

Reference	SSM74238
Models	E-PACE / X540
Title	Battery / Alternator issues - DTC B12CD-87 & B11DB-87 in Gateway Module (GWM) after Software update
Category	Electrical
Last modified	18-Jan-2019 00:00:00
Symptom	206000 Warning Indicators

Content**Issue:**

After the Gateway Module (GWM) is updated with the latest software (J9C3-14F642-AF), the Instrument Cluster (IPC) may display various errors in for the charging system. The charging system will become inoperative potentially causing the battery to become discharged and DTCs B12CD-87 or B11DB-87 may be logged within the GWM.

This effects E-Pace X540, 18MY (up to VIN SADFA2BXXJ1Z33577)

Cause:

Error in the GWM software.

Action:

Do not update the GWM software with software assembly J9C3-14F642-AF, if you have already updated the GWM and DTC B12CD-87 or B11DB-87 is logged within the GWM complete the actions below.

NOTE:

When a PATHFINDER software update has been applied to the JLR Approved Diagnostic Equipment, this Manual Patch will need to be re-applied until the permanent corrective action is delivered.

NOTE: The Manual Patch needs to be applied to **PATHFINDER 209** or later

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.

1. Restart the JLR Approved Diagnostic Equipment
2. Select 'Manual Patch' Icon on the Application Launcher screen. Make sure that both Symptom Driven Diagnostics (SDD) and PATHFINDER are closed before opening the Manual Patch downloader.
3. A pop-up will be displayed for Manual Patch downloader
4. Enter '**MP_PF_L0044**' in the Patch Name field.
5. Select 'Start'.
6. The Manual Patch downloader will then download the manual patch.

7. When the patch download has completed, a message will be displayed, asking the user to confirm that the application can run the manual patch. Select 'Yes'.
8. When complete, the following message will be displayed: 'Successfully downloaded and started manual patch. Please make sure that the patch has installed successfully.' NOTE: This message will end after 10 seconds.
9. Start a new diagnostic session.
10. Select 'ECU Diagnostics'
11. Select 'Gateway Module (GWM)'
12. Select 'Update ECU'
13. Continue to follow all on-screen instructions until application has successfully completed
14. Once the module has been updated select 'ECU Functions'
15. Select 'Learning the vehicle identification number'
16. Continue to follow all on-screen instructions until application has successfully completed
17. Verify that the charging system is operating correctly and fault code have been cleared.
18. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.
19. Release vehicle.

If this Manual Patch fails to correct the concern then a Technical Assistance should be submitted to Local Technical Support (LTS).

Permanent Corrective Action:

The permanent corrective action will be released on the PATHFINDER software release in February 2019.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.