

Reference	SSM75912
Models	Defender / L663 Discovery / L462
Title	23MY INGENIUM I6 3.0L LONG CRANK/ HARD START/ NO START DURING PDI
Category	Engine
Last modified	13-Jan-2023 00:00:00
Symptom	404000 Fuel System Concerns

ContentIssue:

Jaguar Land Rover (JLR) is investigating reports of vehicle hard start/no start during PDI or rough running.

After diagnosis, 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).

Cause:

Root cause is still under investigation

Action:

If the customer concern has been rectified, attach all the information identified to an EPQR, 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.

Diagnostic steps:

- Detail of diagnostic steps performed for hard starting condition.
- If the vehicle has been exposed to sub zero ambient conditions and will not start we recommend to heat up the center section of the exhaust due to the potential of moisture in the exhaust freezing and causing a blockage.
- If the vehicle is running but running rough and may have been exposed to sub zero ambient conditions we advise to burn off / blow out potential ice blockage by holding to 4000RPM for 30 seconds, returning to idle for one minute and then repeating that process three times.

Please raise an EPQR 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

Thank you in advance for your assistance with this matter.

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