

Reference	SSM73814
Models	F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260 XJ / X351
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	<p><u>Note: Applicable to the following models and model years</u> XJ: 16MY, 17MY F Type: 16MY, 17MY XE: 16MY, 17MY XF: 16MY, 17MY F Pace: 17MY</p> <p><u>Issue</u> Customer reports that, intermittently, the vehicle will not crank.</p> <p><u>Cause(s)</u></p> <ol style="list-style-type: none"> 1. Potential errors within the Telematics Control Unit (TCU) which will flag the following DTCs: <ul style="list-style-type: none"> o DTC U0001-87; High Speed CAN Communication Bus - Missing message o DTC B1179-04; Integrated GSM/GPRS Unit - System internal failures 2. Water Ingress into the TCU causing the module to become unresponsive. <p><u>Action</u></p> <p>Do not attempt to update the TCU software.</p> <p>Check TCU module connectors for signs of corrosion, if found follow Action list A, otherwise follow Action list B.</p> <p>Action list A - Corrosion found - Do not replace TCU and release vehicle to the customer until original water ingress source is located.</p>

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**
 - o **Picture of the location of the water ingress**
 - o **Part number of the original water ingress location**
 - o **Picture of the connectors of the TCU**
 - o **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:**
 - o **Picture of the harness that connects to the TCU**
 - o **Picture of the pins of the TCU**
 - o **Picture of the connectors of the TCU**
 - o **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.