

CAMPAIGN LAUNCH STATUS

N583 – MISSING ACTIVITY KEY & H494 N580 PIVI UPDATE



CSP SERVICE ACTION - N583 MISSING ACTIVITY KEY		SERVICE ACTIONS H494 AND N580 PIVI VEHICLE SHARED SECRET DECRYPTION	
AFFECTED MODELS	21-22MY Defender, Discovery, RR Evoque and Discovery Sport	AFFECTED MODELS	21MY RR Velar, Jaguar XF and F-PACE
CURRENT VOLUME AFFECTED	66 USA 9 CAN * MORE VEHICLES TO BE ADDED	VOLUME AFFECTED	10,664 USA and 1271 CAN
REPAIR	Due to the Global semi-conductor chip shortage, a number of Land Rover vehicles will be shipped to market without an activity key. The campaign bulletin advises retailers of this situation and that later this year when parts are available the campaign will be published with a repair process to add the key.	REPAIR	Owners may report that when attempting to sign-in to an InControl® account on the PIVI system, an 'Unable to Connect (401)' or 'Unable to Connect (015)' error message may be displayed on the touchscreen. Connected infotainment features will also not function. To correct this, all vehicles will require the 'Shared Secrets application' run on Pathfinder.
REPAIR TIME	N/A	REPAIR TIME	0.2hrs + DIDO
TARGET CAMPAIGN LAUNCH	May 10th, 2021	CAMPAIGN LAUNCH	May 10th, 2021
Notes	No affected vehicle has yet reached the market. An equivalent Jaguar campaign will be published in the future when affected vehicles are shipped.	Notes	