

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 74697 - AJ20D4 & TDV6 – Selective Catalyst Reduction (SCR) Diagnostic Flow / Application Release

Models : E-Pace / X540

E-Pace / X540 (China L2C)

F-Pace / X761

XE / X760

XE / X760 (China L2C)

XF / X260

XF / X260 (China L2C)

Engineer Chris Davies

Name :

Last Modified 15 JAN 2020 13:21:20

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Category : Engine

Symptom : 403000 Exhaust System Concerns

Content : Issue:

- 18MY Onwards – XE / XF / E-Pace / F-Pace

A customer may experience one of the following warning messages on the Instrument Panel (IP);

- Diesel Exhaust Fluid (DEF) Level Low (Empty) or Refill Message Displayed on the (IP)
- Incorrect Diesel Exhaust Fluid (DEF) Quality Detected
- Diesel Exhaust Fluid (DEF) Dosing Malfunction

Cause:

- The vehicle is unable to detect the level of Diesel Exhaust Fluid (DEF) due to overfill.
- Incorrect DEF quality due to:
 - Incorrect DEF fluid
 - NOx Sensor Malfunction
 - Intake / Exhaust System Malfunction
 - DPF and/or SCR Catalytic Converter Malfunction
 - DEF Injector Malfunction

- DEF Dosing Malfunction due to:
 - Mechanical Failure
 - Electrical Failure
 - Dosing Pump Failure
 - DEF lining Failure

Action:

This procedure requires a minimum of Pathfinder 266 installed or later.

Please run the “Diesel Exhaust Fluid” Guided flow by following these steps;

1. Connect the JLR approved battery support unit.
2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

The LR approved diagnostic tool will read the correct VIN for the current vehicle and (if applicable, automatically take the vehicle out of ‘Transportation mode’ if required)

3. Follow the JLR approved diagnostic equipment prompts.
4. Select “Guided Diagnostics/Warnings/Messages” and run the guided flow by selecting “Diesel Exhaust Fluid”.

For low/empty DEF fluid issues select “Diesel Exhaust Fluid level Low or Refill Message Displayed”.

The application will guide the technician to diagnose and test the following:

- Diesel exhaust fluid level low
- Diesel exhaust fluid level overfilled
- Diesel exhaust fluid tank short circuit, open circuit, high resistance.

For DEF quality issues select “Incorrect Diesel Exhaust Fluid Quality Detected”.

The application will guide the technician to diagnose and test the following:

- DEF fluid does not meet ISO 22241 and ISO 22241-1
- Faulty NOx Sensor due to internal failure, short or open load
- Faulty Intake/Exhaust system due to Structural Leak or Faulty Sensor
- Faulty DPF and/or SCR Catalytic Converter due to structural damage and/or insufficient chemical

reaction (Poisoned DPF/Catalyst)

- Faulty DEF Injector due to short circuit, open circuit, high resistance or mechanical malfunction.

For Dosing Malfunction select “Diesel Exhaust Fluid Dosing Malfunction”.

The application will guide the technician to diagnose and test the following:

- Dosing Module Malfunctions based on the fault codes stored in the powertrain control module.

5. When the task is completed, exit the session.

6. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.