

<b>Reference</b>	SSM73874
<b>Models</b>	E-PACE / X540 F-PACE / X761 XE / X760 XF / X260
<b>Title</b>	Emergency call button does not illuminate when carrying out PDI activation
<b>Category</b>	Electrical
<b>Last modified</b>	14-Nov-2018 00:00:00
<b>Symptom</b>	207000 Entertainment Systems
<b>Content</b>	<p><b>Issue:</b> 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.</p> <p><b>Cause:</b> An error with the in-market database may prevent the Telematics Control Unit (TCU) changing the operational mode to 'Activated' from 'Pre-activated'.</p> <p><b>Action:</b> If the TCU activation fails during the PDI, please carry out the following steps:</p> <ol style="list-style-type: none"> <li>1. Ensure the engine is running.</li> <li>2. Update the TCU software using Pathfinder P160 onwards.</li> <li>3. Run the telematics server check following the TCU software update.</li> <li>4. Continue the PDI process using Pathfinder.</li> </ol> <p><b>Note:</b> 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:</p> <ol style="list-style-type: none"> <li>1. Session files.</li> <li>2. Confirmation of process followed and the SSM number above.</li> <li>3. Date/ time of all manual activation attempts.</li> <li>4. Vehicle VIN.</li> <li>5. TCU serial number and photograph of the TCU label.</li> </ol> <p>VIN range as follows:  X761 18MY - SADCK2FX1JA290286  X760 18 MY - SAJAE4FX7JCP37375  X260 18 MY - SAJBB4AN8JCY67717  X540 18 MY - SADFJ2FX6J1Z07424</p>

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.