Reference	SSM73874
Models	E-PACE / X540 F-PACE / X761 XE / X760 XF / X260
Title	Emergency call button does not illuminate when carrying out PDI activation
Category	Electrical
Last modified	16-May-2018 00:00:00
Symptom	207000 Entertainment Systems
Content	**Issue:** When carrying out the Pre Delivery Inspection routine using Pathfinder the e-call button may not illuminate and/ or 'SOS is not available' displayed on the instrument Cluster' due to activation failure. **Cause:** An error with the in-market database may prevent the Telematics Control Unit (TCU) changing the operational mode to 'Activated' from 'Pre-activated'. **Action:** If the TCU activation fails during the PDI, please carry out the following steps: 1. Update the TCU software using Pathfinder P160 onwards. 2. Run the telematics server check following the TCU software update. 3. Continue the PDI process using Pathfinder. **Note:** If the vehicle does not successfully activate TCU Connected Car services after carrying out the above steps, please raise an ePQR including the following details: 1. Session files. 2. Confirmation of process followed and the SSM number above. 3. Date/ time of all manual activation attempts. 4. Vehicle VIN. 5. TCU serial number and photograph of the TCU label. VIN range as follows: X761 18MY - SADCK2FX1JA290286 X760 18 MY - SAJAE4FX7JCP37375 X260 18 MY - SAJBB4AN8JCY67717 X540 18 MY - SADFJ2FX6J1Z07424 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.