

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 75224 - X540 21MY, Pathfinder may show DTC B123A-13 and/or B123B-13 for the Headlamp Control Module (HCM)

Models : E-Pace / X540

Engineer Maier Gerhard

Name :

Last 15 JAN 2021 14:58:41

Modified :

Category : Diagnostic Software/Hardware

Symptom : 000101 Diagnostic Concerns

Content : **Issue**

Front Direction Indicator open load DTC's may sometimes being incorrectly set within the Headlamp Control Module (HCM):
B123A-13 (front left) and/or,
B123B-13 (front right).

Cause

Root cause is under investigation by JLR Engineering team.

Action

1. If DTC's B123A-13 (front left) and/or B123B-13 (front right) is shown in Pathfinder, please clear the DTC and check if DTC has cleared.
2. Check whether the headlamp direction indicator headlamp functionality is operating as expected (i.e. flashing when requested and associated instrument cluster tell-tale flashing at a similar frequency).
3. If the headlamp direction indicator is functioning as expected, then **DO NOT replace headlamp.**
4. Release vehicle to customer.

Permanent Corrective Action:

As soon the root cause has been identified and the action defined to fix this issue permanently, we will update the communication and inform you accordingly.

Thanks a lot for your support and help on this matter.

