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| Reference | SSM72658 |
| Models | F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260 |
| Title | InControl Touch, difficulties in activating Telematics |
| Category | Electrical |
| Last modified | 18-Feb-2016 00:00:00 |
| Symptom | 207000 Entertainment Systems |
| Content | <p><u>Issue</u> Difficulties activating Telematics</p> <p><u>Cause</u> Telematics activation can be affected by a number of factors, most external to the vehicle. Please consider the check list below before contacting Technical assistance:</p> <p><u>Action</u></p> <p><u>Phone signal strength</u> The telematics uses an internal SIM card to dial up the server to allow activation. Is the vehicle in an area which will degrade signal strength such as a workshop / built up area?</p> <p>Please ensure the vehicle is in an area where it can receive a good phone signal.</p> <p><u>Server issues</u> At the time of attempted activation the server may be experiencing problems preventing an immediate activation response. Once the activation has been initiated, the activation process should only take a few minutes however if initial activation is unsuccessful, the vehicle will attempt to contact the server for a further 24 hours.</p> <p>If initial activation fails to complete, please contact Dealer Technical Services for further assistance. Do not replace the Telematics module.</p> |