

# 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 75964 - Amber Malfunction Indicator Lamp (MIL) Displayed – Engine May Not Start With Multiple DTCs Present

**Models :** E-Pace / X540

E-Pace / X540 (China L2C)

F-Pace / X761

XE / X760

XE / X760 (China L2C)

XF / X260

XF / X260 (China L2C)

**Engineer** Miller Gage

**Name :**

**Last Modified** 14 MAR 2023 10:24:58

:

**Category :** Engine

**Symptom :** 404000 Fuel System Concerns

**Content :** Issue:

Jaguar Land Rover (JLR) are investigating customer reports of an Amber MIL being displayed on the Instrument Panel Cluster for 16 - 22 MY 2.0 AJ20 P4 vehicles. The engine may fail to start and the below Diagnostic Trouble Codes (DTCs) may be stored in the Powertrain Control Module (PCM).

- P008A-07/77/84 - Low Pressure Fuel System Pressure
- P008B-07/77/84 - Low Pressure Fuel System Pressure
- P1338-38- Fuel Pump Driver Module Communication Circuit (Fuel Pump Driver Module)
- P2635-7B/97- Fuel Pump "A" Low Flow / Performance
- P0089-84/85- Fuel Pressure Regulator 1 Performance
- P025C-11- Fuel Pump Module "A" Control Circuit Low

Cause:

Unknown at this time.

Action:

Complete the following actions.

1. Confirm the vehicle symptoms as reported.
2. Identify any related DTCs using the required approved JLR diagnostic equipment.
3. Before renewing any components, raise a Technical Assistance (TA) and await further assistance.  
Attach the following items to the TA:

- SSM reference within the customer concern field and quoting PTS\_200
- All information identified including photograph(s) and video(s)

Thank you in advance for your assistance with this matter.

**Deleted - for reference only**