

Reference	SSM75848
Models	Defender / L663 Discovery / L462 Discovery Sport / L550 New Range Rover / L460 New Range Rover Evoque / L551 New Range Rover Sport / L461 Range Rover Velar / L560
Title	Pivi - Loss of GPS location and clock time
Category	Electrical
Last modified	07-Sep-2022 00:00:00
Symptom	207000 Entertainment Systems
Attachments	Pivi SSM Attachment.pdf (Pivi SSM Attachment.pdf)

Content**Issue: -**

JLR are investigating customers reporting of one or all of the following:

- Navigation system has defaulted to a location in Berlin, Germany regardless of vehicle location, may not show correct vehicle position and the satellite system may not perform as anticipated.
- Clock may not show correct time.
- Apple CarPlay/ Android Auto maps may not show correct position.

Cause: -

This issue is caused by a GPS firmware bug.

Action: -

Please complete the following actions:

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.

Thank you in advance for your assistance with this matter

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