Special Service Message

NOTE: A Special Service Message is a formal communication issued by Jaguar and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Jaguar technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 75280 - 21MY - Wifi, Incontrol App, Telematics not found.

Models : F-Pace / X761

I-Pace / X590

XE / X760

Engineer Name : Hooper Tristan

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Category : Electrical

Symptom : 205000 Electrical Accessories

Content : <u>Issue:</u>

The following issues may be experienced during PDI:-

- Incontrol App not working, Telematics won't connect to the customer InControl account.
- TCU (Telematics Control Unit) not found during PDI and unable to proceed.
- Wifi not working during PDI.

<u>Cause:-</u>
VDC (Vehicle Domain Controller) and (TCU) software error.

<u>Action:-</u>
Using the Jaguar Land Rover approved diagnostic equipment follow the tool prompts:
1. ECU Diagnostics > Telematics Control Unit Module (TCU) > ECU Functions > TCU Module Reset
2. Follow all on-screen instructions to complete the task
3. If the reset does not resolve the concern, please follow steps:

- Using the Jaguar Land Rover approved diagnostic equipment, switch the PIVI system into service mode.
- Remove TCU back up battery - Topix 415-01: Information and Entertainment System / Telematics control module battery pack
- Disconnect TCU main Connector
- Leave the battery pack and main connector disconnected for a <u>minimum of 1 minute</u>

before reconnecting. Note: This allows time for any internal capacitance in the module to discharge.
- Reconnect TCU Main Connector
- Reconnect TCU backup battery - Topix 415-01: Information and Entertainment System / Telematics control module battery pack
- Using the Jaguar Land Rover approved diagnostic equipment, take the PIVI system out of service mode.

After the previous TCU reset processes, check that this has resolved the concern.

If issue is not resolved, please raise a Technical Assistance quoting SSM 75280.