TECHNICAL SERVICE BULLETIN
No.JTB00213/2010
16 November 2010

Circulate to:	Service Manager	Parts Manager	Warranty Administrator	Service Reception	Technicians		

Subject/Concern:	Flat Battery	
Model:		
XF	VIN Range: R00019-S04549	
XK Range	VIN Range: B32753-B42709	
Markets:	All	
Section:	418-00	

Summary

Customer may complain that the flat battery occurs after vehicle is unused overnight or for longer duration without any other obvious root cause.

Cause: Battery will be subject to a 1.6 amp drain if there is an issue with the MOST bus when the Infotainment Control Module (ICM) is shut down. **Suggested Customer Concern Code - C25.**

• This software update should be carried out on any customer complaint of flat battery. The cause of the flat battery should still be investigated as per normal processes and any other faults found, claimed as a separate Warranty Claim

Action: Should a customer express concern of flat battery, follow the Service Instruction outlined below, as well as investigating other potential causes of the flat battery.

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time.

Labor Time		
Operation Description	**Operation No.**	**Time**
Configure the Infotainment Control Module	86.99.75/01	0.4 hours
Repair/Claim Coding		
Causal Part:	C2Z8937	
ACES Condition Code:	42	

Service Instruction

1.

⚠️ **SDD must be loaded with SDD DVD123_V7.08 and Calibration File 56 loaded or later.**

⚠️ **Do not use any separate surge protection devices with this power supply.**

Connect a Midtronic battery conditioner/power supply to the vehicle.

2. Connect SDD to the vehicle and begin a new diagnostic session, by reading the VIN for the current vehicle and initiating the data collect sequence.

3. Select the Diagnosis Session Type.

4. Select the Symptoms tab and enter any of the following Symptom (s).

1. Powertrain / Engine system / Starting system / Will not start / Cranks too slow or

2. Powertrain / Engine system / Starting system / Will not start / Will not crank or

3. Electrical / Battery / Quiescent current / Quiescent too high or

4. Electrical / Battery / Charging system / Flat battery

5. Electrical / Battery / Power distribution / Ignition supplies / No ignition.

5. Select the Recommendations Tab.

6. Configure existing module - Infotainment control module, follow all on screen instructions.

7. When all tasks are complete, exit the current session by selecting the Session tab and then selecting the Close Session option.

8. Disconnect SDD and the battery charger/power supply.