

# 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 75037 - PAM inoperable – Park Aid and Park Assist features not available.**

**Models :** Discovery Sport / L550  
Range Rover / L405  
Range Rover Evoque / L538  
Range Rover Sport / L494

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**Date Last :** 06 NOV 2020 21:15:00

**Updated :**

**Content :** Car Lines affected

L405/L405: LWB 15MY  
L494: 15MY  
L550: 15-17MY  
L538: 16&17MY

### Issue

Front and Rear Park aid & Park assist unavailable.

It was discovered on customer vehicle while addressing customer concern GX63-14C090-DN level is not compatible with Gen 2.1 & NLI HMI due to introduction of conditional check for HMI within our software code when the condition is not satisfied DTC will be triggered by PAM.

### Note:

After flashing PAM to latest software level in the vehicle fitted with Gen 2.1 and NLI. The module constantly flags for U2300-55 DTC due to module incompatibility.

### Cause

GX63-14C090-DN level is not compatible with Gen 2.1 & NLI HMI due to introduction of conditional check for HMI within our software code when the condition is not satisfied DTC will be triggers by PAM.

### Action

As an interim action we would request retailer has to rollback to previous software level which is compatible with Gen 2.1 and NLI HMI. Process shown below.

WARNING; DO NOT Restart the JLR Approved Diagnostic Equipment until the manual patch has been used as the manual patch is removed on restart of the JLR Approved Diagnostic Equipment.

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\_SDD\_ER\_J0002' in the 'Patch Name' field.
4. Select 'Start' and the Manual Patch will download.
5. Select 'Yes' when the patch download is finished.
6. Start a new session on SDD.
7. Select Configure Park Aid Module [PAM] as existing.
8. Restart the JLR Approved Diagnostic Equipment on completion.

Note: When this Manual Patch is installed, the Current vehicle information and Status will be displayed as Unknown on the Confirm software parts to be downloaded screen and after the software download, the Current vehicle information will be displayed as Unknown and the Status as Not OK on the Confirm the data screen. This is correct and is due to the strategy of the manual patch which removes the need to use coded access.

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.

**PERMANENT CORRECTIVE ACTION:**

PCA: New GX63-14C090-DP software will be released to fix the incompatibility issue.

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**