

Reference	SSM75952
Models	E-PACE / X540 F-PACE / X761 I-PACE / X590 XE / X760 XF / X260
Title	Pivi connected services inoperative.
Category	Electrical
Last modified	26-Feb-2023 00:00:00
Symptom	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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