

<b>Reference</b>	SSM75951
<b>Models</b>	Discovery / L462 Discovery Sport / L550 New Range Rover / L460 New Range Rover Evoque / L551 New Range Rover Sport / L461 Range Rover Velar / L560
<b>Title</b>	Pivi connected services inoperative
<b>Category</b>	Electrical
<b>Last modified</b>	26-Feb-2023 00:00:00
<b>Symptom</b>	207000 Entertainment Systems

**Content****Issue**

Customers are reporting that connected services such as Online Media (e.g., Spotify), Connected Nav, Weather App & Parking app are inoperative.

**Cause**

Pivi VSS (Vehicle Shared Secrets) are not fully authenticated causing all connected services to be inoperative.

**Action**

1. Connect the vehicle to a Battery Support Unit & TOPIx Cloud
2. Select Diagnostics
3. Select Module Applications
4. Run 'ICCM (Infotainment Compute Control Module) – Vehicle Shared Secret' routine.
5. Complete a full shutdown.

Test connected services.

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