

<b>Reference</b>	SSM74054
<b>Models</b>	E-PACE / X540 F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260 XJ / X351
<b>Title</b>	SOS Limited Availability warning displayed on the Instrument Cluster
<b>Category</b>	Electrical
<b>Last modified</b>	29-Aug-2018 00:00:00
<b>Symptom</b>	207000 Entertainment Systems
<b>Content</b>	<p><b>Note: This issue affects 18MY vehicles only</b></p> <p><b>Issue:</b> “SOS Limited Availability” warning is displayed on the IC (Instrument Cluster along with Diagnostic Trouble Code (DTC) U3000-49 logged in the TCU (Telematics Control Unit).</p> <p><b>Cause:</b> Issue is caused due to the TCU not receiving a Global Positioning System (GPS) message within a specified time frame.</p> <p><b>Action:</b></p> <ol style="list-style-type: none"> <li>1. Caution - This procedure requires a minimum of Pathfinder 181 loaded or later.</li> <li>2. Connect the JLR approved battery support unit.</li> <li>3. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.</li> <li>4. Follow the JLR approved diagnostic equipment prompts.</li> <li>5. Select 'ECU Diagnostics'.</li> <li>6. Select 'Telematics Control Module (TCU)'</li> <li>7. Select 'Update ECU'.</li> <li>8. Follow all on-screen instructions to complete the task.</li> <li>9. When all of the tasks are complete, exit the session.</li> <li>10. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.</li> <li>11. Turn the Ignition OFF and lock the vehicle.</li> <li>12. Wait for vehicle to go to shutdown (Approximately 3 minutes)</li> </ol>

13. Unlock the vehicle and turn the Ignition ON
14. Carry out a DTC read on the vehicle and verify that the "SOS Limited Availability" message is not present on the IC and DTC U3000-49 is no longer stored in the TCU.
15. If the above message or DTC is still present please refer to Topix Section 415-01 - Information and Entertainment System - Telematics - Diagnosis.

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.