

Battery Power Questionnaire 23.04.13.pdf

Reference	SSM64977
Models	Range Rover (All New) / L405
Title	Vehicle Battery Questionnaire
Category	Electrical
Last modified	26-Apr-2013 00:00:00
Symptom	203000 Basic Electrical
Content	<p>Issue: Land Rover have recently received reports that the main vehicle battery located in the spare wheel aperture has required replacement following a Midtronics tester check.</p> <p>Cause: Engineering are currently analysing all battery replacements to determine root cause.</p> <p>Action: To assist Land Rover engineers in resolving the concern, should a vehicle require a main battery replacement please complete the attached questionnaire and submit it with an ePQR.</p>

JLR Battery Issue Questionnaire

Vehicle Details

Vin Number:	Date:
Vehicle Type:	Mileage:
Engine Type:	

Customer Questions

1.	What is the Customer's reason for the dealer visit?	:Non Crank.	:Crank but non start.	:Warning Message. (Details into No 9)	:Other.
2.	How long was the vehicle left prior to issue?				
3.	How was the car left (Unlocked, Locked)?				
4.	How did you gets access to the car?	:Key Fob.	:Manual key.	:Handle pull.	
5.	Have you required assistance for battery issues previously?				
6.	Is the vehicle used?	:Daily.	:Every other day.	:Weekly.	:Less than weekly.
7.	Average Journey Length?				
8.	How many starts do you typically do in a day?				
9.	Did the customer see any Instrument pack warnings prior to the issue?				
10.	Have any of the features been used without the engine running in the last 3 days (If fitted)?	:Radio.	:CD.	:TV.	:Rear Seat Entertainment.
			:Power point accessory	:DVD.	:USB or IPOD.
11.	Customer comments:- Please ask the customer if they have any additional comments they feel may be relevant?				

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Dealer Questions

1.	What was the battery voltage at the point of fail?	
2.	What is the date stamp on the battery (Can be found on the top of the negative post)?	
3.	Are there any DTC's (Vehicle fault codes)?	
4.	What is the Midtronic fault code?	
5.	What is the Vehicle Quiescent Current post rectification?	
6.	Does this vehicle have any battery history (Issues, changes)?	
7,	Is there any aftermarket equipment fitted?	
8.	Has any work been carried out on the vehicle prior to the issue?	