

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 74577 - L538 2018MY onwards Restraints Control Module (RCM) DTC B0002-13 stored

Models : Evoque / L538

Engineer : Mann Tom

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Updated :

Content : North American markets (NAS) ONLY

Issue:

After replacement of the Restraints Control Module (RCM) the DTC's that follow are stored within the RCM:

B0002-13 (Driver's Front Airbag stage 2 - open circuit)

B0005-56 Collapsible Steering Column Deployment Control Invalid / Incompatible Configuration

Cause:

The new RCM is being supplied with software that precedes the level of software loaded at the factory. PATHFINDER selects the software to load based on the software within the new module, not the 'As-Built' software. This causes the incorrect level of software to be loaded to the new module.

Action:

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 been applied to the JLR Approved Diagnostic Equipment, this Manual Patch will need to be re-applied until the permanent corrective action is delivered.

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_M0004' 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. Complete the RCM replacement application.
11. Close the session.
12. Restart the JLR Approved Diagnostic Equipment.

If this Manual Patch fails to correct the concern, a Technical Assistance (TA) should be escalated using the manual patch number as a reference within the customer

concern field, also quoting the bulletin number that the patch was taken from.

PERMANENT CORRECTIVE ACTION:

Once the permanent corrective action has been released, the Information Bulletin and Manual Patch will be expired. An updated bulletin will be released detailing which JLR Approved Diagnostic Equipment version includes the permanent corrective action.

Version : 1