Reference	SSM75813
Models	E-PACE / X540 F-PACE / X761 I-PACE / X590 XE / X760 XF / X260
Title	'Weather' and 'Park & Pay' Apps disappear after PIVI update
Category	Electrical
Last modified	29-Sep-2023 00:00:00
Symptom	207000 Entertainment Systems
Content	

Content

Situation:
JLR Engineering investigations have found an error is possible with web applications download after updating PIVI Pro to IP34 or IP36 via SOTA / TOPIx Cloud and will result in web applications (Weather, Park & Pay & Air Quality (China Only), being removed on update and not being reinstalled.
There is no error message presented to the user to indicate that the vehicle has entered the error state.

Note: If the application download has not been performed in 5 power cycles in good network connectivity after the software update to IP34 or IP36, it is reasonable to assume the error state has been entered and the recovery actions (see "Recovery Actions" section below) should be performed.

Cause:
This issue is caused by a software bug and may affect a small percentage of cars. This bug will be fixed in the next PIVI Pro software release. Therefore, it is not necessary to replace any components to repair this issue.

Actions:

Follow the instruction(s) below.

SERVICE INSTRUCTION:

The error state can be recovered by the following steps:

1. Ensure the vehicle is in an area with good network connectivity
2. Ensure connectivity has been enabled
3. From the PIVI HMI select "Settings (Gear wheel icon) > All > Apps > Live Apps > Delete Live Apps"
4. Confirm the request to "Delete Live Apps"
5. Perform a normal shutdown*
    1. Turn off the engine
    2. Lock the vehicle
    3. Wait 5 minutes for the vehicle ECUs to shutdown
6. Unlock the vehicle and start the engine
7. Wait up to 10 minutes (depending on network connection) for the application download to trigger automatically. This can also be a normal drive cycle.
8. You will observe a notification in the notification drawer showing "Download in Progress" and then "Download Complete".
9. When "Download Complete" is observed, perform another shutdown*, as per step 5
10. On the following drive cycle the web applications will be visible in the application drawer and there will be a notification in the notification drawer stating "Update installed successfully"

* Or restart PIVI by holding the volume/standby button for 20 seconds until the PIVI screen goes blank, triggering a cold restart.

Thank you in advance for your assistance with this matter

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