

<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>	12-Sep-2018 00:00:00
<b>Symptom</b>	207000 Entertainment Systems

**Content**

**Note: This issue affects 18MY vehicles only**

**Issue:**

"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).

**Cause:**

Issue is caused due to the TCU not receiving a Global Positioning System (GPS) message within a specified time frame.

**Action:**

1. Caution - This procedure requires a minimum of Pathfinder 181 loaded or later.
2. Connect the JLR approved battery support unit.
3. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
4. Follow the JLR approved diagnostic equipment prompts.
5. Select 'ECU Diagnostics'.
6. Select 'Telematics Control Module (TCU)'
7. Select 'Update ECU'.
8. Follow all on-screen instructions to complete the task.
9. When all of the tasks are complete, exit the session.
10. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.
11. Turn the Ignition OFF and lock the vehicle.
12. Wait for vehicle to go to shutdown (Approximately 3 minutes)
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.