

# 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 75164 - Jaguar I-PACE - 21MY - Charge Cable Release Process

**Models :** I-Pace / X590

**Engineer** Maier Gerhard

**Name :**

**Last** 26 NOV 2020 14:03:50

**Modified :**

**Category :** Electrical

**Symptom :** 203000 Basic Electrical

**Content :** **Issue:**

Customer & Technicians unable to release charging cable from vehicle charge inlet socket.

**Model Affected:**

X590 I-Pace, 21MY

**Cause:**

1) Charge cable release button is an unknown feature and therefore not used to remove the charge cable from charge port.

2) When vehicle network was in sleep mode, one press of charge cable release button will not disengage and therefore the charge cable cannot be removed from charge port.

**Action:**

1. Identifying the release button position:

**See Attachment 1** – Charging cable release button location

2. Unlock the HV charging cable after recharging: **Press the charge cable release button twice** in order to disengage the lock mechanism.

**Notes:**

>The smart key must be within 1 m (3 ft) of the car for the unlock button to operate.

>Wait 6 seconds for the charging port lock to release.

Permanent corrective action:

1. Customer to be referred to the Owner Manual section – CHARGING PORT LOCATION
2. Keyless Vehicle Module (KVM) software update is expected to be released on Pathfinder in January 2021 to fix issue with the second release button press. Update will be done accordingly.

Thank you for your assistance and support with this matter.

**File :** [Attachment 1-Charging cable release button location.pdf](#)