

PIVI VEHICLES- BODY / HMI CAN FUNCTIONS RESET EVERY 8-10 MINUTES

Customer Voice:

- “While driving my A/C and Windows don’t work about every 10 minutes.”

Technical Description:

- A concern has been identified where the TCU may incorrectly respond to the SOTA server when no campaign is active.
- This can cause the TCU to attempt to poll the vehicle to initiate SOTA approximately every 8-10 minutes affecting the Body and HMI (Comfort) CAN networks.
- This can affect Body and HMI (Comfort) CAN network functions such as Window Switch and HVAC operation.
- Note this fault condition does not generate CAN Network DTC’s.
- TCU software update under review to correct this fault condition (ETA not yet determined).

Action:

Until permanent solution is available, the following interim corrective action should be performed

1. Reference **SSM76386** (LR) and **SSM76387** (Jaguar) and follow steps to confirm customer concern matched the fault condition above.
2. If fault is duplicated and aligns with SSM, the TCU Clear SOTA Persistency routine must be run.
3. Option “Master Reset- With SOTA Inventory Clear” must selected- NOTE- this option should only be used when instructed.
4. Once this is completed, a sleep cycle and road test should be performed to confirm reset concern no longer present.

Please raise EPQR's to report vehicles that have required this application run to correct fault condition.

SSM's will be updated accordingly once TCU software update to correct fault condition is available.

Range Rover

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

Defender

- 20MY-On Defender

Discovery

- 21MY-On Discovery
- 21MY-On Discovery Sport

Jaguar

- 21MY-On E-PACE
- 21MY-On I-PACE
- 21MY-On XF
- 21MY-On F-PACE

