

Reference	SSM73588
Models	F-PACE / X761 XE / X760 XF / X260
Title	Flat Battery or `Low Battery - Please Start Engine` warning with passive entry system fitted
Category	Electrical
Last modified	01-Dec-2017 00:00:00
Symptom	203000 Basic Electrical
Attachments	11Passive Entry Examples 4-10-2017.pdf (11Passive Entry Examples 4-10-2017.pdf) 11SDD - Pathfinder Examaples 4-10-2017.pdf (11SDD - Pathfinder Examaples 4-10-2017.pdf)
Content	<p><u>Issue</u></p> <p>Customers may report a flat battery or “Low Battery - Please Start Engine” message after the vehicle has been standing for 24 to 60 hours.</p> <p>Please Note - This SSM only covers the following vehicle lines/model years: F-Pace / X761 - 16MY Onwards XE / X760 - 16MY Onwards XF / X260 - 16MY Onwards</p> <p><u>Cause</u></p> <p>Passive handle actuates incorrectly. Please reassure the customer that there is no risk to the security of their vehicle, as the passive handle will only unlock the door when the key is detected within 1 meter of each passive door handle.</p> <p><u>Action</u></p> <ol style="list-style-type: none"> 1. Make sure that nobody approaches within 1 meter of the vehicle 2. Make sure no buttons are pressed on the key 3. View the live data as detailed below for 10 minutes 4. If any of the signals on the bar graph changes during the 10 minutes then replace the affected handle and submit an EPQR with a screenshot of the data logger readings 5. If there are no changes on any of the bar graphs then the passive handle is not the cause of the issue. Continue to diagnose the customer’s concern as normal process <p><u>SDD:</u></p> <ul style="list-style-type: none"> • Connect the JLR approved battery support unit

- Connect the JLR approved diagnostic tool to the vehicle and begin a new diagnostic session. The JLR approved diagnostic tool will read the correct VIN for the current vehicle
- Follow the JLR approved diagnostic tool prompts
- Select 'Measurement Applications' session type
- Select 'Complete Vehicle - Datalogger' from 'Recommendations'
- Select '501-00 Body System'
- Select the following signals:
 - Keyless vehicle input switch status - Front left unlock pull switch (KVM)
 - Keyless vehicle input switch status - Front right unlock pull switch (KVM)
 - Keyless vehicle input switch status - Rear left unlock pull switch (KVM)
 - Keyless vehicle input switch status - Rear right unlock pull switch (KVM)
- View the graphical status of these signals for 10 minutes
- Follow all on-screen instructions to complete this task
- When the task is completed, exit the current session
- Disconnect the JLR approved diagnostic tool and the JLR approved battery support unit

Pathfinder:

- Connect the Jaguar Land Rover approved battery support unit
- Connect the Jaguar Land Rover approved diagnostic equipment to the vehicle and begin a new diagnostic session. The Jaguar Land Rover approved diagnostic equipment will read the correct VIN for the current vehicle and automatically take the vehicle out of 'Transportation mode' if required
- Follow the Jaguar Land Rover approved diagnostic equipment prompts
- Select 'Remote Function Actuator [RFA]'
- Select 'Live Data'
- Select the following signals:
 - Remote Keyless input switch status > Left Front Unlock Pull Switch (A113)
 - Remote Keyless input switch status > Right Front Unlock Pull Switch (A113)
 - Remote Keyless input switch status > Left Rear Unlock Pull Switch (A113)
 - Remote Keyless input switch status > Right Rear Unlock Pull Switch (A113)
- Select 'Start Graphical'.
- View the graphical status of these signals for 10 minutes.
- When the task is completed, exit the current session.
- Disconnect the Jaguar Land Rover approved diagnostic equipment and the Jaguar Land Rover approved battery support unit.

Please Note: This affects only vehicles with passive entry system Passive entry door handles can be identified by viewing the examples in the attachment.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.