

TECHNICAL TOPICS

ELECTRICAL



Unable to log into InControl Account

21MY L663, 21MY Discovery Sport, Discovery, Evoque, Velar, F-PACE, E-PACE, I-PACE, XF, Range Rover, Range Rover Sport

Customer Voice:

- Customer is unable to log into InControl Account after account creation

Technical Description:

- Synching issue with InControl Account is now addressed in N580 & H494

Status:

- After initial account creation the customer is unable to log into their InControl Account.
- This issue is due to a synching issue with the InControl account and can be resolved by running Vehicle Shared Secrets to re-synch the account.
- Please note this is a different issue from missing Pivi Profile that was observed with IP30.

