conditioning (HVAC) evaporator temperature sensor not operating as expected and Diagnostic Trouble Code (DTC) B1B71-11 'Evaporator Temperature Sensor - Circuit short to ground' stored.

Cause:

The cause is currently under investigation. Following the guidance within this SSM will assist Engineering with their investigations.

Action:

You must not renew any components for this concern.

Confirm DTC B1B71-11 is present, if yes follow the service request below.

Service Request:

To assist Engineering with determining the root cause, follow the below actions:

1. Set the temperature on 16°C Auto Sync. Check & record values within Heating Ventilation Air Conditioning (HVAC) ECU Data Identifiers (DID)

- 995A (Evaporator Temperature)
- 9801-A/C Compressor Run In status
- 9A1B - In cabin temperature
- 99C2-A/C Compressor Outlet Temperature
- 9A43 -Front Evaporator Superheat Temperature - Calculated
- 9914-A/C Compressor Displacement Control Valve - Commanded
- 98E1-A/C Compressor Inlet Pressure

2. Without replacing components, perform the software reset and clear DTC

If the DTC comes back replace the complete HVAC (Heater) assembly (includes heater temperature control sensor and HVAC wire/harness).

Raise an Electronic Product Quality Report (EPQR), which must include the below information:

- Reference to P382781 (Project number)
- Reference to this SSM (SSM76448)
- State the values measured from the checks above.
- Confirmation that the removed part(s), are being retained.

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