
Reference	SSM75646
Models	F-TYPE / X152 I-PACE / X590 XE / X760 XF / X260
Title	XCL SOS limited availability / SOS Not available
Category	Electrical
Last modified	29-Sep-2022 00:00:00
Symptom	204000 Instrumentation

Content**Issue:**

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.

Cause:

Issue is caused due to TCU using the Back Up Battery when 12V Vehicle Battery is flat.

Action:**CAUTION: Do not replace the Back-up Battery. Please follow the SSM. TOPIX update is ongoing.**

Connect the JLR approved diagnostic tool and the JLR approved battery support unit to the vehicle and begin a new diagnostic session.

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.

Follow the JLR approved diagnostic tool prompts.

- Select 'ECU Diagnostics'.
- Select 'Telematics Control Module (TCU)'
- Check Back-up Battery voltage. If Back-up Battery Voltage is below 3.3V please follow next steps.
- Check vehicle main battery voltage.
- If vehicle main battery is low, charge vehicle main battery
- Crank the Engine and leave it running for a minimum of 60 Minutes to charge Back-up battery in TCU.

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 3.9V)
- Clear DTC and wait 10 sec.
- Carry out a DTC read on the vehicle and verify that there are no DTCs reported

Affected Carlines:

XE & XF – 18 MY – 20 MY

X152 – 18 MY Onwards

X590 – 19 MY – 20 MY

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