

Special Service Message



NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 72793 - InControl Touch - Touchscreen diagnostics

Models : LC - Discovery Sport
LG - Range Rover (All New) -
L405
LR - All New Discovery
LV - Evoque
LV - Evoque - Brazil
LW - Range Rover Sport - L494

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Content :

Models

Discovery Sport 15MY
Range Rover Evoque 16MY
Range Rover Sport 17MY
Range Rover 17MY
All New Discovery 17MY

Issue

Touchscreen diagnostics and DTC B14AD-96 is flagged

Cause

Issue with LED algorithm raising the DTC without an actual issue with the component.

Action

- Check and confirm that DTC B14AD-96 96 Front Display Screen - (Component internal failure - Multi-function display internal failure).
- Using the manufacturer approved diagnostic system, clear the DTCs and retest.
- If the fault persists, install a new multi-function display.
- If there are other DTC's reported from the display (eg. no backlight, low brightness, etc) Follow the recommendations as described by SDD/ Pathfinder.
- If there are no DTC's reported after the clear, **Do not** replace the display as the DTC B14AD-96 has been flagged in error.

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