Reference	SSM73634
Models	F-PACE / X761
	F-TYPE / X152
	XE / X760
	XF / X260
	XJ / X351
Title	Unable to complete PDI - Telematics fails to activate
Category	Electrical
Last modified	30-Nov-2017 00:00:00
Symptom	205000 Electrical Accessories
Content	**Models Affected:**

Models Affected:
F Pace (X761) - 18MY
F Type (X152) - 18MY
XE (X760) - 18MY
XF (X260) - 18MY
XJ (X351) - 18MY

Issue
Vehicle fails PDI routine due to telematics will not activate – e-Call button fails to illuminate

Cause
Communication error between Telematics Control Unit (TCU) and Server

Action
Attempt to manually activate TCU BEFORE attempting PDI:

IMPORTANT: Note timestamps for ALL TCU activation attempts to be included with any TA requests needed to complete activation.
 • Move vehicle outside to known area of good reception.
 • Attempt manual activation with 10 second bCall button press. (note timestamp)
 • 2 or 3 attempts should be made, waiting about 3 minutes between each attempt to allow for delays in data exchange with connected car servers.

If manual TCU activation is not successful, proceed with normal PDI processing applying the following care points:
 • Only use Pathfinder 120 onwards.
 • Verify WiFi, Mobile Data, and hotspot settings are turned off. (where fitted)
 • Verify SIM card is removed from vehicle.(where fitted)
 • Perform PDI (Note timestamp of TCU activation process within PDI routine.)

- If unsuccessful, if allowable, disconnect the TCU back up battery for one hour and then reconnect, leave the vehicle overnight and repeat the PDI routine

If unsuccessful:

- Run Telematics server check (Note timestamp)
  - *1. CAUTION: This procedure requires Pathfinder version 120 loaded or a later version.*
  - *2. Connect the JLR approved diagnostic tool and the JLR approved battery support unit to the vehicle and begin a new diagnostic session.*
  - *The JLR approved diagnostic tool will read the correct VIN for the current vehicle and automatically take the vehicle out of 'Transportation mode' if required.*
  - *3. Follow the JLR approved diagnostic tool prompts.*
  - *4. Select 'ECU Diagnostics'.*
  - *5. Select 'Telematic control unit module' [TCU]'.*
  - *6. Select 'ECU Functions'*
  - *7. Select 'Telematics server communication check'.*
  - *8. Follow all on-screen instructions to complete this task.*
- Run Activation routine (Note timestamp)
  - *1. Select 'ECU Diagnostics'.*
  - *2. Select 'Telematic control unit module' [TCU]'.*
  - *3. Select 'ECU Functions'*
  - *4. Select 'Activate telematics control module'.*
  - *5. Follow all on-screen instructions to complete this task.*
- Repeat PDI routine. (Note timestamp of TCU activation process within PDI routine.)

If still unsuccessful:
- Run the TCU "New Module Programming" function. (Note: there is no need to physically replace the module).
  - *1. Select 'ECU Diagnostics'.*
  - *2. Select 'Telematic control unit module' [TCU]'.*
  - *3. Select 'Replace ECU'.*
  - *4. Follow all on-screen instructions to complete this task.*
  - *5. When the task is completed, exit the current session.*
  - *6. Disconnect the JLR approved diagnostic tool and the JLR approved battery support unit.*

 IMPORTANT: Extract session files immediately after exiting the current diagnostic session to
include with a TA case if required.

Vehicles that cannot successfully activate TCU Connected Car services following these steps must open a VIN specific TA request including the following details.
- Session files
- Confirmation of process followed and SSM number.

- Date/Time of all manual activation attempts.
- TCU serial number

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.