


# TECHNICAL TOPICS

## ELECTRICAL



<h3>Connectivity Concerns</h3>	<p>2017-2022 Range Rover, Range Rover Sport, Velar, Evoque, Discovery, Discovery Sport, XE, XF, F-Pace, E-Pace fitted with TCU3</p>
<p><b>Customer Voice:</b></p> <ul style="list-style-type: none"> <li>Connectivity functions are no longer working (InControl App, SOTA, Traffic Information, Data Functions), SOS malfunction, Erroneous E-Call Trigger</li> </ul> <p><b>Technical Description:</b></p> <ul style="list-style-type: none"> <li>Various symptoms related to TCU functionality</li> <li>Numerous error modes may be resolved without updating or replacing the TCU.</li> </ul> <p><b>Status:</b></p> <ul style="list-style-type: none"> <li>Ensure customer account is active using InControl Portal</li> <li>Ensure ALL faults are worked through using TOPIx diagnostics, and Pinpoint tests prior to any update attempts on the TCU</li> <li>Complete Pathfinder guided diagnostics only after ensuring information on TOPIx has been referenced.</li> <li>If guided diagnostics states specifically that TCU replacement is necessary, there is no need for a TA. Please submit a FRED with the screenshot and session file if under New Vehicle Warranty.</li> <li>We are currently aware of supply restraints around TCU availability at time of publication.</li> </ul> <p style="text-align: center;">Refer to TOPIx workshop manual 415-01: Diagnosis and Testing- Telematics</p>	 <p><b>Symptom Chart</b> Error Message: "SOS not available" Shown Within The Instrument Cluster (IC)</p> <hr/> 