

## APPLE CARPLAY / ANDROID AUTO CONCERNS POST MOBILE DEVICE UPDATE

### Concern:

Customer may report a concern with Apple CarPlay or Android Auto function after recent updates to their mobile device.

### Technical Description:

Apple and Google continually launch updates to change and improve mobile device operation.

- These software updates may in some cases affect how the mobile device communicates to JLR's infotainment system.
- This may in some cases directly affect CarPlay and Android Auto connectivity and function.

Reference the following SSM's: **SSM76190** (Land Rover) and **SSM76191** (Jaguar).

### Action:

NOTE- Infotainment Health Check – PIVI workflow should be run for all PIVI infotainment concerns.

If this does not identify a fault and root cause is not determined, perform the following:

Reference SSM and complete the “**CS022023- Infotainment Diagnostic Check Sheet**” to gather details from customer and provide in Technical Assistance along with any photo/video evidence available for further review.

CUSTOMER LOVE | UNITY | INTEGRITY | GROWTH | IMPACT

#### Range Rover

- 17-25MY Range Rover
- 17-25MY RR Sport
- 18-25MY RR Velar

#### Defender

- 20-25MY Defender

#### Discovery

- 17-25MY Discovery
- 18-25MY Discovery Sport

#### Jaguar

- 18-25MY F-PACE
- 19-24MY I-PACE
- 18-24MY E-PACE
- 18-24MY F-TYPE
- 18-24MY XE
- 18-25MY XF
- 16-19MY XJ

