

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 75709 - USB Socket At Front Portable Media Interface Panel Inoperative Or Not Illuminating

Models : E-Pace / X540

E-Pace / X540 (China
L2C)

F-Pace / X761

I-Pace / X590

XE / X760

XE / X760 (China L2C)

XF / X260

XF / X260 (China L2C)

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Name :

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Category : Electrical

Symptom : 205000 Electrical Accessories

Content : **Issue:** A customer may report that the Universal Serial Bus (USB) in the Front Portable Media Interface Panel (FPMIP) is inoperative or intermittently does not communicate with Apple Car Play or Android Auto. In addition there does not appear to be any illumination at the USB port.

Cause: Currently under analysis.

Issue: If a customer reports the concern, please carry out the following steps:

1. Check for any available PIVI SOTA updates and update as necessary. Re-check operation of the FPMIP and if operating correctly return the vehicle to the customer. If it is not operating correctly continue to the next step.
2. Disconnect and re-connect the electrical connectors to the FPMIP. Re-check operation of the FPMIP and if operating correctly return the vehicle to the customer. If it is not operating correctly continue to next step.
3. Check for any continuity issue at the FPMIP earth connection and rectify if necessary
4. If an issue is identified with the earth connection,

please submit an electronic Product Quality Report (ePQR) detailing the repair carried out including photographs and return the vehicle to the customer. If there is no issue found during the continuity check, continue to next step.

5. Please submit a Technical Assistance (TA) for the attention of EES_310 detailing the diagnostic steps carried out and any appropriate photographs or video clips demonstrating the reported customer concern.

Note: Please do not replace the FPMIP unless instructed via the TA