

# 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 74801 - After updating the Body Control Module (BCM), the ignition cannot be switched on.

**Models :** E-Pace / X540  
E-Pace / X540 (China L2C)

**Engineer :** Ruiz Vicente

**Date Last :** 24 APR 2020 17:00:23

**Updated :**

**Content :** **ISSUE:**

After a successful Body Control Module (BCM) update, the module is left with incorrect software and the ignition cannot be turned on.

**CAUSE:**

The latest Strategy software has compatibility issues with the Signal Configuration and the Calibration software

**ACTION:**

This workaround will load a software file to the Jaguar Land Rover Approved Diagnostic Equipment using the Manual Patch Update process.

This Manual Patch will stay on the JLR Approved Diagnostic Equipment.

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.

To apply the Manual Patch please, complete the instructions carefully.

1. Restart the JLR Approved Diagnostic Equipment
2. Make sure Symptom Driven Diagnostics (SDD) and PATHFINDER are closed. Then select the 'Manual Patch' Icon on the Application Launcher screen. You will see a pop-up for the Manual Patch downloader.
3. Enter '**MP\_PF\_R0118**' in the 'Patch Name' field.
4. Select '**Start**' and the Manual Patch will download.
5. Select '**Yes**' when the patch download is finished.
6. Select "**ECU Diagnostics**"
7. Select the "**BCM**"
8. Select "**Update ECU**"

If this Manual Patch fails to correct the concern, a Technical Assistance (TA) should be submitted using the manual patch number as a reference within the customer concern field, also quoting the communication reference number that the patch was taken from.

**Note:** If this Manual Patch is not being installed on all JLR Approved Diagnostic Equipment you may wish to consider labelling the machine.

**PERMANENT CORRECTIVE ACTION:**

Once the permanent corrective action has been released, this communication 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**

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