

Reference	SSM73872
Models	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494
Title	Emergency call button does not illuminate when carrying out PDI activation
Category	Electrical
Last modified	19-Oct-2018 00:00:00
Symptom	207000 Entertainment Systems

Content

Issue: When carrying out the Pre Delivery Inspection routine using Pathfinder the e-call button may not illuminate and/ or 'SOS is not available' displayed on the instrument Cluster' due to activation failure.

Cause: An error with the in-market database may prevent the Telematics Control Unit (TCU) changing the operational mode to 'Activated' from 'Pre-activated'.

Action: If the TCU activation fails during the PDI, please carry out the following steps:

1. Ensure the engine is running
2. Run the Telematics server check
3. Continue the PDI process using Pathfinder.
4. After successful activation, turn off the ignition

Note: If the vehicle does not successfully activate TCU Connected Car services after carrying out the above steps, please raise an ePQR including the following details:

1. Session files.
2. Confirmation of process followed and the SSM number above.
3. Date/ time of all manual activation attempts.
4. Vehicle VIN.
5. TCU serial number and photograph of the TCU label.

VIN range as follows:

L538: 18 MY - SALVA2BN0JH303573 onwards
L538c: 18 MY - SALVA5AN5JH299779 onwards
L550: 18 MY - SALCA2BN9JH751611 onwards
L494: 18 MY - SALWR2RE1JA181320 onwards
L462: 18 MY - SALRA2BK9JA047488 onwards
L405: 18 MY - SALGS2RE5JA380217 onwards

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.