

Reference	SSM73064
Models	Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494
Title	Telematics Control Module Activation Inoperative At PDI
Category	Electrical
Last modified	21-Nov-2016 00:00:00
Symptom	207000 Entertainment Systems
Content	<p>Issue: A retailer may experience a Telematics Control Module (TCU) failing activation during the Pre Delivery Inspection (PDI) routine. The failure will appear on the Jaguar Land Rover approved diagnostic tool during the 'Activate Telematics Control Module'</p> <p>Cause: PSIM inserted prior to running the PDI application when the "Hotspot" is switched to the 'On' position. There is limited data on the supplied SIM card and when inserted prior to the activation, the TCU uses all the data before activation has completed, resulting in a failed activation.</p> <p>Action: Ensure that the PSIM is not inserted until after "Hotspot" has been switched "Off" at the Touch Screen, prior to running the PDI Application.</p> <p>Note: If activation has failed the PSIM should be removed and re-inserted after 'Hotpot' has been switched 'Off' then run the application again.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>