

H382NAS1

TECHNICAL BULLETIN

18 NOV 2021



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

SECTION:

100-00

SUBJECT/CONCERN:

Service Action - PIVI Navigation Updates

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
E-PACE (X540)	2021	017303-025418
F-PACE (X761)	2021	665500-684730
XF (X260)	2021	Y89475-Y90123

MARKETS:

CANADA, USA

CONDITION SUMMARY:**SITUATION:**

A potential issue has been identified on specific vehicles where, in locations where the vehicle has poor or no network connection, vehicles may experience intermittent resetting of the navigation system, following a recent Map Over The Air (MOTA) update. The navigation screen displayed on the Touchscreen will revert to the PIVI home screen and the navigation screen displayed in the instrument cluster panel will revert to displaying the manufacturer's logo. The system will self-recover and navigation will resume, however this fault may re-occur if the vehicle maintains poor or no network connection. No other vehicle features or systems are affected.

ACTION:

Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

PARTS INFORMATION:

No parts required.

SPECIAL TOOLS INFORMATION:

Refer to TOPIx Workshop Manual/Service Instruction(s) for any required special tools.

SROS

DESCRIPTION	SRO	TIME
PIVI Navigation - Update	05.10.20	0.2
Drive in/drive out	10.10.10	0.2

NOTES:

- The 'PIVI Navigation - Update' SRO provides enough time to download the required navigation data and initiate the update.
- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

WARRANTY INFORMATION

Warranty claims should be submitted quoting program code H382 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

PROGRAM CODE	OPTION	DESCRIPTION	SRO	TIME
H382	A	PIVI Navigation - Update	05.10.20	0.2
H382	B	PIVI Navigation - Update Drive in/drive out	05.10.20 10.10.10	0.2 0.2

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current Jaguar Land Rover (JLR) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin. This program is valid for a limited time only. Warranty claims with a repair date prior to November 30, 2023 closure date must be submitted for payment within 30 calendar days of completion of the repair.

SERVICE INSTRUCTION

1. Update the PIVI navigation data, (see TOPIx workshop manual section 415-01: Description and Operation - Navigation System Map Updates (Asia, Pacific, Europe, Mena, North America, Overseas). **Complete the 'MAP/NEW MAP INSTALLATION PROCESS' detailed within the 'Operation' section.**