

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 75081 - E-Pace (X540) Jaguar Drive Control Incorrect operation without driver input.

Models : E-Pace / X540

Engineer Umney Ade

Name :

Last Modified 28 SEP 2020 08:18:22

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Category : Diagnostic Software/Hardware

Symptom : 000101 Diagnostic Concerns

Content : **ISSUE:**

Customers may report a change of Jaguar Drive Control (JDC) to "Comfort" mode without driver input.

The below Diagnostic Trouble Code (DTC) may be logged:

- **U0028-81:** *'Vehicle Communication Bus A- invalid serial data received'* stored in the Gateway Module (GWM).
- **U0001-87:** *'High Speed CAN Communication Bus- missing message'* stored in the Transmission Control Module (TCM)

It may also be reported that specific applications involving the GWM do not complete.

NOTE: GWM software part affected = K9C3-14F530-AA

CAUSE:

The previous software resolved by PATHFINDER is not compatible.

NOTE: We strongly recommend installing the manual patch referred on this communication on all laptops within the retailer to ensure PATHFINDER contains the correct software for the GWM.

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.

Note: If **MP_PF_ER_R0012** is NOT displayed in the PATHFINDER header screen, complete the actions detailed below

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_ER_R0012**' 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 Gateway Module 'A' [GWM]
7. Check the "Vehicle Manufacturer ECU Software Number" under the column "Current"
8. If the previous software part is "**K9C3-14F530-AA**", select "**Update ECU**"

If this Manual Patch fails to correct the concern, or if the software part is not the one mentioned above, 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.

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.