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| Reference | SSM73815 |
| Models | Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 |
| Title | Vehicle intermittent crank failure. Telematics control unit (TCU)1 and 2 only) |
| Category | Electrical |
| Last modified | 21-Mar-2018 00:00:00 |

Symptom 203000 Basic Electrical

Content

Note: Applicable to the following models and model years

Evoque: 14MY, 15MY, 16MY, 17MY

Evoque C: 16MY, 17MY

Discovery Sport: 15MY, 16MY, 17MY

Range Rover: 15MY, 16MY, 17MY

Range Rover Sport: 15MY, 16MY, 17MY

New Discovery: 17MY

Issue

Customer reports that, intermittently, the vehicle will not crank.

Cause(s)

- 1. Potential errors within the Telematics Control Unit (TCU) which will flag the following DTCs:**
 - **DTC U0001-87; High Speed CAN Communication Bus - Missing message**
 - **DTC B1179-04; Integrated GSM/GPRS Unit - System internal failures**
- 2. Water Ingress into the TCU causing the module to become unresponsive.**

Action

Do not attempt to update the TCU software.

Check TCU module connectors for signs of corrosion, if found follow Action list A, otherwise follow Action list B.

Action list A - Corrosion found - Do not replace TCU and release vehicle to the customer until original water ingress source is located.

1. **Check for Interior and Exterior signs of water ingress**
2. **Raise a FRED request**
3. **Ensure the following information is included on the FRED when raised**
 - **Picture of the location of the water ingress**
 - **Part number of the original water ingress location**
 - **Picture of the connectors of the TCU**
 - **Harness connector information**
4. **Replace all damaged components**
5. **Clear DTCs, retest vehicle and recheck for any remaining DTC's, if found raise a TA to Local Technical Support (LTS).**

Action list B - No Corrosion

1. **Raise a TA ticket.**
2. **Ensure that you include the following information on the TA when raised:**
 - **Picture of the harness that connects to the TCU**
 - **Picture of the pins of the TCU**
 - **Picture of the connectors of the TCU**
 - **Picture of the TCU serial number**
3. **If there are signs of water ingress in addition to above**
4. **Escalate the TA to the Telematics Service Desk (TSD) who will advise you on the next steps.**

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.