

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 75291 - D7a 21MY 12V IQ drain -TCM keep awake

Models : F-Pace / X761

XE / X760

XF / X260

Engineer Shilvock Matthew

Name :

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Modified :

Category : Electrical

Symptom : 206000 Warning Indicators

Content : Issue

A software issue in the Transmission Control Module (TCM) causes the vehicle to stay awake indefinitely with potential to cause excessive battery drain or a completely discharged vehicle battery.

Cause

A functional DTC clear is executed on vehicle via Pathfinder or similar tooling. The DTC clear causes the TCM to enter an error state whereby upon receipt of a diagnostic request from an alternate diagnostic address shall cause an internal software lockup which shall prevent the TCM from ever transitioning into a lower power state and shall prevent the entire vehicle from successfully shutting down.

Action

Tools Required:

Fuse Removal tool/Long Nose Pliers

Pre-requisites:

Ensure the vehicle gearbox is in Park with P illustrated on the Instrument Cluster (IPC) and/or Gear Shift Module(GSM, Gear selector located in the centre console)

Ensure the vehicle ignition is switched off - PowerMode 4 or lower is required in order to prevent a subsequent error state

Ensure the vehicle Parking Brake is applied

Procedure:

- Open vehicle bonnet
- Note hand of drive component location (Fig 1 and Fig 2)
- Remove trim panel
- With the trim panel removed, the Fusebox Lid shall be visible
- Remove the fusebox lid by depressing the latching mechanism on the front edge (red, below) and then hinge (blue, below) the lid from the rear. (Fig 3)
- With the lid removed the fuse shall be visible
- Remove the fuse "please see attached TCM fuse location"
- Wait 30 seconds with the fuse removed and then refit the fuse.
- Reassemble the vehicle in reverse of disassembly

CAREPOINT – The fusebox lid and cover trim must be correctly located in order to prevent water ingress. Failure to locate the items correctly could result in a future customer concern and subsequent warranty claim.

File : [TCM fuse location.pdf](#)
[D7a 21MY 12V IQ drain -TCM keep awake.pdf](#)