

Reference	SSM73299
Models	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494
Title	Telematics Control Unit (TCU) - Fails activation. DTC: U2109 - 09
Category	Electrical
Last modified	21-Mar-2017 00:00:00
Symptom	203000 Basic Electrical

Content

17 MY Evoque
17 MY Discovery Sport
17 MY Range Rover
17 MY Range Rover Sport
17 MY Discovery

Issue:

Technicians may report one of the following conditions during or after PDI:

1. DTC U2109-09 (Back up Battery Component Failures).
2. During PDI it may not be possible to activate Telematics services.
3. Vehicle message centre may display "SOS Limited functionality", coupled with a DTC U2109-09.

Cause:

TCU backup batteries have lower state of charge than design intent.

Action:

1. Clear DTC.
2. Switch ignition to on, for 40 minutes continuous. (Battery support will be required if the engine is not running).
3. The vehicle can be used/driven whilst this happening, as the TCU battery will charge in this vehicle usage condition.
4. Re-check for DTCs.
5. 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.