

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 74635 - Quiescent battery drain on vehicles when tracker devices are installed in the OBD connector

Models : F-Pace / X761

XE / X760

XF / X260

Engineer Skingle Paul

Name :

Last 25 NOV 2019 10:07:04

Modified :

Category : Electrical

Symptom : 204000 Instrumentation

Content :

Issue:

Customer reports that the vehicle will not start or has a low battery warning on the cluster.

Note: This SSM affects 18 – 20MY XCL Midline instrument panel clusters only.

Cause:

The issue occurs when the instrument panel cluster sees a functional request for a diagnostics service it doesn't support & then it will not be able to go to sleep.

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Action:

This procedure requires a minimum of Pathfinder 259 installed or later.

- 1 Connect the JLR approved battery support unit
- 2 Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

1. The JLR approved diagnostic tool will read the correct VIN for the current vehicle and automatically take the vehicle out of 'Transportation mode' if required.

- 3 Follow the JLR approved diagnostic equipment

prompts.

1. Select 'ECU Diagnostics'
 2. Select 'Instrument Panel Cluster Control Module [IPC]'
 3. Select 'Update ECU'
 4. Follow all on-screen instructions to complete this task
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- 4 When the task is completed, exit the session.
 - 5 Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.