

## MLA INCONTROL REMOTE DEEP CLEAN LOW BATTERY WARNING

### Concern:

- “Deep clean feature will not run, it shows a Low Battery warning error”

### Technical Description:

- Deep Clean feature is an application within the InControl Remote app on vehicles that are equipped with air purification HVAC option and will be displayed in the Remote App
- Low Battery warning may be displayed inhibiting function even after charging 12v Lithium Battery and confirming 100%SOC level.
- Remote Engine Start, Eco Stop/Start and Normal Engine Start with key have not been found to be affected.

**UPDATES:** The SSM has now been updated to **SSM76336**. Root cause has been identified as fault with GWM module software and how it interprets battery SOC level when the Deep Clean application is selected. Further communication will be provided once GWM software is available to correct concern.

### Action:

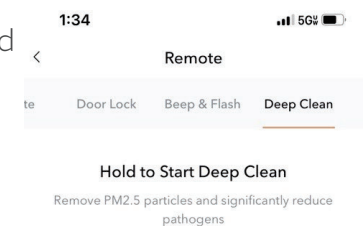
1. Fully charge 12v Lithium battery, road test and perform lockdown sleep cycle then retest Deep Clean function.
2. If fault persists, reference **SSM76336** to advise customer concern is under review and raise EPQR.
3. Advise customer of upcoming software and reschedule for programming once available.

#### Range Rover

- 22-26MY Range Rover
- 23-26MY RR Sport

JLR

AIR PRG/INSTN+PATHGN/PM2.5/CO2



Cycle duration 40 mins

Last Deep Clean cycle 3:00 AM, March 30