

CAMPAIGN LAUNCH STATUS

H494 AND N580 CSP CAMPAIGNS -PIVI SHARED SECRET DECRYPTION



SERVICE ACTIONS H494 AND N580 PIVI VEHICLE SHARED SECRET DECRYPTION

AFFECTED MODELS	21MY RR Velar, Jaguar XF and F-PACE
VOLUME AFFECTED	10,664 USA and 1271 CAN
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. Connected infotainment features will also not function. To correct this, all vehicles will require the 'Shared Secrets application' run on Pathfinder.
REPAIR TIME	0.2hrs + DIDO
CAMPAIGN LAUNCHED	May 5th, 2021
Notes	All unsold vehicles must be updated prior to delivery. Retailed units are to be updated at the next service visit



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