

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 75667 - HVAC taking longer than expected to warm the cabin in cold environments

Models : E-Pace / X540

E-Pace / X540 (China
L2C)

Engineer Hooper Tristan

Name :

Last Modified 15 FEB 2022 16:41:44

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Category : Electrical

Symptom : 208000 Climate Control

Content : **Issue:**

JLR is investigating - INGENIUM I4 2.0L Petrol HVAC systems taking longer than expected to warm the cabin in cold environments

Cause:

Coolant pump flow setting too low resulting in reduced cabin heating performance in cold weather.

Action:

Please do not change any HVAC parts, please follow the process below

Please Note – This software update of the Powertrain Control Module (PCM) will be conducted using TOPIx Cloud Diagnostics.

If 'Powertrain Control Module - Software Update' is not displayed in the in the module programming list then the module is at the required software level and no further action is required

1. Connect the JLR approved battery support unit.
2. Please ensure the latest version on the Diagnosis Device Agent is installed
3. Launch Diagnosis Device Agent (DDA) and login
4. Select 'Browse all' in 'OPTION SELECTION'
5. Within the Diagnostics tab, select "PCM" in the "Vehicle Data Modules" section
6. Within the "Applications and Troubleshooting"

- section select “Module Programming” tab
7. Select ‘Powertrain Control Module - Software Update’
 8. Select ‘Run’
 9. Follow all on screen instructions and complete the routine
 10. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

For further training with regards to TOPIx Cloud software downloads in general please refer to online training material QDMX02401 TOPIx Cloud Diagnostics - Module Programming, Service & PDI

Thank you for your assistance with this matter.