

Reference	SSM73202
Models	Discovery Sport / L550 Range Rover Evoque / L538
Title	L550 and L538 - HeVAC Unit Cracked - Water in Cabin
Category	Electrical
Last modified	16-Feb-2017 00:00:00
Symptom	208000 Climate Control
Attachments	Examples.pdf (Examples.pdf)

Content**Issue:**

The customer may express the concern that water is visible within the cabin, leaking within the front footwells of the vehicle.

Further investigation reveals that the HeVAC drain tube is properly connected, but a crack is visible to the HeVAC Unit itself (see the attached images for examples).

Cause:

Misalignment of the HeVAC Unit on the jig when assembled to the Instrument Panel during production, could have resulted in damage being sustained to the housing of the HeVAC Unit.

Action:

Confirm the customer concern and that the HeVAC Unit is damaged. Then:

For Discovery Sport models with VINs up to H685204:

- Replace the HeVAC Unit as per Topix section 412-01.

For Discovery Sport models with VINs from H685205 onwards:

- Replace the HeVAC Unit as per Topix section 412-01.
- Raise an EPQR detailing the concern, any relevant checks/work carried out so far and images of the old HeVAC Unit.

For Range Rover Evoque models with VINs up to H225633:

- Replace the HeVAC Unit as per Topix section 412-01.

For Range Rover Evoque models with VINs from H225634 onwards:

- Replace the HeVAC Unit as per Topix section 412-01.
- Raise an EPQR detailing the concern, any relevant checks/work carried out so far and images of the old HeVAC Unit.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.

