JAGUAR Service	**TECHNICAL BULLETIN**	**S303-13** **08/2002**

Subject

ECM REPLACEMENT REPORTING REQUIREMENTS

Model: S-TYPE	
Year: 1999 Onwards	**VIN L00600 Onwards**

Section: 303	**Engine Systems**
Sub-Section: 303-14	**Electronic Engine Controls**

Summary
This Technical Bulletin has been issued due to a number of Engine Control Modules (ECM) being returned to Jaguar Warranty Returns for examination that fall into the 'No Fault Found' category and to stress the importance of supplying the completed questionnaire.

Action

When returning an ECM please ensure that it is accompanied by a full explanation of the malfunction. This will enable a more detailed test to be undertaken to determine any possible malfunction.

When diagnosing a vehicle where ECM malfunction is suspected, proceed as follows:

- Ensure that copies of the Engine Management Questionnaire form are available to the service adviser.
- The service adviser should obtain, from the customer, full details of the concern and the conditions under which the concern arises, and complete the Engine Management Questionnaire.
- The service adviser should attach the completed Engine Management Questionnaire to the job card.
- Ensure that all rectification actions detailed in JTIS or Technical Bulletins have been undertaken.
- Carry out a road test, trying to reproduce the customer complaint; use Worldwide Diagnostic System (WDS) to check for DTC Codes.
- Use WDS to extract any DTC Codes applicable to the concern, using Guided Diagnostics where applicable.

Note: For languages other than English. After completing the questionnaire, please return it to your importer for translation. Importers will translate it onto an English Questionnaire before faxing to Dealer Technical Support. FAX No: +44 (0) 2476 207808

- Make a photocopy of the questionnaire and retain the original in the Vehicle File.
- Enclose the photocopy of the completed Engine Management Questionnaire with the displaced ECM and return to Jaguar Warranty Returns.

Note: If uncertain whether the ECM is at fault, carry out the above diagnostic procedures. For further advice, before replacing the ECM, contact Dealer Technical Support by telephone on +44 (0) 2476 203990

PARTS INFORMATION:

Replacement ECMs should be ordered via Jaguar Cars Parts Operations (or through NSC/Importer).

WARRANTY INFORMATION:

Normal Warranty claim procedures apply.

In addition:

- Enclose the photocopy of the completed Engine Management Questionnaire with the displaced ECM, and return to Jaguar Warranty Returns.

Failure to comply with the above requirement may result in a claim being debited and the displaced unit being returned to the Dealer.

Warranty claims must be submitted in accordance with the currently published Jaguar Warranty Policy and Procedures Manual and its Amendments.

Note: Retain the Engine Management Questionnaire printed on Page 3 as a master copy. Photocopy as required.

Z ENGINE MANAGEMENT QUESTIONNAIRE Z

Dealer Code:_____ **Dealer Name:**_____ **Dealer Contact Name:**_____

Customer's Name:_____ **CATS No.**_____ **Date:**_____

Model:_____ **VIN:**_____ **Mileage:**_____

Please describe the conditions and symptoms when the problem occurred:

Frequency	constantly	☐	_____ times per day/month		once only	☐	other	☐			
Previous repair attempt	yes	☐	no	☐							
Ambient temperature	hot	☐	warm	☐	cool	☐	cold - approx. temp._____deg.F				
Weather conditions	dry	☐	humid	☐	rainy	☐	snow	☐	other	☐	
Type of operation	starting	☐	just after starting	☐	idle	☐	light throttle	☐			
Vehicle speed_____	cruising	☐	acceleration	☐	deceleration	☐					
Engine RPM_____	stopping	☐	pulling away from a stop	☐	other	☐					
Driving conditions	stop & go	☐	highway	☐	uphill	☐	downhill	☐	high altitude	☐	
Road conditions	rough	☐	smooth	☐	potholed	☐	gravel	☐	other	☐	
Transmission gear	circle one	P R N D 5 4 3 2 1			normal mode	☐	sport mode	☐			
Engine temperature	cold	☐	normal	☐	warming up	☐	other	☐			
Fuel level	full	☐	3/4	☐	1/2	☐	1/4	☐	very low	☐	
Type of fuel	reg. unleaded	☐	super unleaded	☐	brand						
CHECK ENGINE lamp	lit at start-up	☐	lit after start up	☐	lit while driving	☐	did not light	☐			
Drivability problem?	describe symptoms - continue over page or on a separate sheet if necessary.				DTC codes logged						
Does not start	☐	does not crank	☐	Cranks - does not fire	☐	Fires - does not start	☐				
Hard to start	☐	cranks slowly	☐	extended cranking (how long before start)							
		repeated starting attempts required (how many before start)	☐								
Bad idle	☐	rough idle	☐	too fast	☐	too slow	☐	incorrect idle RPM	☐		
		soon after start	☐	after driving	☐	always	☐	other	☐		
Drivability	☐	hesitation	☐	surging	☐	backfire	☐	run on/detonation	☐		
		knocking/pinging	☐	low power	☐	other	☐				
Engine stalling	☐	stalls at start up	☐	shifting to D	☐	maneuvering at low speed	☐				
		stalls at idle	☐	shifting to R	☐	loses power then stalls	☐				
		stalls upon opening throttle	☐	on closing throttle	☐	during A/C operation	☐				
		stalls at steady throttle. RPM = _____	☐								
		restarts immediately	☐	restarts after extended cranking	☐						