Reference	SSM73872
Models	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560
Title	Emergency call button does not illuminate when carrying out PDI activation
Category	Electrical
Last modified	05-Mar-2019 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 a Technical Assistance 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 L560: 18MY - SALYA2BK3JA700125 onwards