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# INFORMATION AND ENTERTAINMENT SYSTEM

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.

PRINCIPALS OF OPERATION

For a detailed description of the telematics system, refer to the relevant description and operation section of 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  |
|--|---|
| <ul style="list-style-type: none"> <li>▪ Switches</li> <li>▪ Antenna</li> <li>▪ SIM card</li> <li>▪ SIM card reader</li> </ul> | <ul style="list-style-type: none"> <li>▪ Fuses</li> <li>▪ Electrical harnesses</li> <li>▪ Harness connectors</li> <li>▪ Battery condition, state of charge</li> </ul> |

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 logged diagnostic trouble codes (DTCs) and proceed to the DTC index.

5. Check DDW for open campaigns. Refer to the corresponding bulletins and SSMs which may be valid for the specific customer complaint and carry out the recommendations as required.

### **Telematics system diagnosis Do's and Don'ts**

Below are a list of DO's and DON'Ts, which should be adhered to in conjunction with any workshop literature or manuals.

#### **DO:**

- Ensure 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.

#### **DON'T**

- Use a telematics control module from another vehicle during diagnosis and troubleshooting. This causes severe issues within the off-board database.
- Replace the telematics 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.

### **Telematics control module replacement**

A telematics control module replacement should only be carried out 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 telematics 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 telematics control module replacement routine is ran in full.

1. Physically fit the telematics control module as instructed in the Workshop Manual.
1. Ensure the Jaguar Land Rover approved diagnostic equipment has been updated to the latest version.
1. Don't use a "dongle" or an older version of the Jaguar Land Rover approved diagnostic equipment.
1. Run the "TCU Replacement Routine" via 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 e.g. 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 telematics control module replacement has been carried out, 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 telematics control module "Replacement Routine".
- Confirmation of any DTC's that have been recorded and whether 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

### SYMPTOM CHART - TELEMATICS ERROR MESSAGES SHOWN IN THE INSTRUMENT CLUSTER

#### Error message "SOS Limited Functionality" shown in the instrument cluster



#### NOTE:

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

| SYMPTOM | POSSIBLE CAUSES | ACTION |
|---------|-----------------|--------|
|         |                 |        |

|  |  |  |
|--|--|--|
| <p>Error message "SOS Limited Functionality" shown in the instrument cluster</p> | <ul style="list-style-type: none"> <li>▪ External Global Systems for Mobile Communications /Universal Mobile Telecommunications System (GSM/UMTS) antenna connection failure</li> <li>▪ External Global Navigation Satellite System (GNSS) antenna connection failure</li> <li>▪ eCall button connection failure</li> <li>▪ Hardwired connection failure with the Restraints Control Module (RCM)</li> <li>▪ Microphone connection failure</li> <li>▪ Global Navigation Satellite System (GNSS) antenna internal failure</li> <li>▪ Speaker connection failure</li> <li>▪ Telematics control module backup battery depleted</li> </ul> | <ul style="list-style-type: none"> <li>▪ Using the Jaguar Land Rover approved diagnostic equipment; please refer to the snapshot data and DTC information. A vehicle snapshot will show the nature of the hardware issue. Please refer to the DTC index for the recommended repair procedure.</li> </ul> |
|--|--|--|

### Symptom Chart - Error message "SOS not available" shown in the instrument cluster

| SYMPTOM  | POSSIBLE CAUSES  | ACTION   |
|--|--|--|
| <p>Error message "SOS Not Available" shown in the instrument cluster</p> | <ul style="list-style-type: none"> <li>▪ The telematics control module is off bus</li> <li>▪ Failed emergency call due to no cellular network coverage</li> <li>▪ Modem Failure</li> </ul> | <ul style="list-style-type: none"> <li>▪ If the telematics control module is disconnected or unresponsive, the cluster will automatically display "SOS Not Available". The message is cleared as soon as the telematics control module is back on bus. This may also require the user to push "OK" to clear the instrument cluster pop-up. Use the Jaguar Land Rover approved diagnostic equipment to check for related DTC's and repair as necessary.</li> <li>▪ If a call is attempted while the telematics control module is in no cellular coverage, it will fail to connect and the telematics control module retry strategy will come into effect. If all retries fail, the telematics control module will prompt the cluster to display "SOS Not Available". The cluster message will be cleared when the user presses "OK" to clear the pop-up.</li> <li>▪ If a modem error is detected and the corresponding DTC raised. Use the Jaguar Land Rover approved diagnostic equipment to check for related DTC's and repair as necessary. The cluster message will remain until the DTC is cleared.</li> </ul> |

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

### SYMPTOM CHART

### Symptom Chart - Remote Engine Start (RES) prerequisites

| SYMPTOM   | POSSIBLE CAUSES  | ACTION   |
|---|--|--|
| <p>The vehicle will not perform a Remote Engine Start (RES)</p> | <ul style="list-style-type: none"> <li>▪ The accelerator pedal is pressed</li> <li>▪ Parking brake not set before a RES is attempted</li> <li>▪ Transmission not set to park before RES attempt</li> </ul> | <ul style="list-style-type: none"> <li>▪ Check that the accelerator is not being pressed by floor mats or debris. Also check the accelerator pedal functions correctly</li> <li>▪ Confirm that the parking brake is set and functioning correctly</li> </ul> |

|  |  |  |
|--|--|--|
|  | <ul style="list-style-type: none"> <li>▪ Engine coolant temperature too high/low</li> <li>▪ Diesel aftertreatment system criteria not met (diesel engine vehicles only)</li> <li>▪ Insufficient fuel pressure for engine start in remote mode</li> <li>▪ The vehicle engine speed is too high</li> <li>▪ Normal immobilizer failure</li> <li>▪ Remote immobilizer failure</li> </ul> | <ul style="list-style-type: none"> <li>▪ Confirm that the transmission is set to park and is functioning correctly</li> <li>▪ Check that the engine coolant temperature is within specified limits.</li> <li>▪ Using the Jaguar Land Rover approved diagnostic equipment check the Powertrain Control Module (PCM) for diesel aftertreatment related DTC's and rectify</li> <li>▪ Using the Jaguar Land Rover approved diagnostic equipment check the Powertrain Control Module (PCM) for fuel pressure related DTC's and rectify as necessary</li> <li>▪ Confirm that the engine is not already running when the RES was attempted</li> <li>▪ Using the Jaguar Land Rover approved diagnostic equipment check the Powertrain Control Module (PCM) for immobilizer related DTC's and rectify as necessary</li> <li>▪ Using the Jaguar Land Rover approved diagnostic equipment check the Powertrain Control Module (PCM) for remote immobilizer related DTC's and rectify</li> </ul> |
|--|--|--|

### Symptom Chart - Smartphone app theft notification trigger types

| SYMPTOM                              | POSSIBLE CAUSES  | ACTION   |
|--------------------------------------|--|--|
| Unauthorised movement alert          | <ul style="list-style-type: none"> <li>▪ Vehicle moving without the engine running</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Check the vehicle has not rolled whilst parked. Check the vehicle transmission is in park with the parking brake applied</li> </ul>   |
| The vehicle alarm has been triggered | <ul style="list-style-type: none"> <li>▪ Unauthorised tampering with the vehicle</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Check that the vehicle has not been tampered with whilst parked and the vehicle alarm is functioning correctly</li> </ul>   |
| Battery disconnect                   | <ul style="list-style-type: none"> <li>▪ Vehicle battery is disconnected</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Check the wiring and connections to the vehicle battery. Using the Jaguar Land Rover approved diagnostic equipment check for related DTC's and repair as necessary</li> </ul> |
| GPS tamper                           | <ul style="list-style-type: none"> <li>▪ The Global Positioning System(GPS) antenna disconnected</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Check the wiring and connections to the GPS antenna. Using the Jaguar Land Rover approved diagnostic equipment check for related DTC's and repair as necessary</li> </ul>     |
| GSM tamper                           | <ul style="list-style-type: none"> <li>▪ The Global Systems for Mobile Communications (GSM) antenna is disconnected</li> </ul>                                   | <ul style="list-style-type: none"> <li>▪ Check the wiring and connections to the GSM antenna. Using the Jaguar Land Rover approved diagnostic equipment check for related DTC's and repair as necessary</li> </ul>     |
| GSM jamming                          | <ul style="list-style-type: none"> <li>▪ Attempts to block Global Systems for Mobile Communications (GSM) signal using a device or alternative method</li> </ul> | <ul style="list-style-type: none"> <li>▪ Check that the GSM antenna is functioning correctly. Using the Jaguar Land Rover approved diagnostic equipment check for related DTC's and repair as necessary</li> </ul>     |

#### PINPOINT TESTS

| TEST CONDITIONS                                | DETAILS/RESULTS/ACTIONS  |
|--|--|
| <b>A1: CHECKING THE INCONTROL ADMIN PORTAL</b> |  |
|  | <p>1 If 24 hours have passed since the first "Telematics PDI Routine" failure, search for the VIN on the InControl admin portal.</p>   |
|  | <p>Does the portal show vehicle as ready to be registered to a customer?<br/> <b>Yes</b><br/>                     The "Telematics PDI Routine" failure issue has been resolved.<br/> <b>No</b><br/> <a href="#">GO to A2</a> .</p> |
| <b>A2: ECALL BUTTON ILLUMINATION</b>           |  |
|  | <p>1 When functioning correctly the eCall button will illuminate red.</p>  |
|  | <p>Is eCall button illuminated?<br/> <b>Yes</b><br/>                     Raise a TA.<br/> <b>No</b><br/> <a href="#">GO to A3</a> .</p>  |
| <b>A3: INCONTROL WI-FI CHECK</b>               |  |
|  | <p>1 Check the infotainment system for InControl Wi-Fi.</p>  |
|  | <p>Does the vehicle have InControl Wi-Fi fitted?<br/> <b>Yes</b><br/> <a href="#">GO to A4</a> .<br/> <b>No</b><br/> <a href="#">GO to A5</a> .</p>  |
| <b>A4: SWITCHING OFF THE INCONTROL WI-FI</b>   |  |
|  | <p>1 Turn the InControl Wi-Fi off in the infotainment unit. Then retry the "Telematics PDI Routine".</p>   |
|  | <p>Has the "Telematics PDI Routine" retry attempt passed?<br/> <b>Yes</b><br/>                     The "Telematics PDI Routine" failure issue has been resolved.<br/> <b>No</b><br/> <a href="#">GO to A5</a> .</p>                |
| <b>A5: "TELEMATICS SERVER CHECK ROUTINE"</b>   |  |
|  | <p>1 Perform a ""Telematics Server Check Routine"" through the Jaguar Land Rover approved diagnostic equipment.</p>  |
|  | <p>Has the ""Telematics Server Check Routine"" passed?<br/> <b>Yes</b><br/> <a href="#">GO to A6</a> .<br/> <b>No</b><br/>                     Raise a TA.</p>   |
| <b>A6: "TELEMATICS PDI ROUTINE" RETRY</b>      |  |
|  | <p>1 Retry the "Telematics PDI Routine" via the Jaguar Land Rover approved diagnostic equipment.</p>   |
|  | <p>Has the "Telematics PDI Routine" retry attempt passed?<br/> <b>Yes</b><br/>                     The "Telematics PDI Routine" failure issue has been resolved.<br/> <b>No</b><br/> <a href="#">GO to A7</a> .</p>                |
| <b>A7: MANUAL TELEMATICS PDI ACTION CHECK</b>  |  |
|  | <p>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 hand side of the overhead console)</p>            |
|  | <p>Has the eCall button illuminated red?<br/> <b>Yes</b></p>   |

[GO to A8](#) .

No

Raise a TA.

#### A8: FINAL INCONTROL ADMIN PORTAL CHECK

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

TEST  
CONDITIONS

DETAILS/RESULTS/ACTIONS

#### B1: TELEMATICS DIAGNOSTICS CHECK

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 to B2](#) .

No

[GO to B3](#) .

#### B2: RESOLVING A DTC RELATED CONCERN

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 to B4](#) .

#### B3: INCONTROL ADMIN PORTAL CHECK

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 to B4](#) .

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

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 to B5](#) .

#### B5: REPLACEMENT OF THE ROOF POD

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.

No

Raise a TA.



**PINPOINT TEST C : ERRORS IN THE RETAILER ACTION/PROCESS - "OPEN SERVICE" ERROR MESSAGE IS PRESENTED WHEN CLICKING "GET STARTED"**

| TEST CONDITIONS                                | DETAILS/RESULTS/ACTIONS   |
|--|---|
| <b>C1: REGISTRATION PROCESS ERROR MESSAGES</b> |   |
|  | <p>1 On the "Step 2 - Get Started" section of the registration process, clicking the "Get Started" icon shows an error message.</p>   |
|  | <p>2 Wait for 5 minutes to pass after previous attempt.</p>   |
|  | <p>3 Go to the vehicle, start the engine, and perform a long bCall press.</p>   |
|  | <p>4 Allow another 5 minutes to pass after the long bCall press.</p>  |
|  | <p>5 Return to the PC and proceed with the registration process. On step 2, click the "Get Started" icon.</p>   |
|  | <p>Was an error message presented after clicking the "Get Started" icon?</p> <p><b>Yes</b><br/>Raise a TA.</p> <p><b>No</b><br/>The registration issue has been resolved, continue with the registration process.</p> |

**PINPOINT TEST D : ERRORS IN THE RETAILER ACTION/PROCESS - CONNECTING THE USER DOES NOT WORK WITHIN THE 60 MINUTE WINDOW**

| TEST CONDITIONS                                  | DETAILS/RESULTS/ACTIONS   |
|--|---|
| <b>D1: INCONTROL ADMIN PORTAL CHECK</b>          |   |
|  | <p>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.</p>  |
|  | <p>Log out of the InControl admin portal and then log back in. Search for the VIN. Does the InControl admin portal show "Continue Setup"?</p> <p><b>Yes</b><br/>The registration issue has been resolved, continue with the registration process.</p> <p><b>No</b><br/><a href="#">GO to D2 .</a></p>               |
| <b>D2: CHECKING THE INCONTROL WI-FI SETTINGS</b> |   |
|  | <p>1 Retry the process by clicking "Get Started" again, opening the 60 minute window.</p>   |
|  | <p>2 Go to the vehicle.</p>   |
|  | <p>Where applicable, check if the InControl Wi-Fi feature is turned ON in the infotainment unit menu? (If the vehicle is not fitted with the InControl Wi-Fi feature please follow "NO" on this pinpoint test)</p> <p><b>Yes</b><br/><a href="#">GO to D3 .</a></p> <p><b>No</b><br/><a href="#">GO to D4 .</a></p> |
| <b>D3: CHANGING THE INCONTROL WI-FI SETTINGS</b> |   |
|  | <p>1 Where applicable turn the InControl Wi-Fi feature "OFF" via the infotainment menu. Then perform a long bCall press.</p>  |
|  | <p>Has this connected the account to the vehicle?</p> <p><b>Yes</b><br/>The customer account connection issue has been resolved.</p> <p><b>No</b><br/><a href="#">GO to D4 .</a></p>  |
| <b>D4: "TELEMATICS SERVER CHECK ROUTINE"</b>     |   |

|                                   |   |
|-----------------------------------|---|
|                                   | 1 Perform a "Telematics Server Check Routine" through the Jaguar Land Rover approved diagnostic equipment.  |
|                                   | Has the "Telematics Server Check Routine" passed successfully?<br><b>Yes</b><br><b>GO to D5 .</b><br><b>No</b><br>Raise a TA.                                   |
| <b>D5: LONG BCALL PRESS RETRY</b> |   |
|                                   | 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?<br><b>Yes</b><br>The customer account connection issue has been resolved.<br><b>No</b><br>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**

| TEST CONDITIONS                    | DETAILS/RESULTS/ACTIONS  |
|------------------------------------|--|
| <b>E1: ECALL CHECK</b>             |  |
|                                    | 1 The customer has reported that the eCall (SOS) and/or bCall (Optimised Roadside Assistance) buttons do not work. Examples include: <ul style="list-style-type: none"> <li>▪ Not being able to hear the agent.</li> <li>▪ No sound being generated at all.</li> </ul> |
|                                    | 2 Press the eCall button for two seconds to trigger a call to start.   |
|                                    | Has an error message shown in the dashboard instrument cluster?<br><b>Yes</b><br>Please refer to the "telematics error messages shown in the instrument cluster" symptom charts located above.<br><b>No</b><br><b>GO to E2 .</b>                                       |
| <b>E2: CHECK FOR RELATED DTC'S</b> |  |
|                                    | 1 Connect the vehicle to the Jaguar Land Rover approved diagnostic equipment and perform a full diagnostic check.  |
|                                    | Have any DTC's found?<br><b>Yes</b><br><b>GO to E3 .</b><br><b>No</b><br>Raise a TA.   |
| <b>E3: RECTIFY DTC'S</b>           |  |
|                                    | 1 Refer to the relevant workshop manual and resolve these DTC's. Once the DTC's are rectified continue with this step.   |
|                                    | Are the eCall/bCall services now working correctly?<br><b>Yes</b><br>The eCall/bCall issue has been resolved.  |

No  
Raise a TA.

**PINPOINT TEST F : ERRORS REPORTED BY THE USER - JOURNEYS ARE NOT RECORDED**

| TEST CONDITIONS   | DETAILS/RESULTS/ACTIONS   |
|---|---|
| <b>F1: RUN THE "TELEMATICS SERVER CHECK ROUTINE"</b>          |   |
|   | 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"?<br><b>Yes</b><br><b>GO to F2 .</b><br><b>No</b><br>Raise a TA.  |
| <b>F2: CHECK THE CUSTOMER PORTAL</b>                          |   |
|   | 1 Ask the customer to check if journeys are shown in the customer portal  |
|   | Do the journeys now show in the customer portal?<br><b>Yes</b><br>The "Journeys" not recording issue has been resolved.<br><b>No</b><br><b>GO to F3 .</b>   |
| <b>F3: COMPARE THE SMARTPHONE APP AND THE CUSTOMER PORTAL</b> |   |
|   | 1 Compare the information between the smartphone app and the customer portal.   |
|   | Do the smartphone app and customer portal both show the same information i.e. both don't show all journeys or both don't show selected journeys?<br><b>Yes</b><br><b>GO to F4 .</b><br><b>No</b><br><b>GO to F5 .</b> |
| <b>F4: SWITCHING THE "JOURNEYS" FEATURE OFF AND THEN ON</b>   |   |
|   | 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?<br><b>Yes</b><br>The "Journeys" not recording issue has been resolved.<br><b>No</b><br>Raise a TA.  |
| <b>F5: REINSTALL THE APPLICATION</b>                          |   |
|   | 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?<br><b>Yes</b><br>The "Journeys" not recording issue has been resolved.<br><b>No</b><br>Raise a TA.   |

**PINPOINT TEST G : ERRORS REPORTED BY THE USER - SERVICE ALERTS ARE "STUCK" IN THE SMARTPHONE APPLICATION**

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

**PINPOINT TEST H : ERRORS REPORTED BY THE USER - REMOTE ENGINE START (RES) SERVICES DO NOT WORK**

| TEST CONDITIONS   | DETAILS/RESULTS/ACTIONS   |
|---|---|
| <b>H1: CHECK THE REMOTE ENGINE START (RES) SERVICES</b> |   |
|   | <p>1 The customer has reported that Remote Engine Start (RES) services do not work.</p>   |
|   | <p>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.</p>  |
|   | <p>Within 5 minutes of initiating the RES, does the instrument cluster within the vehicle light up?</p> <p><b>Yes</b><br/><b>GO to H2</b> .</p> <p><b>No</b><br/><b>GO to H4</b> .</p>                                      |
| <b>H2: RES PREREQUISITES</b>                            |   |
|   | <p>1 Check the RES prerequisites (see RES symptom chart above); ensure 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.</p> |

|  |   |
|--|---|
|  | <p>Is the vehicle a diesel?</p> <p><b>Yes</b><br/> <a href="#">GO to H3</a> .</p> <p><b>No</b><br/>         Raise a TA.</p> |
|--|---|

**H3: DPF REGENERATION**

|  |   |
|--|---|
|  | <p><b>1</b> Perform a regeneration of the DPF as per the workshop manuals.</p>  |
|  | <p><b>2</b> Then retry the RES service.</p>   |
|  | <p>Is the concern resolved?</p> <p><b>Yes</b><br/>         The RES service issue has been resolved.</p> <p><b>No</b><br/>         Raise a TA.</p> |

**H4: CHECK THE SMARTPHONE APP**

|  |  |
|--|--|
|  | <p><b>1</b> Check the smartphone app for any messages.</p>   |
|  | <p>Is the given error message relating to the windows of the vehicle?</p> <p><b>Yes</b><br/> <a href="#">GO to H5</a> .</p> <p><b>No</b><br/>         Raise a TA</p> |

**H5: WINDOW CALIBRATION CHECK**

|  |   |
|--|---|
|  | <p><b>1</b> Check the calibration of vehicle windows (refer to the workshop manual).</p>  |
|  | <p><b>2</b> Retry the RES service.</p>  |
|  | <p>Is the concern resolved?</p> <p><b>Yes</b><br/>         The RES service issue has been resolved.</p> <p><b>No</b><br/>         Raise a TA.</p> |

**PINPOINT TEST I : ERRORS REPORTED BY THE USER - REMOTE SERVICES DO NOT WORK (REMOTE LOCK/UNLOCK, HORN BLOW, LIGHTS FLASH, ALARM OFF)**

| TEST CONDITIONS | DETAILS/RESULTS/ACTIONS |
|-----------------|-------------------------|
|-----------------|-------------------------|

**I1: "TELEMATICS SERVER CHECK ROUTINE"**

|  |  |
|--|--|
|  | <p><b>1</b> Perform a "Telematics Server Check Routine" through the Jaguar Land Rover approved diagnostic equipment.</p>                             |
|  | <p>Has the "Telematics Server Check Routine" passed?</p> <p><b>Yes</b><br/> <a href="#">GO to I2</a> .</p> <p><b>No</b><br/>         Raise a TA.</p> |

**I2: RETRY REMOTE SERVICE**

|  |   |
|--|---|
|  | <p><b>1</b> Retry the remote service in an area with known good mobile network coverage.</p>  |
|  | <p>Has the remote service functioned correctly?</p> <p><b>Yes</b><br/>         The remote service issue has been resolved.</p> <p><b>No</b><br/> <a href="#">GO to I3</a> .</p> |

**I3: REMOTE FUNCTION ERROR MESSAGE**

|  |  |
|--|--|
|  | <p><b>1</b> 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.</p> |
|--|--|

|                                 |   |
|---------------------------------|---|
|                                 | 2 When the remote function fails an error message will be displayed.  |
|                                 | Is "Network Delay" the error message presented when the remote function fails?<br><b>Yes</b><br><b>GO to I4 .</b><br><b>No</b><br><b>GO to I5 .</b>   |
| <b>I4: RE-INSTALL THE APP</b>   |   |
|                                 | 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?<br><b>Yes</b><br>The remote service issue has been resolved.<br><b>No</b><br>Raise a TA.  |
| <b>I5: CHECK FOR USER ERROR</b> |   |
|                                 | 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 whilst the service is in progress. |
|                                 | Was user error causing the issue and does the affected remote service now work?<br><b>Yes</b><br>The remote service issue has been resolved.<br><b>No</b><br>Raise a TA.  |

## DTC Index

For a complete list of all diagnostic trouble codes (DTCs) that could be logged on this vehicle, please refer to Section 100-00.

REFER to: [Diagnostic Trouble Code Index - DTC: Telematic Control Module \(TCU\)](#) (100-00 General Information, Description and Operation).