



18MY JAGUAR F-PACE / LAND ROVER RANGE  
ROVER VELAR - UNABLE TO COMPLETE PDI AND  
ACTIVATE TELEMATICS SYSTEM: INTERIM PDI  
ADVICE

SERVICE ALERT

08-NOV-17

NO.: JA17TE-06  
SA17TE-07

SEC.: TOOLS &  
EQUIPMENT

MKT.: CAN / USA

Jaguar Land Rover North America Front Desk Engineering would like to inform all Pathfinder users about an emerging concern being tracked via technical helpline cases and EPQR submissions.

When attempting to perform a complete PDI on 18MY Jaguar F-PACE or 18MY Land Rover Range Rover Velar models, a communication error between Telematics Control Unit (TCU) and JLR's Connected Car Server may leave the Telematics system deactivated.

This issue is still under investigation and the root cause is not fully understood, but we have compiled an interim strategy to expedite a solution for circumstance based on TA cases where effective results have been achieved.

Please see the attached PDF with detailed interim instructions for processing these vehicles.

We apologize for any inconvenience this may have caused recently, and once a formal solution has been released this alert will be updated with appropriate details

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# 18MY Range Rover Velar & F-PACE

## Interim PDI advice

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### 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 with Pathfinder applying the following care points:

- Only use Pathfinder 115 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:

- Run Telematics server check (Note timestamp)

*CAUTION: This procedure requires Pathfinder version 115 loaded or a later version.*

1. *Connect the JLR approved diagnostic tool and the JLR approved battery support unit to the vehicle and begin a new diagnostic session.*
2. *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 'Telematics 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.

## 18MY Range Rover Velar & F-PACE Interim PDI advice

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1. Select 'ECU Diagnostics'.
2. Select 'Telematic control unit module' [TCU].
3. Select 'Update 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