

---

**Reference** SSM73298

---

**Models** F-PACE / X761  
F-TYPE / X152  
XE / X760  
XF / X260  
XJ / X351

---

**Title** Telematics Control Module (TCU) fails activation and DTC U2109 flagged

---

**Category** Electrical

---

**Last modified** 23-Mar-2017 00:00:00

---

**Symptom** 207000 Entertainment Systems

---

**Content**

**Issue**  
Technician may report one of the following conditions during or post PDI:  
DTC U2109-09 (Back up Battery Component Failures)  
During PDI it may not be possible to activate Telematics services  
Vehicle message centre may display "SOS Limited functionality", coupled with a DTC U2109-09

**Cause**  
Telematic Control Module(TCU) backup batteries have lower state of charge than design intent.

**Action**  
Clear DTC,  
Switch ignition to on for continuous 40 minutes. (Battery support will be required if the engine is not running)  
The vehicle can be used/driven whilst this happening, as the TCU battery will charge in this vehicle usage condition  
Re-check for DTCs  
If DTC or warning message persists please submit EPQR and session file

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.