

<b>Reference</b>	SSM75647
<b>Models</b>	Discovery / L462 Discovery Sport / L550 New Range Rover Evoque / L551 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560
<b>Title</b>	XCL SOS limited availability / SOS Not available
<b>Category</b>	Electrical
<b>Last modified</b>	18-Jan-2022 00:00:00
<b>Symptom</b>	204000 Instrumentation
<b>Content</b>	<p><b><u>Issue:</u></b></p> <p>Telematics Module (TCU3) triggers an “SOS Limited Availability” or “SOS Not Available” warning in the Cluster Display due to low Back up Battery (BuB). DTC U2109-09 might also be triggered in case the Back-up Battery Voltage is too low.</p> <p><b><u>Cause:</u></b></p> <p>Issue is caused due to TCU using the Back Up Battery when 12V Vehicle Battery is flat.</p> <p><b><u>Action:</u></b></p> <p><b><u>CAUTION: Do not replace the Back-up Battery. Please follow the SSM. TOPIX update is ongoing.</u></b></p> <p>Connect the JLR approved diagnostic tool and the JLR approved battery support unit to the vehicle and begin a new diagnostic session.</p> <p>The JLR approved diagnostic tool will read the correct VIN for the current vehicle and automatically take the vehicle out of ‘Transportation mode’ if required.</p> <p>Follow the JLR approved diagnostic tool prompts.</p> <ul style="list-style-type: none"><li>• Select 'ECU Diagnostics'.</li><li>• Select 'Telematics Control Module (TCU)'</li><li>• Check Back-up Battery voltage. If Back-up Battery Voltage is below 3.9V please follow next steps.</li><li>• Check vehicle main battery voltage.</li><li>• If vehicle main battery is low, charge vehicle main battery</li><li>• Crank the Engine and leave it running for a minimum of 60 Minutes to charge Back-up battery in TCU.</li></ul>

Note: Ignition On will not charge the Back-up Battery. Ensure Engine is Running for the entire duration i.e., the vehicle is in Power Mode 7.

- Check Back-up battery voltage (above 3.3V)
- Clear DTC and wait 10 sec.
- Carry out a DTC read on the vehicle and verify that there are no DTCs reported

Affected Carlines:

Velar – 18 MY – 20 MY

Range Rover, Range Rover Sport and Discovery – 18 MY Onwards

Evoque and Discovery Sport – 18 MY – 20 MY

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