

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Jaguar 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 Jaguar 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 74544 - DTC U3000-96 stored in the IPMB with Surround Parking Camera System

Models : I-Pace / X590

Engineer Mark Kavanagh

Name :

Last 10 SEP 2019 13:13:40

Modified :

Category : Electrical

Symptom : 205000 Electrical Accessories

Content : Issue:

The Diagnostic Trouble Code (DTC) U3000-96 – Component Internal Failure can be stored in the Image Processing Module B (IPMB) with no functional effect on the vehicle or camera system.

Cause:

The DTC U3000-96 can be stored in the IPMB due to 7 different root causes, 4 of which are recoverable within the same ignition cycle. Due to a software error within the IPMB the DTC has not been logging correctly and is not clearing within an ignition cycle. The software levels affected include:

- JPLA-14F017-AG
- JPLA-14F017-AJ
- JPLA-14F017-DE

Action:

If DTC U3000-96 is stored in the IPMB and there is no customer reported symptom or functionality failures with the system no further action is required. Please release the vehicle to the customer.

If DTC U3000-96 is stored in the IPMB and there is a customer reported symptom or a functionality failure of the system please follow the diagnostic procedure below.

Diagnostic Procedure:

- Caution - This procedure requires a minimum of

- Pathfinder 246 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 'Image Processing Module B (IPMB)'
 - Select 'Update ECU'.
 - Follow all on-screen instructions to complete the task.
 - When all of the tasks are complete, exit the session.
 - Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.