

# 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 74606 - F-Pace 2017MY Onwards – Wireless (Mobile Device)  
Charger (T4A27623) Intermittent Charging or Inop

**Models :** F-Pace / X761

**Engineer** Shilvock Matthew

**Name :**

**Last** 18 NOV 2019 07:58:38

**Modified :**

**Category :** Electrical

**Symptom :** 207000 Entertainment Systems

**Content :** Issue:

JLR are investigating reports of the Wireless Charger Accessory are intermittently charging or not charging the mobile device.

Cause:

Unknown at this time

Action:

If this symptom is reported please raise an ePQR with the following information;

- Mobile device Make and Model
- Does the customer's mobile device have a case/ cover fitted?
  - If so, does the wireless charging operate as normal with the case/ cover removed?
- Please detail how you have resolved this customers concern?

Thank you in advance for your assistance with this matter.