

Reference	SSM74189
Models	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560
Title	Telematics Control Unit (TCU) Fails Activation with DTC U2109-09 stored.
Category	Electrical
Last modified	17-Dec-2018 00:00:00
Symptom	206000 Warning Indicators
Content	<p><u>Models & Model Years affected:</u></p> <p>L550 17/18/19MY L538 17/18/19MY L462 17/18/19MY L405 17/18/19MY L494 17/18/19MY L560 17/18/19MY</p> <p><u>Issue:</u></p> <p>During Pre Delivery Inspection (PDI) it may not be possible to activate the Telematics Control Module (TCU) or customers may complain that SOS Limited Functionality is displayed on the Instrument Cluster (IC).</p> <p>Both scenarios will be accompanied with Diagnostic Trouble Code (DTC) U2109-09 (Back up Battery Component Failures) stored in the TCU.</p> <p><u>Cause:</u></p> <p>TCU backup batteries have a lower state of charge than design intent.</p> <p><u>Action:</u></p> <ol style="list-style-type: none">1. Caution - This procedure requires Pathfinder 205 loaded or later.2. Connect the JLR approved battery support unit.3. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.4. Using the JLR approved diagnostic equipment read the Diagnostic Trouble Codes (DTCs).5. Using the JLR approved diagnostic equipment clear the DTCs.6. When all of the tasks are complete, exit the session.7. Disconnect the JLR approved diagnostic equipment.8. Switch ignition to on or run the engine for 60 minutes continuous. The JLR approved battery support unit should be disconnected if the engine is running.

9. The vehicle can be used/driven whilst this happening, as the TCU battery will charge in this vehicle usage condition.
10. Connect the JLR approved battery support unit if disconnected.
11. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
12. Using the JLR approved diagnostic equipment read the Diagnostic Trouble Codes (DTCs).
13. If DTC U2109-09 or a warning message persists please submit an 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.