

Reference	SSM75999
Models	Defender / L663 Discovery / L462 Discovery Sport / L550 New Range Rover / L460 New Range Rover Evoque / L551 New Range Rover Sport / L461 Range Rover Velar / L560
Title	Startup Battery Reduced State of Charge (SOC)
Category	Electrical
Last modified	31-May-2023 00:00:00
Symptom	206000 Warning Indicators
Content	<p>L663, L462, L460, L461, L550, L551, L560 23MY onwards MHEV vehicles only</p> <p>Issue: Customers are reporting 'Stop Safely' and 'Electric Charging fault' warning messages displayed on the Instrument Panel Cluster. The following Diagnostic Trouble Codes (DTC)s may also be stored in the Battery Energy Control Module (BECM):</p> <ul style="list-style-type: none"> - U0120-00 - P0DA8-62 - U0064-87. <p>Cause: The cause is currently unknown and is under investigation. The information gathered from this SSM will assist the investigation.</p> <p>Action: Upon a vehicle entering the retailer with 'Stop Safely' and 'Electric Charging fault' warning messages displayed on the Instrument Panel Cluster, continue diagnosis using the TOPIx workshop manual and TOPIx Cloud, as required.</p> <p>If no fault is found by continuing further diagnosis, and the same warning messages and DTCs become present again within 2 days:</p> <ul style="list-style-type: none"> • Collect the Power Mode Zero (PMZ) logs with the existing Belt Intergrated Starter Generator (BISG) installed. For guidance on collecting the PMZ logs, on TOPIx, go to, Browse All > Documents > Diagnostics > General > CAN logger > Open 'VCI_CAN_Logger_1 - JLR VCI CAN Logger'

- Raise a Technical Assistance (TA) with the following information:
 - This SSM reference (SSM 75999)
 - Engineering reference: PTS_100
 - The PMZ logs
 - The serial number located on the existing BISG

- Renew the BISG

Make sure the existing BISG is available for Priority Return Request and provide the below details:

- Retailer address
- Contact name
- Contact phone number
- Contact email address.

If the same warning messages and DTCs become present again within 2 days, after renewing the BISG:

- Collect the PMZ logs again, this time with the new BISG installed
For guidance on collecting the PMZ logs, on TOPIx, go to, Browse All > Documents > Diagnostics > General > CAN logger > Open 'VCI_CAN_Logger_1 - JLR VCI CAN Logger'
- Raise a TA with the following information:
 - This SSM reference (SSM 75999)
 - Engineering reference: PTS_100
 - The PMZ logs for the new BISG
 - The serial number located on the new BISG

Make sure the existing BISG is available for Priority Return Request and provide the below details:

- Retailer address
- Contact name
- Contact phone number
- Contact email address.

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