

Reference	SSM73634
Models	E-PACE / X540 F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260 XJ / X351
Title	Unable to complete PDI - Telematics fails to activate
Category	Electrical
Last modified	28-Mar-2018 00:00:00
Symptom	205000 Electrical Accessories
Content	<p>Models Affected - VIN Range: F Pace (X761) - SADCA2BN3JA899841 - SADCB2BX9JA290297 F Type (X152) - 18MY XE (X760) - SAJAB4BXXJCP16230 - SAJAE4FX7JCP37375 XF (X260) - SAJBA4AX2JCY52974 - SAJBB4AN8JCY67717 XJ (X351) - 18MY E Pace (X540) - SADFB2CN8J1Z00104 - SADFJ2FX6J1Z07424</p> <p>Issue Vehicle fails PDI routine due to telematics will not activate – e-Call button fails to illuminate</p> <p>Cause Communication error between Telematics Control Unit (TCU) and Server</p> <p>Action <i>CAUTION - 18MY XJ (X351) ONLY: Before attempting any actions below, advice provided in SSM 73779 - Jaguar XJ - X351 18 MY Telematics Control Module (TCU) Programming Concerns, must be observed</i></p> <p>Attempt the PDI process as normal.</p> <p>If the Telematics Activation fails during the PDI process please ensure the following steps are adhered too:</p> <ul style="list-style-type: none"> • Move the vehicle outside to a known area of good reception. • Run telematics Server Check <ul style="list-style-type: none"> ◦ 1. <i>CAUTION: This procedure requires Pathfinder version 137 loaded or a later version.</i> ◦ 2. <i>Connect the JLR approved diagnostic tool and the JLR approved battery support unit to the vehicle and begin a new</i>

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.