

# 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 74573 - Ingenium 2.0L PHEV 12v Primary Battery Depletion After An Electric Vehicle Charge

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

**Engineer :** Mike Littler

**Date Last :** 03 OCT 2019 13:40:23

**Updated :**

**Content :** Issue:

A potential concern has been identified on specific vehicles within the Vehicle Identification Number (VIN) range detailed below.

Range Rover (LG) – 2018-2019 Model Year – Vin Range: LG343646 to LG567594

Range Rover Sport (LW) – 2018 Model Year – Vin Range: LW146054 to LW199986

Range Rover Sport (LW) – 2018-2019 Model Year – Vin Range: LW800038 to LW876084

Plug-in Hybrid Electric Vehicles (PHEVs) are experiencing depletion of the 12v start-up battery whilst charging the PHEV battery.

Cause:

Powertrain Control Module Software.

Action:

**Important Note: The 'ACTION' instructions below, should ONLY be used when a concern has been experienced matching the detail in the 'ISSUE' statement.**

This workaround will load a software file to the Jaguar Land Rover Approved Diagnostic Equipment using the Manual Patch Update process.

**NOTE: When an update has been applied to the JLR Approved Diagnostic Equipment, this Manual Patch will need to be re-applied until the permanent corrective action is delivered via a Pathfinder Patch release.**

1. Restart the JLR Approved Diagnostic Equipment
2. Select 'Manual Patch' Icon on the Application Launcher screen. Make sure that both Symptom Driven Diagnostics (SDD) and PATHFINDER are closed before opening the Manual Patch downloader.
3. A pop-up will be displayed for Manual Patch downloader
4. Enter ' **MP\_PF\_ER\_J0004**' in the Patch Name field.
5. Select 'Start'.
6. The Manual Patch downloader will then download the manual patch.
7. When the patch download has completed, a message will be displayed, asking the user to confirm that the application can run the manual patch. Select 'Yes'.
8. When complete, the following message will be displayed: 'Successfully downloaded and started manual patch. Please make sure that the patch has been installed successfully.' **NOTE:** This message will end after 10 seconds.
9. Start a new diagnostic session.
10. Select 'ECU Diagnostics'.
11. Select 'Powertrain Control Module (PCM)'
12. Select 'Update ECU'
13. Close the session.

**Note: With this manual patch installed and after updating the PCM software, the PCM Assembly part number shown on PATHFINDER (software parts) may display the Assembly part number as not up to date and the Vehicle Manufacturer ECU Software Number as up to date, this is correct, do not select Update ECU again.**

**Version : 1**