



## DESCRIPTION OF ISSUE

An issue has been identified on specific vehicles within the following model and Vehicle Identification Number (VIN) ranges. There has been a fundamental upgrade in the customer experience of the PIVI infotainment system. This campaign will update the PIVI Infotainment system to the latest software level.

## AFFECTED VEHICLE RANGE

E-PACE (X540)

Model Year: ..... 2022

VIN Range: ..... SADFP2FXXN1027931 - TBC

I-PACE (X590)

Model Year: ..... 2022

VIN Range: ..... SADHD2S14N1618095 - TBC

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

## SERVICE PROGRAM / REWORK ACTION

An authorized Jaguar retailer will update the PIVI infotainment system to the latest software level.

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.

Refer to Technical Bulletin H386 UPS9621-1BNAS, *PIVI Update*, 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 should be submitted quoting program code H386 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are 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 Feb. 28, 2022 closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
H386	A	Complete SOTA recovery application and clear SOTA persistency	05.10.70	0.7
H386	B	Complete SOTA recovery application and clear SOTA persistency Drive in/drive out	05.10.70 10.10.10	0.7 0.2
H386	C	Update TCU software, complete SOTA recovery application and clear SOTA persistency	05.11.16	1.6
H386	D	Update TCU software, complete SOTA recovery application and clear SOTA persistency Drive in/drive out	05.11.16 10.10.10	1.6 0.2

Normal Warranty policies and procedures apply.

### CUSTOMER COMMUNICATION

Should this Program mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

*'Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving, with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles.'*

*'Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologize that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible.'*

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

### RETAILER EMPOWERMENT

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any Update Prior to Sale program.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to this specific activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.