

## DESCRIPTION OF ISSUE

An issue has been identified on specific vehicles where, in locations where the vehicle has poor or no network connection, vehicles may experience intermittent resetting of the navigation system, following a recent Map Over The Air (MOTA) update. The navigation screen displayed on the Touchscreen will revert to the PIVI home screen and the navigation screen displayed in the instrument cluster panel will revert to displaying the manufacturer's logo. The system will self-recover and navigation will resume, however this fault may re-occur if the vehicle maintains poor or no network connection. No other vehicle features or systems are affected.

## AFFECTED VEHICLE RANGE

### E-PACE (X540)

Model Year: ..... 2021

VIN: ..... SADF12GX1M1025418

### F-PACE (X761)

Model Year: ..... 2021

VIN: ..... SADCJ2EU3MA665500 - SADCZ2EE3MA684730

### XF (X260)

Model Year: ..... 2021

VIN: ..... SAJBL4GX7M1025418

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 your vehicle PIVI Navigation.

There will be no charge to customers for this action under this program.

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

## ACTION TO BE TAKEN

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.

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 H382NAS/*PIVI Navigation Updates*.

## PARTS

No Parts required.

## TOOLS

Refer to Technical Bulletin noted above for any required 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 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 H384 together with the relevant Option Code. The SRO and parts information is included for information only.

The Option Code(s) that allows for the drive in/drive out allowance can 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 Nov. 30th 2023 closure date must be submitted for payment within 30 calendar days of completion of the repair.

Warranty claims should be submitted in accordance with the current Jaguar Land Rover (JLR) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

Program Code	Option	Description	SRO	Time
H382	A	PIVI Navigation - Update	05.10.20	0.2
H382	B	PIVI Navigation - Update	05.10.20	0.2
		Drive in/drive out	10.10.10	0.2

*National Warranty Policies and procedures apply*