## CUSTOMER SERVICE

#### JAGUAR LAND ROVER

# POWERTRAIN - LONG CRANK/ HARD START/ NO START DURING PDI-16- 3.0L

#### Customer Voice:

Jaguar Land Rover (JLR) is investigating reports of vehicle hard start/no start during PDĽ

### Technical Description:

- Spark plugs may be found to be fuel fouled. In some circumstances Diagnostic Trouble Code (DTC) for misfire is also stored within the Powertrain control module (PCM). \_

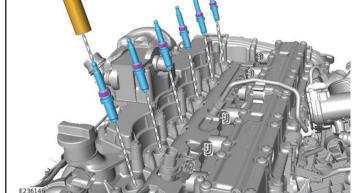
#### Status:

- Please raise an TA with the following information.
  - Reference this SSM number

  - Evidence of any fuel on spark plugs and in combustion chamber
    Any other observations that will help with the investigation of the failure
- If the customer concern has been rectified, attach all the information identified to the TA, quoting this SSM, along with the confirmation of concern/verbatim:

  - Vehicle Cranks longer than normal.After a long crank, the vehicle starts, but runs rough.
  - Vehicle cranks and will not start.
  - Detail of diagnostic steps performed for hard starting condition.

Refer to SSM 75912



303-1450

23MY Land Rover Defender, Discovery