

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 75712 - Intermittent Engine Non Start After An Eco Stop Start Event

Models : Defender/L663

Discovery / L462

Range Rover / L405

Range Rover Sport /
L494

Engineer Richard Attwood

Name :

Last Modified 15 MAR 2022 13:35:43

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Category : Engine

Symptom : 499000 Basic Engine

Content : **Issue:** JLR is investigating customers reporting intermittent non start after an eco-stop start event.

Cause: Currently under analysis.

Action: If a customer reports the concern above, please carry out a software update to the Powertrain Control Module using Pathfinder with P368 onwards.

1. Connect the Jaguar Land Rover (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'.
6. Select 'Update ECU'.
7. Follow all on screen prompts to complete the task.
8. When all tasks are complete exit the session.
9. Disconnect the JLR approved diagnostic equipment and battery support unit'.