Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 75286 - XCL PIVI Pro Navigation Map Installation Issues

Models : Defender/L663

Discovery / L462

Discovery Sport / L550

New Range Rover Evoque / L551

Range Rover Velar / L560

Engineer Name : Maier Gerhard

Last Modified : 24 FEB 2021 07:34:18

Category : Electrical

Symptom : 207000 Entertainment Systems

Content : Issue:
Pivi Pro navigation map data fails to install from USB device to vehicle
Cause:
Under investigation

Models Affected:
20MY & 21MY L663 / Defender
21MY L464 / Discovery
21MY L550 / Discovery Sport
21MY L551 / New Range River Evoque
21MY L560 / Range Rover Velar

Action:
For successful map download installation follow the WSM procedure, as per Topix WSM 415-01 Map Installation Process.

Note: There may be slight differences to the WSM procedure stated in this procedure.
Several care points to follow:

1. Log onto the HERE website and choose the correct folder 'Pivi Pro' to download the map data to the USB. (Note: The 'InControlTouch Pro' folder **is not** the correct folder to use for L663)
2. Use a JLR approved 32 GB USB stick, formatted to FAT32 and erase all data prior data download. Use this USB stick only for PIVI Pro map installation.
3. Ensure vehicle ignition remains on throughout map installation process (as per above procedure) to avoid infotainment system from power shut-down (use Power mode 7 – engine running instead of Power mode 4 as mentioned in Topix). Also, do not use other USB port while map is downloading, e.g. listening to music.
4. In the event that the map installation from USB to vehicle fails (either stops at 0% or fails partway through installation process) then do the following:
   - Switch off vehicle, remove USB stick.
   - Check contents of USB on computer to ensure file names are readable (i.e. not corrupted) – see picture 1 of attachment.
   - If corrupted files are observed, see picture 2 of attachment, then re-format USB to FAT32 using Windows.
   - Re-download map data from Pivi Pro DOC (Dealer Ordering Centre), check folder again after downloading & if OK then repeat map installation process in vehicle.
5. In event that map installation still fails after following step #4, follow the procedure below and download the alternative map (even if it is not the correct map for the vehicle and its location) to your computer from the following location:

https://hmcs-my.sharepoint.com/:u:/g/personal/guglielmo_masala_here_com/EVbVHo5mD6BCgoGUq6JUqAABYg6b5AbmY7NxKOKaY4NlAA?e=qDTfib
Password: apmap588

   - Click 'Download' as shown in picture 3 of attachment after logging in. File "DONINGTON_588_AP_Q319.zip" will be downloaded, 1.8GB.
   - Use a different USB and make sure it is empty & formatted to **NTFS**. Create a folder "HereV1" as in picture 4 of attachment.
   - Unzip the "DONINGTON_588_AP_Q319.zip" file into "DONINGTON_588_AP_Q319" folder on your computer.
   - Copy all unzipped content from "DONINGTON_588_AP_Q319" on your computer INTO the "HereV1" folder on the USB, as shown in picture 5.
   - Install alternative map into the vehicle using normal procedure.

6. Following successful installation of alternative map repeat step #1 above and re-download the correct map to vehicle and its location.

In case the map download is still not successful per above procedures, please raise a T.A.

Note: If unable to access the Alternative Map with the link supplied, to try using another network or mobile Phone as a Hotspot as firewalls may block access to the link.

File : Attachment.pdf