

Reference	SSM75849
Models	E-PACE / X540 F-PACE / X761 I-PACE / X590 XE / X760 XF / X260
Title	Pivi - Loss of GPS location and clock time
Category	Electrical
Last modified	12-Sep-2023 00:00:00
Symptom	207000 Entertainment Systems
Attachments	1Pivi SSM Attachment.pdf (1Pivi SSM Attachment.pdf)
Content	<p><u>Model / Model Year / Derivative</u></p> <p>I-PACE / 22MY Onwards / PIVI E-PACE / 22MY Onwards / PIVI F-PACE / 22MY Onwards / PIVI XF / 22MY Onwards / PIVI XE / 22MY Onwards / PIVI</p> <p><u>Situation:</u></p> <p>JLR Engineering investigations have found one or all of the following:</p> <ul style="list-style-type: none">• 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:

Follow the instruction(s) below.

DIAGNOSTIC INSTRUCTION:

Update PIVI to IP36 via TOPIx Cloud or SOTA.

anBhdHRlcnM7MjAyMy0wOS0yOVQxNjoxMDoyNy42NDVaOzEzNi4yMjYyNzQuMTA1Ow==