



DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Jaguar vehicles within the listed Affected Vehicle Range where, when attempting to sign-in to an InControl® account on the PIVI system, an 'Unable to Connect (401)' or 'Unable to Connect (015)' error message may be displayed on the touchscreen. Connected infotainment features will also not function.

AFFECTED VEHICLE RANGE

F-PACE

Model Year: 2021

VIN: 663023-677972; 993309-993333

XF

Model Year: 2021

VIN: Y87820-Y89639

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

SERVICE PROGRAM / REWORK ACTION

Retailers will perform the Vehicle Shared Secret routine on the Infotainment Compute Control Module (ICCM) during the Pre-Delivery Inspection (PDI) and before vehicle handover to the customer.

There will be no charge to owners for this action under this program.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that the vehicle is affected by this Program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin H494NAS1, *Service Action: PIVI Vehicle Shared Secret Decryption*, for detailed repair instructions.

PARTS

No parts required.

TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

WARRANTY

NOTE: use the [Jaguar Land Rover claims submission system](#) to make sure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all outstanding Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the April 30, 2023 closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
H494	A	Vehicle shared secret – Complete application	05.10.20	0.2
H494	B	Vehicle shared secret – Complete application	05.10.20	0.2
		Drive in/drive out	10.10.10	0.2

Normal Warranty policies and procedures apply.