

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Jaguar and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Jaguar technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 74570 - NLI Head unit causing battery drain issue

Models : F-Pace / X761

F-Type / X152

XE / X760

XF / X260

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Date Last 08 OCT 2019 12:32:07

Updated :

Content : Issue

Customer experiences, 'Low battery message' on the instrument panel, and is unable to start the vehicle. No associated DTC's flagged. Cause Incontrol touch wakes up the CAN bus intermittently. Investigation in progress.

Action

If customer faces above issues and all standard diagnostic processes have failed to resolve the issue, then

1. Recharge battery if required.
2. Isolate Audio Head Unit (AHU) from CAN by disconnecting the connector (See attached document for reference)
3. Carryout quiescent current draw test on vehicle specific fuse for AHU power:
For Discovery Sport, Range Rover Evoque, XE, XF and F-pace vehicles use Fuse 5A in the quiescent current module.
For F-type, use Fuse FA5 in the quiescent current module.
For Discovery, use Fuse 51R in the rear junction box.
After Locking vehicle and waiting for 10 minutes for it to go to sleep (warning light off).
4. Please raise Technical Assistance if measured current draw is higher than 5 millamps.

Version : 1