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| <b>Reference</b>     | SSM73298                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Models</b>        | F-PACE / X761<br>F-TYPE / X152<br>XE / X760<br>XF / X260<br>XJ / X351                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Title</b>         | Telematics Control Module (TCU) fails activation and DTC U2109 flagged                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Category</b>      | Electrical                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Last modified</b> | 08-Sep-2017 00:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Symptom</b>       | 207000 Entertainment Systems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Content</b>       | <p><b><u>Issue</u></b><br/>Technician may report one of the following conditions during or post PDI:<br/>DTC U2109-09 (Back up Battery Component Failures)<br/>During PDI it may not be possible to activate Telematics services<br/>Vehicle message centre may display "SOS Limited functionality", coupled with a DTC U2109-09</p> <p><b><u>Cause</u></b><br/>Telematic Control Module(TCU) backup batteries have lower state of charge than design intent.</p> <p><b><u>Action</u></b><br/>Update the TCU software using_SDD_150.05.001 or Pathfinder 96</p> <p>Switch ignition to on for continuous 40 minutes. (Battery support will be required if the engine is not running)<br/>The vehicle can be used/driven whilst this happening, as the TCU battery will charge in this vehicle usage condition<br/>After 40 minutes have elapsed clear the DTC.<br/>If the DTC or warning message persists please submit an EPQR and attach a session file</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> |

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.