

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 74554 - Electric vehicle will not charge at a public charge station

Models : I-Pace / X590

Engineer Moore Gerry

Name :

Last 23 SEP 2019 13:53:32

Modified :

Category : Electrical

Symptom : 203000 Basic Electrical

Content : Issue:

An I-Pace customer has reported an inability to charge at a public charge station

Cause:

Potential concern with the public charge station.

Action:

1. If a customer reports the above concern, use the list below to acquire information about the concern and add this information to a Technical Assist (TA).
2. If the charge station is in close proximity, a visit by the retailer may be preferable to gather further information.

Charge Station Information

- Location of charge station (possible google maps screen capture or similar)
- Charge station brand and model (photo if possible)
- Date and time of the reported error
- Method of charging used - AC or DC
- Which charging cable was used? (Customer or charge station)
- Record any visible damage to Cable/Charging Station (Socket/Plug/Feeder Cable etc.)
- If charging started and then stopped, what charge rate was being achieved prior to concern, or what range increase was seen in the vehicle.
- Describe any error codes/messages on the charge station (photo if available)
- Firmware shown on the screen of the charge station (photo if available)

Vehicle Information

- Was the error noticed before or after work completed on the vehicle or a specific vehicle update (H228 for example)
- Has the vehicle charged successfully at another charge station since the reported error?
- Does the vehicle charge using the Retailer's charge station?
- Does the vehicle charge using the customer's charge station?
- From the Pathfinder Home screen, select ECU Diagnostics and select 'Export PDF'
- Attach the session file