

Special Service Message



NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 73872 - Emergency call button does not illuminate when carrying out PDI activation

Models : Discovery / L462

Discovery Sport / L550

Evoque / L538

Evoque / L551

Range Rover / L405

Range Rover Sport / L494

Range Rover Velar / L560

Engineer Name : Richard Attwood

Last Modified : 05 APR 2019 07:07:23

Category : Electrical

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. Raise a Technical Assistance (TA).
2. Select symptom 'Telematics/ InControl - Unable to successfully complete PDI process'.
3. Use the Special Service Message (SSM) as a reference number in the Customer Comments field.
4. Describe primary and secondary diagnostics completed.
5. Date/ time of all manual activation attempts.

6. TCU serial number and photograph of the TCU label.
7. Attach the PAtHfinder session file usign 'Pathfinder Sessions'.

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

Deleted - for reference only

Jaguar Land Rover Limited 2000 - 2019 (Rel. 2667)