

SERVICE ACTION H494 - PIVI VEHICLE SHARED SECRET DECRYPTION



NAS21.05.005 | WORKSHOP
v2

CAN/USA

AFTERSALES BULLETIN

JUNE 16, 2021

NOTE: this bulletin updates/supersedes all previous versions. Changes are limited to the inclusion of the Sample Owner Letters and are not highlighted.

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.

OWNER NOTIFICATION

Owner notification is expected to occur on or before June 28, 2021.

PARTS

No parts required.

TOOLS

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

WARRANTY

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

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.

June 2021

Service Action H494: PIVI Vehicle Shared Secret Decryption

**Jaguar Vehicles Affected: F-PACE, XF
Model Year: 2021**

Dear Jaguar Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code H494) for owners of certain 2021 model year Jaguar F-PACE and XF vehicles noted above.

What is the issue?

When attempting to sign-in to an InControl® account on the PIVI system, an error message may be displayed on the touchscreen. Connected navigation and Online Pack subscription features may also not be available.

What will Jaguar and your Jaguar Retailer do?

An authorized Jaguar retailer will perform the Vehicle Shared Secret routine on the Infotainment Compute Control Module (ICCM) to make sure connected features are working as intended.

There will be no charge for this repair.

What should you do?

Contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'H494'**.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

Attention Leasing Agencies: please forward this notification to the lessee within 10 days.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

What should you do if you have further questions?

If you have any questions regarding this program or need assistance in locating the nearest authorized Jaguar retailer, please contact the Jaguar Canada Customer Relationship Center at 1-800-668-6257.

You may also contact us by email using the following address: jagcweb@jaguarlandrover.com. If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover Canada ULC
75 Courtneypark Drive West, Unit 3
Mississauga, ON L5W 0E3

Thank you again for selecting Jaguar; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Yours Sincerely,

A handwritten signature in blue ink, appearing to read 'Jeffery Peel', with a large loop at the end.

Jeffery Peel
Director, Customer Service
Jaguar Land Rover Canada ULC

June 2021

Service Action H494: PIVI Vehicle Shared Secret Decryption

**Jaguar Vehicles Affected: F-PACE, XF
Model Year: 2021**

Dear Jaguar Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code H494) for owners of certain 2021 model year Jaguar F-PACE and XF vehicles noted above.

What is the issue?

When attempting to sign-in to an InControl® account on the PIVI system, an error message may be displayed on the touchscreen. Connected navigation and Online Pack subscription features may also not be available.

What will Jaguar and your Jaguar Retailer do?

An authorized Jaguar retailer will perform the Vehicle Shared Secret routine on the Infotainment Compute Control Module (ICCM) to make sure connected features are working as intended.

There will be no charge for this repair.

What should you do?

Contact your preferred authorized Jaguar retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'H494'**.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

Attention Leasing Agencies: please forward this notification to the lessee within 10 days.

Moved or no longer own this Jaguar vehicle?

If you are no longer the owner of this vehicle, Jaguar would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

What should you do if you have further questions?

Should you have any questions regarding this Program or need assistance in locating the nearest authorized Jaguar retailer, please contact the Jaguar Customer Relationship Center at 1-800-4JAGUAR (1-800-452-4827).

You may also contact us by email using the following address: jagweb1@jaguarlandrover.com. If you have the need to contact Jaguar by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center

100 Jaguar Land Rover Way
Mahwah, NJ 07495

Thank you again for selecting Jaguar; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in black ink, appearing to read 'Thomas Giese', with a long, sweeping horizontal stroke extending to the right.

Thomas Giese
Director, Technical Services
Customer Service
Jaguar Land Rover North America, LLC