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 74796 - Discovery Sport / Range Rover Evoque - NLI Head unit battery drain leading to 'Low battery message'

Models : Discovery Sport / L550
Discovery Sport / L550 (Brazil 99J)
Discovery Sport / L550 (China L2C)
Evoque / L538
Evoque / L538 (Brazil 99J)
Evoque / L538 (China L2C)

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Content :

Issue

- Discovery Sport - 15-19MY
- Range Rover Evoques - 16-18MY

Customer experiences, 'Low battery message' on the Instrument Panel, and is unable to start the vehicle. No associated DTC's flagged.

Cause

Incontrol Touch Audio Head Unit (AHU) wakes itself up intermittently.

Action

Guided Diagnostics for Pathfinder vehicles must be followed and the repair advised by the process completed. Failure to do so may result in the rejection of any warranty claim made.

If the customer reports the issues stated above and all the standard diagnostic processes have failed to resolve the issue, then please follow these steps;

1. Recharge battery if required
2. Remove Audio Head Unit from its installation (do not disconnect connections)
3. Lock the vehicle and wait for 10 minutes for it to go to sleep (warning triangle not illuminated)
4. Isolate Audio Head Unit from CAN by disconnecting the connector (see attachment)
5. Carry out quiescent current draw test on vehicle specific Fuse 5 in the quiescent current module for AHU power
6. Replace the NLI head unit if the measured current draw is **higher than 5 milliamps and hold the module**
7. Raise an ePQR detailing the customer symptom and supply PRR details for the failed module
8. Release the vehicle back to the customer.

Version : 1

Attachments : 1NLI headunit main connector pictures.pdf