

## ACTIVATION OF TELEMATICS ON 24MY+ VEHICLES

### Customer Voice:

Customer states unable to activate or log into InControl on a 24MY vehicle

### Status:

The following steps should be taken if the user has been unable to successfully activate the InControl services on their 24MY applicable vehicle.

#### Vehicle prerequisites:

- VDC / TCU must be on the latest available software (22B +)
- PIVI must be on the latest available software (OS 4.0+)
- Vehicle is in an area of good network connectivity

#### Account Prerequisites

- Email must not have a hyphen or 2 periods.
  - Example of email address which will fail: jaguar-landover@mail.com / jaguar.land.rover@mail.com
  - Example of email address which should work: johnsmithjlr@mail.com
- Confirm with the user whether their existing password meets the criteria outlined below:
  - A minimum of 12 characters in length
  - No character occurs more than twice consecutively
  - Contain at least one capital letter
  - Contain at least one numerical character

#### Range Rover

- 24MY New Range Rover
- 24MY New Range Rover Sport
- 24MY Evoque
- 24MY Velar

#### Defender

- 24MY Defender

#### Discovery

- 24MY Discovery
- 24MY Discovery Sport



SSM 76095 available on TOPIx