

Reference	SSM76387
Models	E-PACE / X540 F-PACE / X761 I-PACE / X590 XF / X260
Title	PIVI Vehicles- Body / Comfort CAN functions cycle off and on every 8-10 minutes
Category	Electrical
Last modified	29-Aug-2025 00:00:00
Symptom	203000 Basic Electrical
Content	<p><u>Issue:</u></p> <ul style="list-style-type: none">• Customer may report Body and Comfort (HMI) CAN related functions such as window switches or air conditioning may reset or become inoperable every 8-10 minutes while driving.• Function loss may last for approximately 1 minute before returning. <p><u>Cause:</u></p> <ul style="list-style-type: none">• A concern has been identified with the current TCU4 software where it may try to incorrectly initiate a SOTA process within the vehicle in a repeating pattern, with no active SOTA campaign.• This may result in the Body and Comfort (HMI) networks cycling every 8-10 minutes while vehicle is in use affecting related functions.• This fault will not set network DTC's. <p><u>Action:</u></p> <p>The following interim corrective action should be followed.</p> <ol style="list-style-type: none">1. Verify concern matches the 8-10 minute cycling condition above and confirm no underlying network related DTC's exist that would require further investigation2. If the fault is duplicated and no network DTC's are present, perform TCU-Clear SOTA Persistency routine selecting option "Master Reset - With SOTA Inventory Clear"3. Once complete, allow vehicle to sleep then perform road test to confirm the concern is resolved.

TCU4 Software to correct this condition is under development. This SSM will be updated when a fix procedure is available through workflow via Fault & Breakdown.

Please submit EPQR to report vehicles that have required this corrective action.

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