

PIVI – Loss of GPS location and clock time

20-23MY Defender 21-23 MY Discovery, Discovery Sport, Range Rover Evoque, New Range Rover, New Range Rover Sport, Velar, E-Pace, I-Pace, F-Pace, XF

Customer Voice:

Customer reports one of the following concerns

- 1) Navigation system has defaulted to a location in Berlin, Germany
- 2) Clock may not show the correct time
- 3) Apple CarPlay/Android Auto maps may not show correct position

Technical Description:

This is caused by a GPS firmware bug

Action:

1. Run the PIVI Recovery application in TOPIx Cloud, even if PIVI is already on the latest software level.
2. Check the following on a 10-minute drive outside in an open space to allow GPS to calibrate and receive data from satellites. **Note – this is necessary as a good satellite signal cannot be guaranteed inside a workshop.**
 - Vehicle position shown in the correct location
 - Clock displaying correctly
 - Local weather location is correct
3. If GPS/ clock is still not working properly, then read out GPS firmware number from Engineering screen which is accessed by a 5 second press and hold in the small gap between clock and the top corner of the screen whilst on home page (Please see attachment).
4. If this is reading v 0.09.99 or nothing/blank, then please raise a TA for attention of EES_200 Infotainment.
5. Refer to SSM75848, SSM75849 for further details.

