Pivi Software Release OS 3.0.0

TO: All Jaguar Land Rover Retailers

Circulate To: Service Manager, Service Advisors, Technicians, Sales

RE: OS 3.0.0 (Pivi IP31) Release Content

New features are being released with the introduction of Pivi software release IP31 which is part of the SOTA 3.0.0 update package. All eligible vehicles with Pivi Pro will be updated to this new release through update package 3.0.0. This software is currently being released to vehicles remotely without a retailer visit to install. Certain unsold 22MY vehicles will receive the IP31 update via Pathfinder with Update Prior to Sale Campaigns H386 or N645.

NEW FEATURES INCLUDED IN THE 3.0.0 (Pivi IP31) SOTA DOWNLOAD PACKAGE

- Wireless Smartphone Pack (Apple CarPlay®/Android Auto™)

The Wireless Smartphone Pack allows customers to connect to either Apple CarPlay® or Android Auto™ via Bluetooth, no need to connect a cable to their smartphone. Meaning that their favorite media service is only a touch away.

- Smartphone Pack Home Screen Integration

Apple CarPlay® & Android Auto™ is now fully integrated into Pivi's home screen to reflect a more connected vehicle/Smartphone experience. Note: home tiles reflect the last used source app. e.g., navigation tile will show information from the phone's navigation app if this is the last used. To switch back to Pivi Pro's navigation system relaunch navigation from the Navigation icon in Pivi Pro's app launcher screen.

- Connected Speech

Connected Speech now supports off-board place of interest searches for navigation

- Message Dictation

This release introduces the Message Dictation feature

Important information regarding Pivi feature usage

- Pivi/Pivi Pro home tiles

Home tiles reflect the last used source app. e.g., the navigation tile will show information from the phone's navigation app if this was the last used. To switch back to Pivi Pro's navigation system, relaunch navigation from Pivi Pro's app launcher.

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– Connected phones via Bluetooth

Pivi supports two connected phones over Bluetooth and either phone will ring for incoming calls. To switch between which phone is used for outgoing calls, simply click on the phone selector in the phone home screen tile

– Voice control

Pivi's own speech system can be activated by a short press of the speech button on the steering wheel, or by enabling the wake-up word 'Hey Land Rover' or 'Hey Jaguar' (vehicledependant). Alternatively, they can set their own wake-up word, e.g., 'Hey Sophia'. A long press ofthe speech button on the steering wheel will activate the connected phones speech recognition/assistant

Please note: They may need to access settings on their phone to fully enable this capability

– Volume controls in applications

It's simple to adjust the volume of a specific feature, such as navigation turn-by-turn instructions or the speech recognition system. When the specific sound is audible, using the main volume control, adjust the volume of the audio to preference
Please note: some sound sources may reset to default settings or a minimum level depending on the sound source

Improvements/Fixes

- Improvement in system stability in terms of System reset
- Improvement in system stability (CPU utilization/Slow system behaviour/Cold Boots)
- Improvements in acoustic reliability / Audio loss
- Improvement in stability of ADTS (activation/deactivation of telematics services) feature
- Graphical Improvements / Placeholder screens / Overlapping Text
- Flickering cluster for media info
- Improved Speech support for features like Weather, Nav
- Poor Speech recognition
- Improvement in stability of personalisation features
- Introduction of IP oriented SXM (SDARS) functionality
- Improvement in Tow Bar functionality
- Robustness in SW Performance post SOTA Update
- Robustness in firmware updates post SOTA update
- Navigation improvements for Freezes / Slow boot
- Improved WiFi / Hotspot Functionality

How will this update be communicated to customers?

OS 3.0.0 – In-vehicle notification

– The update will automatically download to the customer's vehicle. Once the download is complete, a pop-up notification will appear on the touchscreen showing that an update is available for installation.

– This type of software update requires the vehicle to be shut down for up to 30 minutes. The pop-up notification will inform customers of this.

OS 3.0.0 – Customer email

- – Where we have available customer email contact details – these customers will receive a direct email informing them of the available update. The email will promote the key features included in this release to help drive uptake of the update.

When will the update be sent to customers?

OS 3.0.0 – Nov 9, 2021

The update will be released November 9, 2021 to customers; however, it could take approx. 2 weeks for customers to install the software into their vehicle

Customer FAQs

- – How will the customer know if an update is available?

When an update is ready for installation, a pop-up notification will show on the vehicle's touchscreen. An available update also shows within the 'Software update' menu item in the main infotainment settings

- – Does the customer have to install the update straight away?

No. A pop-up notification is shown on the vehicle's touchscreen when an update is ready for installation. Customers can install straight away or schedule the update for up to 14 days

- – Can the customer use their vehicle during the software update?

The customer can use the vehicle as normal during the download of the update. For the install to begin, the vehicle needs to be locked, alarmed and all windows closed

- – How long will the installation take?

The software update will take up to 30 minutes to install

- – Can the customer still access the vehicle during the install?

The customer can still access the vehicle after the install has started but won't be able to drive it until installation is complete. There will be a notification on your touchscreen once the installation has completedsuccessfully

- – Can the installation be stopped?

No. Once the installation has been initiated, it can't be stopped

- – How will the customer know once the update has finished

This customer will receive a pop-up notification on your touchscreen to informing them that the update has been successful