

Reference	SSM73635
Models	Discovery Sport / L550 Range Rover Evoque / L538 Range Rover Velar / L560
Title	Unable to activate telematics at PDI
Category	Electrical
Last modified	07-Mar-2018 00:00:00
Symptom	205000 Electrical Accessories

Content**Models Affected:**

Evoque (L538) - SALVA2BN5JH267153 - SALCT2RX2JH749457

Discovery Sport (L550) - SALCA2AN5JH721748 -

SALVP2RX0JH297019

Velar (L560) - SALYA2AV6JA700308 - SALYA2BN8JA745653

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 the PDI process as normal.

If the Telematics Activation fails during the PDI process please ensure the following steps are adhered to:

- Move the vehicle outside to a known area of good reception.
- Run telematics Server Check
 - 1. *CAUTION: This procedure requires Pathfinder version 137 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.*

- If telematics server check is successful, attempt manual activation of the TCU with 10 second bCall button press. (note timestamp)
- Wait 3 minutes and crank the vehicle, check if activation was successful.
- 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 Server Check and manual TCU activation are successful at the end of the 3 attempts, proceed with normal PDI processing applying the following care points:

- Only use Pathfinder 137 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 either Server Check or Manual TCU activation is unsuccessful:

- Update TCU using Pathfinder 137 onwards, using the following procedure:

Run the TCU "New Module Programming" function. (Note: there is no need to physically replace the module).

1. Select 'ECU Diagnostics'.
 2. Select 'Telematics 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.
- Re-attempt Server Check and TCU activation after successful software update.

If Server Check and manual TCU activation are successful at the end of the 3 attempts, proceed with normal PDI processing applying the following care points:

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.