

Reference	SSM73814
Models	F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260 XJ / X351
Title	Intermittently the vehicle will not crank . Telematics Control Unit(TCU) 1 and 2 only
Category	Electrical
Last modified	19-Apr-2018 00:00:00

Symptom 203000 Basic Electrical

Content

Note: Applicable to the following models and model years
XJ: 16MY, 17MY
F Type: 16MY, 17MY
XE: 16MY, 17MY
XF: 16MY, 17MY
F Pace: 17MY

Please also refer to SSM 73854 for additional check on XF and XE models

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:**
 - 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.Refer to ssm 73854 for additional check(XE and XF only)**

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.