

# 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 19/20MY

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

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**Updated :**

**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:** Using Pathfinder carry out the following diagnostic procedure:

- Caution – This procedure requires a minimum of Pathfinder 265 loaded or later.
- Connect the JLR approved battery support unit.
- Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
- Follow the JLR approved diagnostic equipment prompts.
- Select 'ECU diagnostics'.
- Select 'Heating, Ventilation and Air Conditioning' (HVAC).
- Select 'Update ECU'
- Follow all the on-screen instructions to complete the task.
- When all tasks are complete, exit the session.
- Disconnect the JLR diagnostic equipment and battery support unit.

**Note** - Affected models are 19/ 20MY only within the following VIN range:  
L494 Range Rover Sport LW852819 – 899999  
L494 Range Rover Sport LW700000 - 718144  
L405 Range Rover LG550751 - 596234

**Version :** 2