

# 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 74787 - The `Replace ECU` Application for the OCS module fails using PATHFINDER

**Models :** E-Pace / X540  
E-Pace / X540 (China L2C)  
F-Pace / X761  
F-Type / X152  
XE / X760  
XE / X760 (China L2C)  
XF / X260  
XF / X260 (China L2C)  
XJ / X351

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**Date Last** 01 APR 2020 09:14:54

**Updated :**

**Content :ISSUE:**

When attempting to complete the "**Replace ECU**" application for the Occupant Classification System Module (OCS) the application fails. The error message '**The following error was encountered:**' is displayed to the user.

**CAUSE:**

PATHFINDER fails to set the OCS module into an extended session before attempting the write the VIN number.

**ACTION:**

This workaround will load a software file to the Jaguar Land Rover Approved Diagnostic Equipment using the Manual Patch Update process.

This Manual Patch will stay on the JLR Approved Diagnostic Equipment.

**NOTE:** When an update been applied to the JLR Approved Diagnostic Equipment, this Manual Patch will need to be re-applied until the permanent corrective action is delivered.

To apply the Manual Patch please, complete the instructions carefully.

1. Restart the JLR Approved Diagnostic Equipment
2. Make sure Symptom Driven Diagnostics (SDD) and PATHFINDER are closed.  
Then select the 'Manual Patch' Icon on the Application Launcher screen. You will see a pop-up for the Manual Patch downloader.
3. Enter '**MP\_PF\_R0116**' in the 'Patch Name' field.
4. Select '**Start**' and the Manual Patch will download.
5. Select '**Yes**' when the patch download is finished.
6. Select '**ECU Diagnostics**'
7. Select '**Restraints Occupant Classification System Module [OCS]**'
8. **Select 'Replace ECU'**

If this Manual Patch fails to correct the concern, a Technical Assistance (TA) should be submitted using the manual patch number as a reference within the customer concern field, also quoting the communication reference number that the patch was taken from.

**Note:** If this Manual Patch is not being installed on all JLR Approved Diagnostic Equipment you may wish to consider labelling the machine.

**PERMANENT CORRECTIVE ACTION:**

Once the permanent corrective action has been released, this communication and Manual Patch will be expired. An updated bulletin will be released detailing which JLR Approved Diagnostic Equipment version includes the permanent corrective action.

**Version : 1**

Jaguar Land Rover Limited 2000 - 2020 (Rel. 2678)