

<b>Reference</b>	SSM75643
<b>Models</b>	Discovery / L462 Discovery Sport / L550
<b>Title</b>	Massage Seat PIVI Screen Button – Greyed Out
<b>Category</b>	Body
<b>Last modified</b>	21-Dec-2021 00:00:00
<b>Symptom</b>	101000 Seating

**Content****Issue:**

JLR is investigating front passenger seat button becoming greyed out in certain seating positions, disabling the feature for the customer.

This will affect the front passenger seat only.

The error state is driven by the seat squab angle in certain inclined positions.

**Cause:**

PIVI OS 3.0.0 update has implemented a bug where the system disables the feature thinking the seat is in a non-use customer position.

**Action:**

S/W Release to resolve issue will follow during January 2022 as mitigation either through Seat ECU or PIVI release – to be confirmed in January.

Request to retailers is to not change parts if the following can be replicated;

- Recline seat squab angle sufficiently to bring the button to available (Not greyed out on the screen) or the button reappears whilst the seat is moving through another axis.
- Massage works OK once in a position that the button appears

Thank you for your assistance with this matter.

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