

# 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 74619 - Heated Seat Temperature Performance

**Models :** Range Rover / L405  
Range Rover Sport /  
L494

**Engineer** Richard Attwood  
**Name :**

**Last** 29 NOV 2019 12:05:50

**Modified :**

**Category :** Body

**Symptom :** 101000 Seating

**Content : Issue:** A customer may report that one or more of the heated seats does not achieve a sufficient level of heat in cooler ambient temperatures.

**Cause:** Heating Ventilation Air Conditioning (HVAC) control of the Pulse Width Modulation (PWM) signal to the heated seat pads.

**Action:** Land Rover are currently carrying out analysis of the concern and will publish a communication on **TOPIx in December 2019** detailing the necessary service procedure that is likely to require a software update to the HVAC module.

- In the meantime please do not continue with diagnosis of the concern or fitment of replacement components unless there is a Diagnostic Trouble Code (DTC) present in the HVAC module related to the heated seat functionality.
- If there is a DTC present then follow the diagnostic guidance using Pathfinder and with reference to the TOPIx Workshop Manual.

**Note - Affected models are as follows:**

L494 Range Rover Sport LW852819 onwards  
L405 Range Rover LG550751 onwards

