

PIVI LOGIN CONCERN- ESCALATION BEST PRACTICE

Customer Voice:

- “My InControl app works fine, but I can't log into my car.”

Technical Description:

- Vehicles may exhibit PIVI Login concerns even with InControl Remote functions operating.
- This can be due to offboard communication concerns such as vehicle network provisioning or telematic server issues.
- Investigation with Telematics may be required, however the diagnostic steps below should be referenced first.

Action:

SSM's are under review for publication which will include the following diagnostic steps below:

1. Confirm customer does not have any 'symbols' in their emails address (examples: - * # \$!)as this can inhibit successful login.
2. Perform TCU reset routine under TCU Module tab.
3. Perform Vehicle Shared Secrets under ICCM Module tab.
4. Place vehicle location of known good cell coverage and perform 10 second B-call press and record the time this is completed to provide if escalation is required.
5. Lock the vehicle down for a full 60 minutes in the known good signal area, then wake vehicle and confirm if PIVI Login will now complete.

If the steps above do not resolve the PIVI login error, then TA escalation for review with Telematics may be required.

When submitting we request the following information be provided within the TA to expedite escalation and resolution.

1. Exact time Long B-call press was initiated as part of the diagnostic steps above.
2. Photo of over-head console showing B-call and E-call light status. (see example right)
3. Photo of the Connectivity Screen readout within Vehicle Setting menu in Touch Screen. (see example right)

This information will help expedite review process to provide faster diagnostic response and assistance from the Telematics team.

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

