

Reference	SSM72565
Models	Discovery Sport / L550 Range Rover Evoque / L538
Title	L550 + L538, HVAC incorrect function - Airflow not as expected, loss of climatic seat control
Category	Electrical
Last modified	19-Dec-2015 00:00:00
Symptom	208000 Climate Control
Content	<p><u>Issue:</u> Customers may report loss of climate control in HVAC system and/or seat heating, which is due to HVAC software communication issues on the LIN Bus. The communication ceases upon shutdown and does not recover upon wake up.</p> <p>Symptoms include:</p> <ul style="list-style-type: none">• DTC's.• HVAC blower becomes inoperative because there is no Stepper Control.• No LIN communication to the seats and therefore, no climate seat control. <p><u>Cause:</u> HVAC software.</p> <p><u>Action:</u> The following method will load a software file to SDD using the Manual Patch Update process. This Manual Patch will stay on the SDD machine.</p> <ol style="list-style-type: none">1. Login to SDD.2. Select 'Continue' on the SDD Warning screen.3. Select 'Settings' tab.4. Select 'System Utilities'.5. Select 'Manual Patch Update'.6. A pop-up will be displayed for Manual patch selection dialog box.7. Enter 'MP_JLR_R0002' in the Manual patch selection dialog box.8. Select 'OK'.9. The 'Software Management Wizard' will then download the fix file.10. The Manual patch update information pop up will ask 'Do you want to install the update now?' Select 'OK'.11. Select 'OK' when the message 'Please shut down SDD before continuing' is displayed. DO NOT SHUT DOWN THE PC.12. 'Please wait' message is displayed.

13. Select 'OK' when the 'Package has been installed' message is displayed.
14. Select 'OK' in the Manual patch update information pop up.
15. Close the Internet Explorer Window where the SDD program runs.
16. Start a new SDD session.
17. Program the Heating Ventilation Air Conditioning control module (HVAC).
18. Close the SDD session.

If this Manual patch fails to correct the concern then a Technical Assistance should be escalated.

Note: If this manual patch is not being installed on all SDD machines you may wish to consider labelling the machine.