

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Jaguar and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Jaguar technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 75478 - PIVI Pro – Navigation resetting post OTA map update.

Models : E-Pace / X540

F-Pace / X761

I-Pace / X590

XE / X760

XF / X260

Engineer Shilvock Matthew

Name :

Last Modified 20 JUL 2021 15:41:39

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Category : Electrical

Symptom : 207000 Entertainment Systems

Content : Issue:

Following over-the-air map update to HERE Map_948 version between 09:00 BST 07-07-2021 & 15:00 BST 09-07-2021, customer's may experience PIVI navigation system reset every 5 minutes on BEV vehicles or when the 'EV charge station' category is manually utilised by the customer on PHEV vehicles.

Cause:

Corruption to EV Charge Station POI category file package in HERE's map over the air update packages for Map_948.

Precise detailed root cause for above corrupted file is still UIV by HERE.

Action:

Do NOT replace PIVI hardware for this concern.

1. Confirm HERE Map_948 silent update has been installed.

a. Map version can be checked in PIVI via Settings->Navigation->About->Map Info & scroll to bottom of list for latest OTA map update file packages.

2. Reinstall the maps via USB

a. Customers can download & install PIVI via:

- i. Going to Jaguar.com/Landrover.com
 - ii. Selecting their market and language
 - iii. Searching for 'Pivi map update'
 - iv. Following the onscreen prompts.
- b. Dealers can re-install PIVI map by the above method or:
- i. Following the instructions in TOPIx under 415-00: Navigation System Map Updates – Vehicle with Pivi.