

INFORMATION AND ENTERTAINMENT SYSTEM

TELEMATICS (G2401015)

DIAGNOSIS AND TESTING

The complexities of the electronics involved with the telematics system, of which the GPS antenna and navigation display are parts, and the multiplexed communication network which are connected to it preclude the use of workshop general electrical test equipment. Therefore, reference should be made to the approved Jaguar Land Rover diagnostic system for detailed instructions on testing the telematics system unit.

The approved Jaguar Land Rover diagnostic system tests and analyses all functions of the vehicle telematics system and the various systems affected by it.

Where a fault is indicated, some basic diagnostic methods may be necessary to confirm that connections are good and that wiring is not damaged before installing a new component.

PRINCIPLE OF OPERATION

For a detailed description of the telematics system, refer to the relevant description and operation sections in the workshop manual. REFER to: [Telematics](#) (415-01 Information and Entertainment System, Description and Operation).

INSPECTION AND VERIFICATION

ⓘ CAUTION:

Diagnosis by substitution from a donor vehicle is NOT acceptable. Substitution of control modules does not guarantee confirmation of a fault, and may also cause additional faults in the vehicle being tested and/or the donor vehicle

1. Verify customer concern.
2. Visually inspect for obvious signs of damage and system integrity.

Visual Inspection

MECHANICAL

ELECTRICAL

MECHANICAL	ELECTRICAL
■ Switches ■ Antenna ■ SIM card ■ SIM card reader	■ Fuses ■ Electrical harnesses ■ Harness connectors ■ Battery condition, state of charge

3. If an obvious cause for an observed or reported concern is found, correct the cause (if possible) before proceeding to the next step.

4. If the cause is not visually evident check the system for any set diagnostic trouble codes (DTCs) and proceed to the DTC index.

5. Check let JLR claims submission system for open campaigns. Refer to the corresponding bulletins and SSMs which may be valid for the specific customer complaint and complete the recommendations as required.

Telematics system diagnosis Do's and Do not's

Below are a list of DO's and DO NOT's, which should be adhered to in conjunction with any workshop literature or manuals.

DO:

- Make sure that all actions, routines and symptoms are recorded with the date and time, as this aids any subsequent off-board investigations.
- Capture screenshots of any concerns and/or error messages that are presented in the smartphone app or customer portal.
- Have the vehicle engine running when completing manual actions such as a long bCall press.
- Try and have the vehicle in an area of good mobile network coverage. Use a mobile phone as a comparison tool to check this.
- Repeat the "Telematics Server Check Routine" using the Jaguar Land Rover approved diagnostic equipment. Due to the variable factors that can affect the telematics system, it is advisable that any "Telematics Server Check Routines" are ran multiple times at any given troubleshooting point. Up to 5 attempts should be sufficient for the service to make viable communication attempts over the server.

DO NOT:

- Use a telematic control module from another vehicle during diagnosis and troubleshooting. This causes severe issues within the off-board database.
- Replace the telematic control module in the event that you are unable to diagnose a concern. You must raise a TA for further investigation.
- Do not attempt to remove the customer's account from the vehicle if the account has been linked but they are unable to complete the activation process.

- Hand a vehicle over if the PDI process has failed, as this means that the eCall/bCall service is not activated and will not work in the event of the vehicle airbags being deployed or the eCall button being pressed.
- Hand a vehicle over before it has been registered to the new owner.

Telematic control module replacement

A telematic control module replacement should only be completed after all other troubleshooting and diagnosis steps have been taken (including raising a TA for further assistance) AND has been approved by Retailer Technical Services. You should not perform a telematic control module replacement in the hope it will resolve a concern that you cannot diagnose. During the "TCU Replacement Routine", essential information relating to the new unit is sent to the Jaguar Land Rover off-board database, therefore it is crucial that the telematic control module replacement routine is ran in full.

1. Physically fit the telematic control module as instructed in the Workshop Manual.
2. Make sure the Jaguar Land Rover approved diagnostic equipment has been updated to the latest version.
3. Do not use a "dongle" or an older version of the Jaguar Land Rover approved diagnostic equipment.
4. Run the "TCU Replacement Routine" through the Jaguar Land Rover approved diagnostic equipment in an area with good signal.

Raising a telematics related Technical Assistance (TA) - Minimum standards

When raising a Technical Assistance (TA), it is essential that as much information as possible is captured and documented on the TA. This will save valuable time when the relevant teams investigate. You should aim to provide:

- The time and date the concern was first experienced.
- The time and date of all Jaguar Land Rover approved diagnostic equipment routines that have been ran.
- The time and date of all manual actions performed, for example long bCall press, smartphone app login etc.
- The timestamp of "Last vehicle contact" - This is obtained from the bottom of the home screen in the smartphone app.
- In the situation where a telematic control module replacement has been completed, should provide the serial number of the old module and the serial number of the new module as well as the time, date and the outcome of the telematic control module "Replacement Routine".
- Confirmation of any DTC's that have been recorded and if these have been resolved and/or cleared.
- The current illumination status of both the eCall and bCall buttons.
- A screenshot or an exact text copy of any error messages shown in the smartphone app
- Attach the latest session file

Telematic Error Messages shown within the Instrument Cluster (IC)

Error Message "SOS Limited Functionality" Shown Within The Instrument Cluster (IC)

**NOTE:**

NOTE: The clearing of this message can only be achieved by resolving a hardware issue.

SYMPTOM	GUIDED FLOW DIAGNOSTICS PATH	POSSIBLE CAUSES	ACTION
Error message "SOS Limited Availability" warning displayed on the Instrument Cluster (IC) with DTC present	Using the Jaguar Land Rover approved diagnostic equipment, please follow the telematics guided flow in Pathfinder to the location below: Interior Electrical Features > Telematics > InControl	External Global Systems for Mobile Communications /Universal Mobile Telecommunications System (GSM/UMTS) antenna connection failure (DTCs starting with B1A56-)	Refer to the electrical circuit diagrams and check the External Global Systems for Mobile Communications/Universal Mobile Telecommunications System (GSM /UMTS) antenna connections. Repair as necessary
		External Global Navigation Satellite System (GNSS) antenna connection failure (DTCs starting with B1D55-)	Refer to the electrical circuit diagrams and check the External Global Navigation Satellite System (GNSS) antenna connections. Repair as necessary
		Telematic eCall button connection failure (DTCs starting with B116D-)	Refer to the electrical circuit diagrams and check the Over Head Console (OHC) connections. Repair as necessary
		Hardwired connection failure with the Restraints Control Module (RCM) (DTCs starting with B10A2-)	Refer to the electrical circuit diagrams and check the hardwired connection to the Restraints Control Module (RCM). Repair the wiring harness as necessary
		Telematic microphone connection failure (DTCs starting with B117A-)	Refer to the electrical circuit diagrams and check the Over Head Console (OHC) connections. Repair as necessary

SYMPTOM	GUIDED FLOW DIAGNOSTICS PATH	POSSIBLE CAUSES	ACTION
		Global Navigation Satellite System (GNSS) antenna internal failure/Telematic Control Module (TCU) failure (DTC U3000-49)	1. Using the Jaguar Land Rover approved diagnostic equipment, clear the DTCs 2. Perform a TCU reset, follow the below steps a. Remove TCU back up battery b. Disconnect TCU main connector c. Reconnect TCU main connector d. Reconnect TCU backup battery 3. Using the Jaguar Land Rover approved diagnostic equipment, read the DTCs 4. If DTC is still present, update TCU software to latest version
		Telematic speaker connection failure (DTCs starting with B1A01-)	Refer to the electrical circuit diagrams and check the telematic speaker connections. Repair as necessary
		Back-up Battery within the Telematic Control Module (TCU) depleted (DTCs starting with U2109-)	 NOTE: The vehicle engine MUST be running to charge the telematic back-up battery. Ignition On will NOT recharge the telematic back-up battery 1. Refer to the relevant section of the workshop manual and check the startup battery condition. If the startup battery charge is low, recharge/ replace the startup battery as necessary 2. Run the vehicle for a minimum of 60 minutes to charge the TCU back-up battery 3. Check the telematic back-up battery voltage. A charged battery will show above 3.3V 4. Using the Jaguar Land Rover approved diagnostic equipment, clear the DTCs and wait 10 seconds 5. Read DTCs and make sure no warning message is visible on the Instrument Cluster (IC)

SYMPTOM	GUIDED FLOW DIAGNOSTICS PATH	POSSIBLE CAUSES	ACTION
		No DTCs present	 NOTE: The vehicle engine MUST be running to charge the telematic back-up battery. Ignition On will NOT recharge the telematic back-up battery 1. Refer to the relevant section of the workshop manual and check the startup battery condition. If the startup battery charge is low, recharge/ replace the startup battery as necessary 2. Run the vehicle for a minimum of 60 minutes to charge the TCU back-up battery 3. Check the telematic back-up battery voltage. A charged battery will show above 3.3V 4. Using the Jaguar Land Rover approved diagnostic equipment, clear the DTCs and wait 10 seconds 5. Read DTCs and make sure no warning message is visible on the Instrument Cluster (IC)

Symptom Chart

Error Message "SOS not available" Shown Within The Instrument Cluster (IC)

SYMPTOM	GUIDED FLOW DIAGNOSTICS PATH	POSSIBLE CAUSES	ACTION
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SYMPTOM	GUIDED FLOW DIAGNOSTICS PATH	POSSIBLE CAUSES	ACTION
Error message "SOS Is Not Available" warning displayed on the Instrument Cluster (IC)	Using the Jaguar Land Rover approved diagnostic equipment, please follow the telematics guided flow in Pathfinder to the location below: Interior Electrical Features > Telematics > InControl	The Telematic Control Module (TCU) is not responding through the CAN bus network	- Using the Jaguar Land Rover approved diagnostic equipment, check if Telematic Control Module (TCU) is detected in vehicle CAN bus network - If TCU is not present in vehicle CAN network please complete the following steps: a. Refer to the electrical circuit diagrams and check the TCU connections. Repair as necessary b. Conduct vehicle battery hard-reset c. Disconnect all TCU connectors and wait for 30 seconds d. Reconnect all TCU connectors and wait for 30 seconds e. Using the Jaguar Land Rover approved diagnostic equipment, clear all DTCs f. Check if TCU is present in vehicle CAN bus network g. If TCU still not present in vehicle CAN bus network, replace TCU module as necessary
		External Global Systems for Mobile Communications /Universal Mobile Telecommunications System (GSM/UMTS) antenna connection failure (DTCs starting with B1A56-)	Refer to the electrical circuit diagrams and check the External Global Systems for Mobile Communications /Universal Mobile Telecommunications System (GSM /UMTS) antenna connections. Repair as necessary
		External Global Navigation Satellite System (GNSS) antenna connection failure (DTCs starting with B1D55-)	Refer to the electrical circuit diagrams and check the External Global Navigation Satellite System (GNSS) antenna connections. Repair as necessary
		Telematic eCall button connection failure (DTCs starting with B116D-)	Refer to the electrical circuit diagrams and check the Over Head Console (OHC) connections. Repair as necessary
		Hardwired connection failure with the Restraints Control Module (RCM) (DTCs starting with B10A2-)	Refer to the electrical circuit diagrams and check the hardwired connection to the Restraints Control Module (RCM). Repair the wiring harness as necessary

SYMPTOM	GUIDED FLOW DIAGNOSTICS PATH	POSSIBLE CAUSES	ACTION
		Telematic microphone connection failure (DTCs starting with B117A-)	Refer to the electrical circuit diagrams and check the Over Head Console (OHC) connections. Repair as necessary
		Global Navigation Satellite System (GNSS) antenna internal failure/Telematic Control Module (TCU) failure (DTC U3000-49)	1. Using the Jaguar Land Rover approved diagnostic equipment, clear the DTCs 2. TCU3 Reset (11 81) or follow below steps a. Remove TCU back up battery b. Disconnect TCU main connector c. Reconnect TCU main connector d. Reconnect TCU backup battery 3. Using the Jaguar Land Rover approved diagnostic equipment, read the DTCs 4. If DTC is still present, update TCU software to latest version
		Telematic speaker connection failure (DTCs starting with B1A01-)	Refer to the electrical circuit diagrams and check the telematic speaker connections. Repair as necessary
		Activation failure when carrying out the Pre Delivery Inspection routine using Pathfinder	1. Make sure the engine is running 2. Using the Jaguar Land Rover approved diagnostic equipment, run the Telematics server check 3. Continue the PDI process using Pathfinder 4. If PDI fails, update TCU software to latest version 5. Retry the PDI process 6. After successful activation, turn off the ignition

SYMPTOM	GUIDED FLOW DIAGNOSTICS PATH	POSSIBLE CAUSES	ACTION
		Back-up Battery within the Telematic Control Module (TCU) depleted (DTCs starting with U2109-)	1. Refer to the relevant section of the workshop manual and check the startup battery condition. If the startup battery charge is low, recharge/replace the startup battery as necessary 2. Run the vehicle for a minimum of 60 minutes to charge the TCU back-up battery (The vehicle engine MUST be running to charge the telematic back-up battery. Ignition On will NOT recharge the telematic back-up battery) 3. Check the telematic back-up battery voltage. A charged battery will show above 3.3V 4. Using the Jaguar Land Rover approved diagnostic equipment, clear the DTCs and wait 10 seconds 5. Read DTCs and make sure no warning message is visible on the Instrument Cluster (IC)

Please note that this list is not extensive and full diagnosis should always be completed as per the workshop literature.

Symptom Chart

Pre Delivery Inspection (PDI) eCall Button Illumination Issues

SYMPTOM	GUIDED FLOW DIAGNOSTICS PATH	POSSIBLE CAUSES	ACTION
When carrying out the Pre Delivery Inspection (PDI) routine using Pathfinder the telematic eCall button does not illuminate	Using the Jaguar Land Rover approved diagnostic equipment, please follow the telematics guided flow in Pathfinder to the location below: Interior Electrical Features > Telematics > InControl	This issue is caused due to the TCU going to sleep during configuration data transfer when performing the PDI routine	1. Make sure the engine is running 2. Using the Jaguar Land Rover approved diagnostic equipment, run the Telematics server check 3. Continue the PDI process using Pathfinder 4. If PDI fails, update TCU software to latest version 5. Retry the PDI process 6. After successful activation, turn off the ignition

SYMPTOM	GUIDED FLOW DIAGNOSTICS PATH	POSSIBLE CAUSES	ACTION
		Country Db failure	1. If PDI routine fails, using the Jaguar Land Rover approved diagnostic equipment, update TCU software to latest version 2. Retry the PDI routine 3. After a successful activation, turn off the ignition

Symptom Chart

bCall Button Illumination Issues

SYMPTOM	POSSIBLE CAUSES	ACTION
bCall button does not illuminate OR the customer is not able to contact the breakdown service when they press the bCall button	Incorrect bCall number stored within the TCU during TCU network configuration	 NOTE: Please make sure that the Jaguar Land Rover approved diagnostic tool is updated to a minimum of Pathfinder 203 or later - Complete the following steps: 1. Firstly connect the Jaguar Land Rover approved battery support unit 2. Connect the Jaguar Land Rover approved diagnostic equipment to the vehicle and begin a new session 3. Follow the Jaguar Land Rover approved diagnostic equipment prompts 4. Select "ECU Diagnostics" 5. Select "Telematic Control Module (TCU)" 6. Select "Update ECU" 7. Then follow all on-screen instructions to complete the task 8. When all of the tasks are complete, exit the session 9. Then press and hold the bCall button for at least 10 seconds, this will allow for the new configuration to download 10. Disconnect the Jaguar Land Rover approved diagnostic equipment and battery support unit

Symptom Chart

InControl App Setup Issues

SYMPTOM	GUIDED FLOW DIAGNOSTICS PATH	POSSIBLE CAUSES	ACTION
InControl App cannot be setup after telematic bCall button long press	Using the Jaguar Land Rover approved diagnostic equipment, please follow the telematics guided flow in Pathfinder to the location below: Interior Electrical Features > Telematics > InControl	This issue is caused due to the TCU not registering to the mobile network	1. Using the Jaguar Land Rover approved diagnostic equipment, make sure vehicle is not in transit mode 2. Make sure the engine is running 3. Using the Jaguar Land Rover approved diagnostic equipment, run the diagnostic routine - Telematics Server Check 4. If the server check fails, update TCU software to latest version 5. Retry setting up the customer account/bCall button long press 6. After successful activation, turn off the ignition

Symptom Chart

Conectivity Issues

SYMPTOM	GUIDED FLOW DIAGNOSTICS PATH	POSSIBLE CAUSES	ACTION
InControl live, internet, or mobile data connectivity failure	Using the Jaguar Land Rover approved diagnostic equipment, please follow the telematics guided flow in Pathfinder to the location below: Interior Electrical Features > Telematics > InControl	TCU software files corrupt	Using the Jaguar Land Rover approved diagnostic equipment, update the TCU to the latest level software and check the connectivity

Symptom Chart

U2300 Diagnostic Trouble Code (DTC) Raised

SYMPTOM	GUIDED FLOW DIAGNOSTICS PATH	POSSIBLE CAUSES	ACTION
U2300-55 DTC set within the Telematic Control Module (TCU)	Using the Jaguar Land Rover approved diagnostic equipment, please follow the telematics guided flow in Pathfinder to the location below: Interior Electrical Features > Telematics > InControl	This issue is caused by the TCU not receiving all of the expected Car Configuration Files (CCF) parameters	1. Run the vehicle for 5 minutes 2. Using the Jaguar Land Rover approved diagnostic equipment, clear the DTCs 3. Using the Jaguar Land Rover approved diagnostic equipment, read the DTCs again and perform the relative corrective actions
U2300-56	Using the Jaguar Land Rover approved		

SYMPTOM	GUIDED FLOW DIAGNOSTICS PATH	POSSIBLE CAUSES	ACTION
DTC set within the TCU with or without U3000-55 DTC	diagnostic equipment, please follow the telematics guided flow in Pathfinder to the location below: Interior Electrical Features > Telematics > InControl	Audio program file not flashed and/or flashed incorrectly	Using the Jaguar Land Rover approved diagnostic equipment, check and update the Car Configuration Files (CCF) as necessary
		Car Configuration Files (CCF) parameters monitored by the Telematic Control Module (TCU) to have invalid values	Using the Jaguar Land Rover approved diagnostic equipment, make sure that the 29 CCF parameters (listed in CCF Tab) do not have Invalid/Error/Not Supported values. Update the CCF values as necessary

Symptom Chart

In Control Remote Apps Operation Issues

SYMPTOM	POSSIBLE CAUSES	ACTION
InControl Remote apps not operating as expected	A change in the configuration files sent from an external server to the Telematic Control Module (TCU) to vehicles from 9th December 2018 triggers a fault within the TCU	 NOTE: Do NOT replace the TCU or Infotainment Master Controller (IMC) or update any other modules as this will NOT resolve the issue - Complete the following steps: 1. Firstly connect the Jaguar Land Rover approved battery support unit 2. Connect the Jaguar Land Rover approved diagnostic equipment to the vehicle and begin a new session 3. Follow the Jaguar Land Rover approved diagnostic equipment prompts 4. From the home screen select "Service" 5. Complete a vehicle reset by selecting " Body Control Module (BCM): Vehicle reset" 6. Disconnect the Jaguar Land Rover approved diagnostic equipment and battery support unit 7. Then press and hold the bCall button for at least 10 seconds, this will upload the latest off board server data 8. Lock the vehicle and allow the CAN network to close down fully (this will take a minimum of 15 minutes) 9. Finally request the customer to completely close the InControl remote app on their mobile device and then re-open (so that the InControl app loads all previous journeys and latest location). The update time will vary depending on the volume of data being downloaded
Incorrect function of the		

SYMPTOM	POSSIBLE CAUSES	ACTION
InControl remote apps feature including remote climate change feature not functioning and the remote app will not contact the vehicle	A change in the configuration files sent from an external server to the Telematic Control Module (TCU) to vehicles from 9th December 2018 triggers a fault within the TCU	CAUTION: This procedure requires a minimum 0f Pathfinder 208 installed or later  NOTES: - Do NOT replace the TCU or Infotainment Master Controller (IMC) or update any other modules as this will NOT resolve the issue - The Jaguar Land Rover approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation mode' if required - Do NOT replace the TCU or Infotainment Master Controller (IMC) or update any other modules as this will NOT resolve the issue - Complete the following steps: 1. Firstly connect the Jaguar Land Rover approved battery support unit 2. Connect the Jaguar Land Rover approved diagnostic equipment to the vehicle and begin a new session 3. Follow the Jaguar Land Rover approved diagnostic equipment prompts 4. From the home screen select "Service" 5. Complete a vehicle reset by selecting " Body Control Module (BCM): Vehicle reset" 6. Disconnect the Jaguar Land Rover approved diagnostic equipment and battery support unit 7. Then press and hold the bCall button for at least 10 seconds, this will upload the latest off board server data 8. Lock the vehicle and allow the CAN network to close down fully (this will take a minimum of 15 minutes) 9. Finally request the customer to completely close the InControl remote app on their mobile devise and then re-open (so that the InControl app loads all previous journeys and latest location). The update time will vary depending on the volume of data being downloaded

Symptom Chart

Engine Crank Inhibited

SYMPTOM	POSSIBLE CAUSE	ACTION
The engine does not	Telematic Control Module	

SYMPTOM	POSSIBLE CAUSE	ACTION
crank	(TCU) fault/CAN fault	When a start request is made, the Telematic Control Module (TCU) must transmit a secure ID message to the Powertrain Control Module (PCM) through the CAN bus to authorise cranking. Check the TCU for related DTCs and refer to the relevant DTC index. Check the CAN bus circuit between the TCU and the PCM and repair the wiring harness as necessary

PINPOINT TESTS

PINPOINT TEST A : ERRORS IN THE RETAILER ACTION/PROCESS - TELEMATICS PDI ROUTINE FAILS AS STATED BY THE JAGUAR LAND ROVER APPROVED DIAGNOSTIC EQUIPMENT

A1: CHECKING THE INCONTROL ADMIN PORTAL

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 If 24 hours have passed since the first "Telematics PDI Routine" failure, search for the VIN on the InControl admin portal.
	Does the portal show vehicle as ready to be registered to a customer? Yes The "Telematics PDI Routine" failure issue has been resolved. No GO toA2.

A2: ECALL BUTTON ILLUMINATION

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 When functioning correctly the eCall button will illuminate red.
	Is eCall button illuminated? Yes Raise a TA. No GO toA3.

A3: INCONTROL WIFI CHECK

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the infotainment system for InControl WiFi/Mobile data.
	Does the vehicle have InControl WiFi/Mobile data fitted? Yes GO toA4. No GO toA5.

A4: SWITCHING OFF THE INCONTROL WIFI

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Turn the InControl WiFi/Mobile data off in the infotainment unit. Then retry the "Telematics PDI Routine".
	Has the "Telematics PDI Routine" retry attempt passed? Yes The "Telematics PDI Routine" failure issue has been resolved. No

A4: SWITCHING OFF THE INCONTROL WIFI	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	GO toA5.
A5: "TELEMATICS SERVER CHECK ROUTINE"	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Perform a ""Telematics Server Check Routine"" through the Jaguar Land Rover approved diagnostic equipment.
	Has the ""Telematics Server Check Routine"" passed? Yes GO toA6. No Raise a TA.
A6: "TELEMATICS PDI ROUTINE" RETRY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Retry the "Telematics PDI Routine" through the Jaguar Land Rover approved diagnostic equipment.
	Has the "Telematics PDI Routine" retry attempt passed? Yes The "Telematics PDI Routine" failure issue has been resolved. No GO toA7.
A7: MANUAL TELEMATICS PDI ACTION CHECK	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Attempt the "Manual Telematics PDI Action". This involves going to the vehicle, starting the engine and performing a 10 second press of the bCall button (found on the left of the overhead console)
	Has the eCall button illuminated red? Yes GO toA8. No Raise a TA.
A8: FINAL INCONTROL ADMIN PORTAL CHECK	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the VIN in the InControl admin portal.
	Does it say that the vehicle is ready to be registered to a customer? Yes The "Telematics PDI Routine" failure issue has been resolved. No Raise a TA.

PINPOINT TEST B : ERRORS IN THE RETAILER ACTION/PROCESS - JAGUAR LAND ROVER APPROVED DIAGNOSTIC EQUIPMENT DOES NOT REPORT THAT THE "TELEMATICS PDI ROUTINE" HAS BEEN UNSUCCESSFUL HOWEVER THE ECALL/SOS BUTTON DOES NOT ILLUMINATE RED

B1: TELEMATICS DIAGNOSTICS CHECK

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Go to the vehicle and start the engine. Perform a long bCall press. Then using the Jaguar Land Rover diagnostic equipment perform diagnostic checks.
	Have any DTC's been found? Yes GO toB2. No GO toB3.

B2: RESOLVING A DTC RELATED CONCERN

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Resolve the DTC related concern by referring to the workshop manual.
	Has this resolved the issue? Yes The "Telematics PDI Routine" failure issue has been resolved. No GO toB4.

B3: INCONTROL ADMIN PORTAL CHECK

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the InControl admin portal for the status of the vehicle by searching the VIN.
	Does the InControl admin portal show that the vehicle is ready to be registered to a customer? Yes GO toB4. No Please refer to the pin point test A "Telematics PDI routine fails as stated by the Jaguar Land Rover approved diagnostic equipment".

B4: "ILLUMINATION TEST ROUTINE" CHECK

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Perform the "Illumination Test Routine" for eCall and bCall buttons through the Jaguar Land Rover approved diagnostic equipment.
	Has the eCall button illuminated during the routine? Yes Raise a TA. No GO toB5.

B5: REPLACEMENT OF THE ROOF POD

TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Fit a new or "known good" roof pod to the vehicle and re-run the "Illumination Test Routine".
	Has the eCall button illuminated? Yes The "Telematics PDI Routine" failure issue has been resolved.

B5: REPLACEMENT OF THE ROOF POD	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	No Raise a TA.

PINPOINT TEST C : ERRORS IN THE RETAILER ACTION/PROCESS - "OPEN SERVICE" ERROR MESSAGE IS PRESENTED WHEN CLICKING "GET STARTED"	
C1: REGISTRATION PROCESS ERROR MESSAGES	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 On the "Step 2 - Get Started" section of the registration process, clicking the "Get Started" icon shows an error message.
	2 Wait for 5 minutes to pass after previous attempt.
	3 Go to the vehicle, start the engine, and perform a long bCall press.
	4 Allow another 5 minutes to pass after the long bCall press.
	5 Return to the PC and proceed with the registration process. On step 2, click the "Get Started" icon.
	Was an error message presented after clicking the "Get Started" icon? Yes Raise a TA. No The registration issue has been resolved, continue with the registration process.

PINPOINT TEST D : ERRORS IN THE RETAILER ACTION/PROCESS - CONNECTING THE USER DOES NOT WORK WITHIN THE 60 MINUTE WINDOW	
D1: INCONTROL ADMIN PORTAL CHECK	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 On "Step 2 - Get Started" you have opened the 60 minute window in which to perform the "long bCall press". The timer counts all the way down to 00:00 but does not connect the customer account to the vehicle after the bCall press.
	Log out of the InControl admin portal and then log back in. Search for the VIN. Does the InControl admin portal show "Continue Setup"? Yes The registration issue has been resolved, continue with the registration process. No GO to D2.
D2: CHECKING THE INCONTROL WIFI SETTINGS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Retry the process by clicking "Get Started" again, opening the 60 minute window.
	2 Go to the vehicle.
	Where applicable, check if the InControl WiFi/Mobile data feature is turned ON in the infotainment unit menu? (If the vehicle does not have InControl WiFi/Mobile data feature installed please follow "NO" on this pinpoint test)

D2: CHECKING THE INCONTROL WIFI SETTINGS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	Yes GO toD3. No GO toD4.
D3: CHANGING THE INCONTROL WIFI SETTINGS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Where applicable turn the InControl WiFi/Mobile data feature "OFF" through the infotainment menu. Then perform a long bCall press.
	Has this connected the account to the vehicle? Yes The customer account connection issue has been resolved. No GO toD4.
D4: "TELEMATICS SERVER CHECK ROUTINE"	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Perform a "Telematics Server Check Routine" through the Jaguar Land Rover approved diagnostic equipment.
	Has the "Telematics Server Check Routine" passed successfully? Yes GO toD5. No Raise a TA.
D5: LONG BCALL PRESS RETRY	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Retry a long bCall press (ensuring the 60 minute window is opened from the InControl admin portal).
	Has this connected the customer's account to the vehicle? Yes The customer account connection issue has been resolved. No Raise a TA.



NOTES:

- In ALL cases, prior to performing a test eCall, please notify the customer as they may be contacted by the Police or other service providers.
- If you successfully connect to an operator during an eCall or bCall test, you MUST advise them that you are performing a test or diagnosis of the service.

PINPOINT TEST E : ERRORS REPORTED BY THE USER - ECALL/BCALL SERVICES DO NOT WORK	
E1: ECALL CHECK	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 The customer has reported that the eCall (SOS) and/or bCall (Optimised Roadside Assistance) buttons do not work. Examples include:

PINPOINT TEST E : ERRORS REPORTED BY THE USER - ECALL/BCALL SERVICES DO NOT WORK	
E1: ECALL CHECK	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	- Not being able to hear the agent. - No sound being generated at all.
	2 Press the eCall button for two seconds to trigger a call to start.
	Has an error message shown in the instrument cluster? Yes Please refer to the "telematics error messages shown in the instrument cluster" symptom charts located above. No GO to E2.
E2: CHECK FOR RELATED DTC'S	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Connect the vehicle to the Jaguar Land Rover approved diagnostic equipment and perform a full diagnostic check.
	Have any DTC's found? Yes GO to E3. No Raise a TA.
E3: RECTIFY DTC'S	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Refer to the relevant workshop manual and resolve these DTC's. When the DTC's are rectified continue with this step.
	Are the eCall/bCall services now working correctly? Yes The eCall/bCall issue has been resolved. No Raise a TA.

PINPOINT TEST F : ERRORS REPORTED BY THE USER - JOURNEYS ARE NOT RECORDED	
F1: RUN THE "TELEMATICS SERVER CHECK ROUTINE"	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 The customer reports that the "Journeys" feature is not working correctly (all journeys are missing or selected journeys are missing).
	2 Check that the "Journeys" feature has been enabled by the customer. This is checked by having them log into the customer portal.
	3 Connect the vehicle to the Jaguar Land Rover approved diagnostic equipment and run the "Telematics Server Check Routine".
	Has the vehicle passed the "Telematics Server Check Routine?"

PINPOINT TEST F : ERRORS REPORTED BY THE USER - JOURNEYS ARE NOT RECORDED	
F1: RUN THE "TELEMATICS SERVER CHECK ROUTINE"	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	Yes GO toF2. No Raise a TA.
F2: CHECK THE CUSTOMER PORTAL	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Ask the customer to check if journeys are shown in the customer portal
	Do the journeys now show in the customer portal? Yes The "Journeys" not recording issue has been resolved. No GO toF3.
F3: COMPARE THE SMARTPHONE APP AND THE CUSTOMER PORTAL	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Compare the information between the smartphone app and the customer portal.
	Do the smartphone app and customer portal both show the same information, for example, both do not show all journeys or both do not show selected journeys? Yes GO toF4. No GO toF5.
F4: SWITCHING THE "JOURNEYS" FEATURE OFF AND THEN ON	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Have the customer turn the "Journeys" feature OFF and then ON.
	2 Take the vehicle on a drive of at least 1 mile.
	Was the journey recorded? Yes The "Journeys" not recording issue has been resolved. No Raise a TA.
F5: REINSTALL THE APPLICATION	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Delete and re-install the app on the user's smartphone.
	2 Login on a different device and see if the problem remains.
	Has this resolved the issue? Yes The "Journeys" not recording issue has been resolved. No Raise a TA.

PINPOINT TEST G : ERRORS REPORTED BY THE USER - SERVICE ALERTS ARE "STUCK" IN THE SMARTPHONE APPLICATION	
G1: CHECK THAT THE NOTIFICATION IS NOT VALID	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 The customer is reporting that a notification is "stuck" in the smartphone app.
	Is there a valid reason for the alert to show? For example, if low fuel level alert is stuck, is there sufficient fuel in the vehicle etc. Yes Resolve the cause of the notification then GO toG2. No GO toG3.
G2: RE-CHECK THE NOTIFICATIONS	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Re-check the smartphone app notifications.
	Has this resolved the concern? Yes The smartphone app alerts issue has been resolved. No GO toG4.
G3: CLOSE AND RE-OPEN THE APP	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Start the vehicle engine.
	2 Sign out of the smartphone app. Then "force close" the app. Re-open the app and sign in.
	Has the "last contacted time" at the bottom of the home screen updated? Yes Raise a TA No GO toG4.
G4: PERFORMING A ""TELEMATICS SERVER CHECK ROUTINE""	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Perform a ""Telematics Server Check Routine"" through the Jaguar Land Rover approved diagnostic equipment.
	Has this resolved the concern? Yes The smartphone app alerts issue has been resolved. No Raise a TA.

PINPOINT TEST H : ERRORS REPORTED BY THE USER - REMOTE ENGINE START (RES) SERVICES DO NOT WORK	
H1: CHECK THE REMOTE ENGINE START (RES) SERVICES	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 The customer has reported that Remote Engine Start (RES) services do not work.

PINPOINT TEST H : ERRORS REPORTED BY THE USER - REMOTE ENGINE START (RES) SERVICES DO NOT WORK	
H1: CHECK THE REMOTE ENGINE START (RES) SERVICES	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	2 Retry the RES. You will need to be standing next to the vehicle to observe the behaviours of the vehicle. Please do not interfere with the vehicle during this process.
	Within 5 minutes of initiating the RES, does the instrument cluster within the vehicle light up? Yes GO toH2. No GO toH4.
H2: RES PREREQUISITES	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the RES prerequisites (see RES symptom chart above); make sure all of the prerequisites are met. If all of the prerequisite have been met and the RES will still not function continue with this pinpoint test.
	Is the vehicle a diesel? Yes GO toH3. No Raise a TA.
H3: DPF REGENERATION	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Perform a regeneration of the DPF as per the workshop manuals.
	2 Then retry the RES service.
	Is the concern resolved? Yes The RES service issue has been resolved. No Raise a TA.
H4: CHECK THE SMARTPHONE APP	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the smartphone app for any messages.
	Is the given error message relating to the windows of the vehicle? Yes GO toH5. No Raise a TA
H5: WINDOW CALIBRATION CHECK	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Check the calibration of vehicle windows (refer to the workshop manual).
	2 Retry the RES service.
	Is the concern resolved? Yes

H5: WINDOW CALIBRATION CHECK	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	The RES service issue has been resolved. No Raise a TA.

PINPOINT TEST I : ERRORS REPORTED BY THE USER - REMOTE SERVICES DO NOT WORK (REMOTE LOCK/UNLOCK, HORN BLOW, LIGHTS FLASH, ALARM OFF)	
I1: "TELEMATICS SERVER CHECK ROUTINE"	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Perform a "Telematics Server Check Routine" through the Jaguar Land Rover approved diagnostic equipment.
	Has the "Telematics Server Check Routine" passed? Yes GO to I2. No Raise a TA.
I2: RETRY REMOTE SERVICE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Retry the remote service in an area with known good mobile network coverage.
	Has the remote service functioned correctly? Yes The remote service issue has been resolved. No GO to I3.
I3: REMOTE FUNCTION ERROR MESSAGE	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 If the Remote Engine Service (RES) function is also not working correctly please refer to the pinpoint test H - Remote Engine Start (RES) services do not work. If the RES is functioning correctly continue with test I3.
	2 When the remote function fails an error message will be displayed.
	Is "Network Delay" the error message presented when the remote function fails? Yes GO to I4. No GO to I5.
I4: RE-INSTALL THE APP	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Try the remote service function using a different device.
	2 Delete and re-install the application on the user's smartphone.
	Has either of these steps resolved the remote service function issue? Yes The remote service issue has been resolved. No Raise a TA.

I5: CHECK FOR USER ERROR	
TEST CONDITIONS	DETAILS/RESULTS/ACTIONS
	1 Eliminate any potential user error or user intervention scenarios. For example, if a customer is reporting that the remote door lock feature doesn't work, make sure they are not opening the door when the service is in progress.
	Was user error causing the issue and does the affected remote service now work? Yes The remote service issue has been resolved. No Raise a TA.

DTC Index

For a complete list of all diagnostic trouble codes (DTCs) that could be set on this vehicle, please refer to Section 100-00.REFER to: [Diagnostic Trouble Code Index - DTC: Telematic Control Unit Module \(TCU\)](#) (100-00 General Information, Description and Operation).

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