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| <b>Reference</b>     | SSM73635  |
| <b>Models</b>        | Discovery / L462<br>Discovery Sport / L550<br>Range Rover / L405<br>Range Rover Evoque / L538<br>Range Rover Sport / L494<br>Range Rover Velar / L560   |
| <b>Title</b>         | Unable to activate telematics at PDI  |
| <b>Category</b>      | Electrical  |
| <b>Last modified</b> | 23-Nov-2017 00:00:00  |
| <b>Symptom</b>       | 205000 Electrical Accessories   |
| <b>Content</b>       | <p><b>Models Affected:</b><br/> <b>Range Rover (L405)</b><br/> <b>Range Rover Sport (L494)</b><br/> <b>Discovery (L462)</b><br/> <b>Evoque (L538)</b><br/> <b>Discovery Sport (L550)</b><br/> <b>Velar (L560)</b></p> <p><b>Issue</b><br/> Vehicle fails PDI routine due to telematics will not activate – e-Call button fails to illuminate</p> <p><b>Cause</b><br/> Communication error between Telematics Control Unit (TCU) and Server</p> <p><b>Action</b><br/> Attempt to manually activate TCU BEFORE attempting PDI:</p> <p>IMPORTANT: Note timestamps for ALL TCU activation attempts to be included with any TA requests needed to complete activation.</p> <ul style="list-style-type: none"> <li>• Move vehicle outside to known area of good reception.</li> <li>• Attempt manual activation with 10 second bCall button press. (note timestamp)</li> <li>• 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.</li> </ul> <p>If manual TCU activation is not successful, proceed with normal PDI processing applying the following care points:</p> <ul style="list-style-type: none"> <li>• Only use Pathfinder 118 onwards.</li> <li>• Verify WiFi, Mobile Data, and hotspot settings are turned off. (where fitted)</li> </ul> |

- 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 118 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.