

Reference	SSM75646
Models	F-TYPE / X152 I-PACE / X590 XE / X760 XF / X260
Title	XCL SOS limited availability / SOS Not available
Category	Electrical
Last modified	18-Jan-2022 00:00:00
Symptom	204000 Instrumentation
Content	<p><u>Issue:</u></p> <p>Telematics Module (TCU3) triggers an “SOS Limited Availability” or “SOS Not Available” warning in the Cluster Display due to low Back up Battery (BuB). DTC U2109-09 might also be triggered in case the Back-up Battery Voltage is too low.</p> <p><u>Cause:</u></p> <p>Issue is caused due to TCU using the Back Up Battery when 12V Vehicle Battery is flat.</p> <p><u>Action:</u></p> <p><u>CAUTION: Do not replace the Back-up Battery. Please follow the SSM. TOPIX update is ongoing.</u></p> <p>Connect the JLR approved diagnostic tool and the JLR approved battery support unit to the vehicle and begin a new diagnostic session.</p> <p>The JLR approved diagnostic tool will read the correct VIN for the current vehicle and automatically take the vehicle out of ‘Transportation mode’ if required.</p> <p>Follow the JLR approved diagnostic tool prompts.</p> <ul style="list-style-type: none"> • Select 'ECU Diagnostics'. • Select 'Telematics Control Module (TCU)' • Check Back-up Battery voltage. If Back-up Battery Voltage is below 3.9V please follow next steps. • Check vehicle main battery voltage. • If vehicle main battery is low, charge vehicle main battery • Crank the Engine and leave it running for a minimum of 60 Minutes to charge Back-up battery in TCU. <p>Note: Ignition On will not charge the Back-up Battery. Ensure Engine is Running for the entire</p>

duration i.e., the vehicle is in Power Mode 7.

- Check Back-up battery voltage (above 3.3V)
- Clear DTC and wait 10 sec.
- Carry out a DTC read on the vehicle and verify that there are no DTCs reported

Affected Carlines:

XE & XF – 18 MY – 20 MY

X152 – 18 MY Onwards

X590 – 19 MY – 20 MY

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