

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:

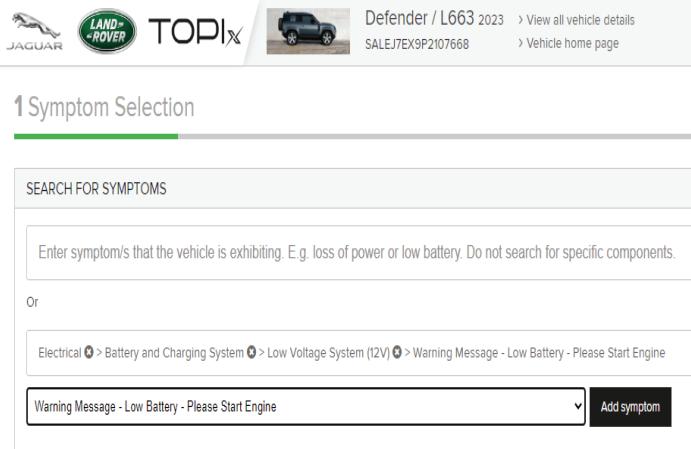
- Investigations have concluded that the NAS market are renewing large quantities of 12V lead acid batteries, The diagnostic processes are not being followed to identify the root cause and required resolution.

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



The screenshot shows the TOPIx diagnostic software interface. At the top, it displays the Jaguar Land Rover logo, the model 'Defender / L663 2023', and vehicle details 'SALEJ7EX9P2107668'. Below this is a search bar labeled 'SEARCH FOR SYMPTOMS' with the placeholder text 'Enter symptom/s that the vehicle is exhibiting. E.g. loss of power or low battery. Do not search for specific components.' A section titled 'Or' follows, with a dropdown menu containing the text 'Electrical > Battery and Charging System > Low Voltage System (12V) > Warning Message - Low Battery - Please Start Engine'. At the bottom right of the search bar is a button labeled 'Add symptom'.