

Special Service Message



NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 74347 - *Urgent* Post PDI/Pathfinder Session Check for Quiescent Battery Drain Concerns

Models : Evoque / L551

Engineer Name : Mark Kavanagh

Last Modified : 15 APR 2019 07:59:02

Category : Electrical

Symptom : 203000 Basic Electrical

Content :

Issue:

Customers and Retailers have reported flat battery issues on 20MY Evoque (L551) within approximately 48 hours post a PDI (Pre Delivery Inspection) or a Pathfinder session on the vehicle.

This SSM is to highlight a CAN (Controller Area Network) keep awake Quiescent Drain concern on the vehicle and enable JLR to assist with rectifying the issue prior to delivery of the vehicle to the customer.

Cause:

12V Battery voltage being depleted due to a Quiescent Drain being introduced onto the vehicle due to the CAN being kept awake by the TCU (Telematics Control Unit) and/or the ABS (Anti-Lock Braking System) modules not shutting down correctly.

Action:

JLR engineering are developing an automated service fix into Pathfinder and this is due for release on the 17/04/2019 contained in Pathfinder Version 229. In the interim could you please perform the following diagnostic checks as part of the Pre Delivery Inspection (PDI) process prior to customer hand over:

Following successful PDI and after any subsequent pathfinder activity Diagnostic Check 1 will ensure the PDI process has completed successfully and the vehicle is shutting down as intended.

Diagnostic Check Procedure 1

- Lock the vehicle with the key fob.
- Leave the vehicle for a minimum of 10 minutes.
- Do not unlock the vehicle.
- Look through vehicle window at the driver's door switch pack to check for LED illumination: (See attachment for reference)

If the LED is **not** illuminated progress the vehicle through to customer handover as normal. (See attachment for reference - Image 1)

If the LED **is** illuminated this is indicative of an electrical system keep awake state. Please continue to [Diagnostic Check 2](#). (See attachment for reference - Image 2)

Diagnostic Check Procedure 2

Carry out the following diagnostic procedure:

- Caution - This procedure requires a minimum of Pathfinder 227 loaded or later.
- Connect the JLR approved battery support unit.
- Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
- Follow the JLR approved diagnostic equipment prompts.
- Select 'ECU Diagnostics'.
- Select 'Telematic Control Unit Module [TCU]'.
- Select 'ECU Functions'
- Select 'TCU Module reset'
- Follow all on-screen instructions to complete the task.
- When all of the tasks are complete, exit the 'Telematic Control Unit Module [TCU]'
- Select 'Anti-Lock Brake System Control Module [ABS]'
- Select 'ECU Functions'
- Select 'On demand self test mode' (Note: this includes an ABS reset)
- Follow all on-screen instructions to complete the task.
- When all of the tasks are complete, exit the session.
- Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.
- Repeat **Diagnostic Check Procedure 1**

If the LED **is not** illuminated progress the vehicle through to customer handover as normal. (See attachment for reference - Image 1)

If the LED **is** illuminated this is indicative of an electrical system keep awake state. Please raise a Technical Assistance (TA) for assistance in diagnosis. Please quote '**L551 Q Drain Investigation**' in the TA verbatim.

File : [Door Lock LED Example.pptx](#)