
Reference	SSM72583
Models	XJ / X351
Title	Vehicle vin is not recognised on the `HERE` website for navigation map installation
Category	Electrical
Last modified	11-Jan-2016 00:00:00
Symptom	207000 Entertainment Systems

Content**Note**

This is applicable to 16MY vehicles only with InControl Touch Pro

Issue

During the PDI process, after the VIN number has been entered on the "HERE" website for navigation map installation a message appears in red in the "Add Vehicle" section and says "The entered VIN cannot be found in the database. Ensure the entered VIN is correct and the vehicle is eligible for Map Activation and Download.

Cause

IT database issue

Action

Currently this issue has only been reported in the USA.

If you do experience this issue you are requested to raise a Technical Assist (TA) and your issue will be resolved within 24 hours.

Note: This is only a temporary process until the database issue is resolved.