

H494NAS2
TECHNICAL BULLETIN
 22 SEP 2021



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

SECTION:

100-00

SUBJECT/CONCERN:

Service Action: PIVI Vehicle Shared Secret Decryption

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
F-PACE (X761)	2021	663023-677972
F-PACE (X761)	2021	993309-993333
XF (X260)	2021	Y87820-Y89639

MARKETS:

CANADA, USA

CONDITION SUMMARY:

SITUATION:

A potential issue has been identified on certain 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.

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 procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

WARRANTY INFORMATION:

NOTE:

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

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

Warranty claims must be submitted quoting the Program Code and the relevant Option Code; this will result in payment of the stated time. The SRO and parts information is 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 back 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 or 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 Drive in/drive out	05.10.20 10.10.10	0.2 0.2

Normal Warranty policies and procedures apply.

DIAGNOSTIC INSTRUCTION:

1.

CAUTIONS:

- This procedure requires a minimum of PATHFINDER 326 installed or later.
- All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.

NOTE:

The Jaguar Land Rover-approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.

Connect the Jaguar Land Rover-approved battery support unit.

2. Connect the Jaguar Land Rover-approved diagnostic equipment to the vehicle and begin a new session.

3. Follow the prompts.
 - Select 'ECU Diagnostics'.
 - Select Infotainment Compute Control Module (ICCM)
 - Select 'ECU Functions'.
 - Select 'Vehicle shared secret'.
 - Follow all on-screen instructions to complete the task.
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4. If required, reset the vehicle to 'Transportation Mode'.
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5. When all of the tasks are complete, exit the session.
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6. Disconnect the diagnostic equipment and the battery support unit.