# LATEST VEHICLE CONCERN FIXES

## **L663 LAUNCH INFORMATION**





L663 PIVI Pro Nav Installation Issues

# Customer Voice:

Unable to install Nav files from USB device at PDI

### Technical Description:

- Care points when attempting to update PIVI Pro at PDI
- SSM 74839 provides step by step procedures to resolve NAV Map issues

## Status:

- Additional Care Points
  - On the HERE website ensure PIVI Pro is selected not InControlTouch Pro
  - Use a JLR approved 32 or 64GB USB stick formatted to FAT32
    - Erase all data prior to data download
  - Ensure ignition remains on throughout the map installation process use Power mode 7-engine running instead of Power mode 4
  - Do not use any other USB ports while the download is performing
  - Refer to full SSM to resolve data corruption issues















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