

PIVI SOTA - FAULT DIAGNOSIS AND RESOLUTION

Customer Concern

- "I haven't received any SOTA updates?"
- "I stopped receiving SOTA updates?"

Diagnosis

No SOTA updates received.

- If a customer cancels three consecutive campaigns, this will inhibit further SOTA download- Escalation through TA to reinstate SOTA updates may be required.
- Vehicle may be new, and VIN not yet targeted for campaign

SOTA campaign available but will not complete.

- Prerequisites may not be met- check software page in touch screen for errors and review prerequisite check list to confirm all are met. Action, then attempt SOTA again.
- If prerequisites met, follow diagnostic workflow to prompt TCU Clear SOTA Persistency "Master Reset- Without SOTA Inventory Clear", then attempt SOTA again.

If above is followed and SOTA update continues to fail, then a Technical Assistance case should be raised for further guidance where manual update may be required.

NOTE!!

TCU Clear SOTA Persistency should be run only when prompted through Workflow, Campaign or Technical Assistance. "Master Reset- With SOTA Inventory Clear" option should ONLY be run if requested by Technical Assistance or Engineering.

Range Rover

- 22-24MY Range Rover
- 23-24MY RR Sport
- 21-24MY RR Evoque
- 21-24MY RR Velar

Discovery

- 21-24MY Discovery
- 21-24MY Discovery Sport

Jaguar

- 21-24MY F-Pace
- 21-24MY E-Pace
- 21-24MY XF

Defender

- 20-24MY Defender

MODULES	
Available Updates	Current
Module	Installed

SOTA Prerequisites

TCU must be activated

The vehicle must have a good network connection.

BEV and PHEV vehicles must not be charging the main battery (not 12v).

BEV and PHEV vehicles, main battery should be more than 25% charged.

The vehicle must be locked.

The windows must be fully raised and calibrated.

The 12v battery must have sufficient Ah to complete the campaign.

There must be no scheduled (timed) climate event.

Remote start must not be active.

The hazard warning lamps must not be on.

The alarm must not be triggered (active).

The brakes must not be too hot.

External temperature should not be below -10°C.

Master Reset - Without SOTA Inventory Clear