

WEATHER APP DISAPPEARS AFTER PIVI UPDATE

Customer Voice:

Customer states the weather app is no longer available

Technical Description:

JLR Engineering investigations have found an error is possible with web applications download after updating PIVI Pro to IP34 or IP36 via SOTA / TOPIx Cloud and will result in web applications, being removed on update and not being reinstalled.

There is no error message presented to the user to indicate that the vehicle has entered the error state.

Note: If the application download has not been performed in 5 power cycles in good network connectivity after the software update to IP34 or IP36, it is reasonable to assume the error state has been entered and the recovery actions in SSM75813 or SSM75814 should be performed.

Status:

Follow the procedure in the associated SSM for any vehicles with this complaint

This issue is caused by a software bug and may affect a small percentage of cars. This bug will be fixed in the next PIVI Pro software release. Therefore, it is not necessary to replace any components to repair this issue.

Range Rover

- 22-24MY New Range Rover
- 23-24MY New Range Rover Sport
- 21-24MY Evoque
- 21-24MY Velar

Defender

- 20-23MY Defender

Discovery

- 21-24MY Discovery
- 21-24MY Discovery Sport

Jaguar

- 21-24MY I-PACE
- 21-24MY F-PACE
- 21-24MY XF
- 21-24MY E-PACE



SSM 75813 / SSM 75814 available on TOPIx