

# 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 75185 - High Voltage (HV) Coolant Heater Internal failure

**Models :** E-Pace / X540

F-Pace / X761

I-Pace / X590

**Engineer :** Shilvock Matthew

**Date Last :** 15 DEC 2020 09:28:39

**Updated :**

**Content :** Affected Vehicle range range:

20MY and onwards - PHEV variants of X540 & X761

19MY and onwards X590

**Issue:**

Customer symptom: No cabin heating while running in vehicle in EV mode. DTC B1DC5-93 logged in the HVAC module

**Cause:**

JLR are currently investigating the root cause

**Action:**

1. Clear all DTCs Conduct autoscan on HVAC module
2. Conduct autoscan on HVAC module
3. Check if DTC B1DC5-93 is still present. Is DTC present?
4. On Live Data Read High Voltage Coolant Heater #1 – Overheat Count (22 9A 3C)
5. Store results on Vf DB
6. Switch the climate panel on, press the brake pedal and start switch. READY will be displayed on the instrument cluster. Using the Jaguar Land Rover approved diagnostic equipment, check the following datalogger signals -
7. a, High Voltage Coolant Heater #1 - Overheat Count (0x9A3C)
8. b, High Voltage Coolant Heater #1 - Operating Status (0x99B9)
9. c, High Voltage Coolant heater #1 - Error Status (0x99B8)
10. Using the Jaguar Land Rover approved diagnostic equipment, perform routine - Unlock HV Coolant Heater 1 - Follow the on screen instructions
11. Is the concern still present – with the DTC logged in the HVAC module? If so continue to Step 12 If not, hand the vehicle back to the customer
12. Replace HV Coolant Heater, refer to Topix for instructions for HV Coolant Heater replacement. 414-01B - BATTERY, MOUNTING AND CABLES - INGENIUM I4 2.0L PETROL – PHEV - HIGH VOLTAGE INTERIOR HEATER. For X590 – this is located in 412-01
13. Raise EPQR noting serial number of the removed HV Coolant Heater on the report
14. Please prepare the part ready for return back to JLR

**Version :** 1