

SERVICE ACTION N580 - PIVI VEHICLE SHARED SECRET DECRYPTION



NAS21.05.006 | WORKSHOP
v2

CAN/USA

AFTERSALES BULLETIN

JUNE 16, 2021

NOTE: this bulletin updates/supersedes all previous versions. Changes are limited to the inclusion of the Sample Owner Letters and are not highlighted.

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range where, 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.

AFFECTED VEHICLE RANGE

Range Rover Velar
Model Year: 2021
VIN: 296465-313372; 900865-900900

Visit the British Brands Sales Suite (BBSS) website for a list of affected new vehicles at your retailer.

SERVICE PROGRAM / REWORK ACTION

Retailers will perform the Vehicle Shared Secret routine on the Infotainment Compute Control Module (ICCM) during the Pre-Delivery Inspection (PDI) and before vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action.

Refer to Technical Bulletin N580NAS1, *Service Action: PIVI Vehicle Shared Secret Decryption*, for detailed repair instructions.

OWNER NOTIFICATION

Owner notification is expected to occur on or before June 28, 2021.

PARTS

No parts required.

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.

This program is valid for a limited time only. Warranty claims with a repair date prior to the April 30, 2023 closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
N580	A	Vehicle shared secret – Complete application	05.10.20	0.2
N580	B	Vehicle shared secret – Complete application	05.10.20	0.2
		Drive in/drive out	10.10.10	0.2

Normal Warranty policies and procedures apply.

SERVICE ACTION N580: SAMPLE OWNER LETTER - CANADA

June 2021

Service Action N580: PIVI Vehicle Shared Secret Decryption

**Vehicle Affected: Land Rover Range Rover Velar
Model Year: 2021**

Dear Range Rover Velar Owner,

Jaguar Land Rover Canada ULC is conducting a no-charge Customer Satisfaction Program (Program Code N580) for owners of certain 2021 model year Land Rover Range Rover Velar vehicles.

What is the reason for this program?

When attempting to sign-in to an InControl® account on the PIVI system, an error message may be displayed on the touchscreen. Connected navigation and Online Pack subscription features may also not be available.

What will Land Rover and your authorized Land Rover retailer do?

An authorized Land Rover retailer will perform the Vehicle Shared Secret routine on the Infotainment Compute Control Module (ICCM) to make sure connected features are working as intended.

There will be no charge for this repair.

What should you do?

Contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'N580'**.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

Attention Leasing Agencies: please forward this notification to the lessee within 10 days.

Moved or no longer own this Land Rover vehicle?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local retailer cannot address, please contact the Land Rover Customer Relationship Center at 800-346-3493, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: lrcweb2@jaguarlandrover.com.

If you have the need to contact us by mail, please use the following address:

Jaguar Land Rover Canada ULC
ATTN: Customer Relationship Center
75 Courtneypark Drive West, Unit 3
Mississauga, ON L5W 0E3

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Yours Sincerely,

A handwritten signature in blue ink, appearing to read 'Jeffery Peel', with a large loop at the end.

Jeffery Peel
Director, Customer Service
Jaguar Land Rover Canada ULC

SERVICE ACTION N580: SAMPLE OWNER LETTER - USA

June 2021

Service Action N580: PIVI Vehicle Shared Secret Decryption

Vehicle Affected: Land Rover Range Rover Velar
Model Year: 2021

Dear Range Rover Velar Owner,

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code N580) for owners of certain 2021 model year Land Rover Range Rover Velar vehicles.

What is the reason for this program?

When attempting to sign-in to an InControl® account on the PIVI system, an error message may be displayed on the touchscreen. Connected navigation and Online Pack subscription features may also not be available.

What will Land Rover and your authorized Land Rover retailer do?

An authorized Land Rover retailer will perform the Vehicle Shared Secret routine on the Infotainment Compute Control Module (ICCM) to make sure connected features are working as intended.

There will be no charge for this repair.

What should you do?

Contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'N580'**.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

Attention Leasing Agencies: please forward this notification to the lessee within 10 days.

Moved or no longer own this Land Rover vehicle?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: lrweb2@jaguarlandrover.com.

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

A handwritten signature in black ink, appearing to read 'Thomas Giese', with a long vertical stroke extending downwards from the end of the signature.

Thomas Giese
Director, Technical Services
Customer Service
Jaguar Land Rover North America, LLC