

Reference	SSM76280
Models	Defender / L663 Discovery / L462 Discovery Sport / L550 New Range Rover Evoque / L551 Range Rover / L405 Range Rover Sport / L494 Range Rover Velar / L560
Title	12V Startup Battery Emergency Start Procedure - Mild Hybrid Electric Vehicle (MHEV)
Category	Electrical
Last modified	21-Feb-2025 00:00:00
Symptom	203000 Basic Electrical
Content	<p>Model / Model Year / Derivative</p> <p>Range Rover (L405) / 2019MY onwards / Mild Hybrid Electric Vehicle (MHEV) Range Rover Sport (L494) / L494 / 2019MY onwards / (MHEV) Range Rover Velar / 2020MY onwards / MHEV Discovery / 2020MY onwards / MHEV Range Rover Evoque / 2019MY onwards / MHEV Discovery Sport / 2019MY onwards / MHEV Defender / 2020MY onwards / MHEV</p> <p>Situation:</p> <p>JLR Engineering investigations have identified that customers are experiencing a red 'Stop Safely Electrical Fault Detected' warning message displayed in the message centre, due to the 12V system not providing the correct electrical support.</p> <p>Cause:</p> <p>Various vehicle components could cause the 12V system to lack sufficient support.</p> <p>Action:</p> <p>If you are presented with an MHEV vehicle with a discharged 12V startup battery:</p> <p>Instructions for Roadside Assistance:</p> <p>CAUTION: Any jump start equipment used by Roadside Assistance must be surge/spike protected to protect the vehicles' electrical systems and components.</p> <ol style="list-style-type: none"> 1. In an emergency recovery situation, continue to follow TOPIx – Roadside Assistance – Vehicle Recovery Guide – Starting Aid. <p>OR</p> <ol style="list-style-type: none"> 2. Replace the 12V startup battery (see TOPIx Workshop Manual Section: 414-01A - BATTERY MOUNTINGS AND CABLES - REMOVAL AND INSTALLATION) <p>Instructions for Retailers:</p>

CAUTION: Do not perform any jump-start procedures on the 12V startup battery.

Note:

1. Charge the 12V startup battery first:

- Before starting the primary diagnosis on the vehicle, confirm the state of 12V startup battery health by referring to the appropriate Midtronics Battery Diagnostics/Battery Charger procedures and following the on-screen instructions (see TOPIx Workshop Manual Section: 414-01A - BATTERY MOUNTINGS AND CABLES - DIAGNOSIS AND TESTING).
- If the 12V startup battery is in good condition, proceed with the primary diagnostics.

If the 12V startup battery fails the test, make sure you have the correct approvals from the battery test equipment before conducting any 12V startup battery replacements.

2. Replace the 12V startup battery:

- If necessary, replace the 12V startup battery (see TOPIx Workshop Manual Section: 414-01A - BATTERY MOUNTINGS AND CABLES - REMOVAL AND INSTALLATION). Proceed with primary diagnosis on the vehicle.

(Ref 000394423/3311)

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