

POWERTRAIN – 12 VOLT BATTERY – DIAGNOSTICS (NON-Li-ION)

Customer Voice:

- Customer reports of 12V battery issues. These range from battery low warning displayed to no-start.

Technical Description:




- Investigations have concluded that the NAS market are renewing large quantities of 12V lead acid batteries, The diagnostic processes are not being followed to identify the root cause and required resolution.

Status:

- Please carry out the following:
 - Complete the required 12V Battery Test application on TOPIx.
 - Navigate to Fault and Breakdown and start a new diagnostic workflow.
 - Electrical > Battery and Charging System > Low Voltage System (12V) > Warning Message - Low Battery - Please Start Engine
 - Warranty will only be paid if correct process is followed in determining the condition of the removed battery, details within SSMs.

Refer to SSM 75977 / SSM 75978

17-23MY Defender, Discovery, Discovery sport, Range Rover, RR Sport, RR Evoque, RR Velar
17-23MY XE, XF, XJ, E-PACE, F-PACE, F-TYPE, I-PACE

Defender / L663 2023 > View all vehicle details
 SALEJ7EX9P2107668 > Vehicle home page

1 Symptom Selection

SEARCH FOR SYMPTOMS

Enter symptom/s that the vehicle is exhibiting. E.g. loss of power or low battery. Do not search for specific components.

Or

Electrical > Battery and Charging System > Low Voltage System (12V) > Warning Message - Low Battery - Please Start Engine

Warning Message - Low Battery - Please Start Engine

Add symptom