

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover 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 Land Rover 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 74856 - Suspended Campaign N451 - XCL / AJ20P - Ingenium 2.0
Petrol Coolant Pump (P2B61-73 / P26CB-72)

Models : Discovery / L462

Discovery Sport / L550

Discovery Sport / L550
(Brazil 99J)

Discovery Sport / L550
(China L2C)

Evoque / L538

Evoque / L538 (Brazil
99J)

Evoque / L538 (China
L2C)

Evoque / L551

Evoque/L551
(China/L2C)

Range Rover / L405

Range Rover Sport /
L494

Range Rover Velar /
L560

Engineer Chris Davies

Name :

Last 16 JUN 2020 13:18:57

Modified :

Category : Engine

Symptom : 402000 Cooling System Concerns

Content : Issue:

- Discovery / L462 - 19MY Onwards
- Discovery Sport / L550 - 19MY Onwards
- Evoque / L538 - 19MY
- Evoque / L551 - 20MY Onwards
- Range Rover / L405 - 19MY Onwards
- Range Rover Sport / L494 - 19MY Onwards
- Range Rover Velar / L560 - 19MY Onwards

N451 campaign was rescinded as of 9th June 2020, due to software for L538 & L550 is not currently available

to resolve the customer symptom below, which will result in unsuccessful downloads.

Customers may experience excessive cooling fan noise in the passenger compartment and eventual degradation of the engine cooling system performance. The following Diagnostic Trouble Codes (DTCs) may be stored in the Powertrain Control Module (PCM):

- P2B61-73
- P26CB-72

The campaign is estimated to be re-issued on or before 10th July 2020.

Cause:

The coolant diversion shroud inside the variable coolant pump is not moving to the correct position when requested by the PCM. The PCM then activates the engine cooling fans at high speed to avoid potential overheating.

Action:

L538 / L550:

If an L538 / L550 visits a retailer before the campaign is re-issued and has the symptoms stated above please replace the cooling pump.

For all other models stated above;

CAUTION: This procedure requires a minimum of Pathfinder 285 loaded or later.

1. Connect the JLR approved battery support unit.
2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
3. Follow the JLR approved diagnostic equipment prompts.
4. Select 'ECU Diagnostics'.
5. Select 'Powertrain control module [PCM]'.
6. Select 'Update ECU'.
7. Follow all on-screen instructions to complete the task.
8. If required, reset the vehicle to 'Transportation mode'.
9. When all the tasks are complete, exit the session.
10. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

Please note: N451 claims may only be submitted once

the campaign is made live again. Any claims submitted during the suspended period will be auto rejected. During this period please refer to RTS and JLR warranty policy to claim for the rectifications detailed above.

This SSM will be removed once the campaign is re-issued, estimated to be on or before 10th July 2020.