

# 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 74621 - Instrument Panel Cluster - Ambient Temperature Display Reverts to Celsius after a vehicle shutdown

**Models :** E-Pace / X540

**Engineer** Shilvock Matthew

**Name :**

**Last** 14 NOV 2019 12:22:59

**Modified :**

**Category :** Electrical

**Symptom :** 204000 Instrumentation

**Content :** Issue

The Ambient Air Temperature (AAT) displayed on the Instrument Panel Cluster (IPC) is displayed in Celsius (°C), instead of Fahrenheit (°F) as required.

### Note:

This Special Service Message is only applicable to vehicles installed with a partial Thin Film Transistor (TFT) IPC & Smart Settings Center on the InControl Touch Pro/Duo system.

### Cause

Software error in the IPC

### Action

**This procedure requires a minimum of Pathfinder 253 installed or later.**

Note: All user profiles need to be deleted before the Instrument Panel Cluster (IPC) software is updated.

1. Select the 'Settings' icon on the vehicle touchscreen.
  - a. Select 'All settings'.
  - b. Select 'Smart settings'.
  - c. Select 'Delete all profiles'.
2. Connect the JLR approved battery support unit
3. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.