
Reference	SSM75856
Models	E-PACE / X540 F-PACE / X761 XE / X760 XF / X260
Title	Unable to complete PDI due to Telematics/InControl Activation failing
Category	Electrical
Last modified	14-Sep-2022 00:00:00
Symptom	207000 Entertainment Systems

Content **Issue**
JLR is investigating retailers currently experiencing issues completing the user/vehicle bind process for InControl activation specific to USA (only certain locations in the USA seem to be affected)

Cause

Root cause is yet to be established for this issue and is currently being investigated by engineering, but network connectivity from 2G and/or 4G is suggesting being the contributing factor to these concerns.

Action

Please do not replace any of the TCU modules for this concern.

The requirement is to raise a TA for the escalation to the Telematics Service Desk and await further instruction for testing and resolution from the relevant engineering teams.

Thank you in advance for your assistance with this matter.

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