

Reference	SSM74254
Models	I-PACE / X590
Title	I-PACE charge cable cannot be removed from the charge inlet.
Category	Body
Last modified	07-Feb-2019 00:00:00
Symptom	112000 Latches/Locks & Security
Attachments	2Open the bonnet with no power (1).pdf (2Open the bonnet with no power (1).pdf) 7Charging Cable Emergency Release (1).pdf (7Charging Cable Emergency Release (1).pdf)
Content	<p><u>Issue:</u> The charge cable (all variants) cannot be removed from the charge inlet</p> <p><u>Causes:</u> The vehicle key fob is not functional in transport mode. The locking pin for the charge cable cannot be disengaged by using the key fob whilst transport mode is activated Additionally the Charge Inlet unlock process not understood.</p> <p><u>Action:</u> If the vehicle is charged whilst it is in transport mode <u>or</u> the Charge Cable cannot be removed, follow the steps outlined below:</p> <ol style="list-style-type: none"> 1. If applicable, deactivate transport mode. (NOTE: The JLR approved diagnostic equipment will read the correct Vehicle Identification Number (VIN) for the current vehicle and automatically take the vehicle out of 'Transportation mode' if required) 2. With A/C charging and the vehicle locked, to unlock both the vehicle and charge cable, press the key fob unlock <u>twice</u>, wait for 6 seconds for the lock to release then remove the charge cable within 60 seconds. Note: If the cable is not released within 60 seconds, the charge inlet will relock. 3. With D/C charging and the vehicle locked, to unlock the both the vehicle and charge cable, press the key fob unlock <u>three times</u>, wait for 6 seconds for the lock to release then remove the charge cable within 60 seconds. Note: If the cable is not released within 60 seconds, the charge inlet will relock. <p>Note: If the key fob is only pressed once whilst DC charging the vehicle will unlock but continue to charge and not release the charge cable.</p> <p>Note: With the vehicle unlocked, during both A/C and D/C charging, the cable is released after pressing the key fob unlock once.</p> <ol style="list-style-type: none"> 1. If the charging cable does not release, open the bonnet. Pull the emergency release ring, adjacent to the charge port. This will allow the charge cable to be removed from the charge port. (see attached guide) 1. If the bonnet does cannot be opened (see attached guide) <ol style="list-style-type: none"> 1. Remove the cap located in the right front foot-well by turning it counter-clockwise. 2. Pull the emergency release cord.

3. Lift the bonnet safety catch.
4. Raise the bonnet.
2. If the Charge Cable cannot be released by the use of the Emergency Release Cable, do not apply force or attempt to remove components. Raise a TA for further instruction.
3. If required, reset the vehicle to 'Transportation mode'.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.