Special Service Message ☒

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 76397 - PIVI - Unable to log into InControl account in vehicle.

Models :	Defender/L663
	Discovery / L462
	Discovery Sport / L550
	New Range Rover Evoque / L551
	Range Rover / L460
	Range Rover Sport / L461
	Range Rover Velar / L560
Engineer Name :	Glicksman Daniel
Last Modified :	10 DEC 2025 21:49:20
Category :	Electrical
Symptom :	207000 Entertainment Systems
Content :	Issue:

Issue:

- Customer reports they are able to log into InControl Remote App and communicate with vehicle, but InControl log in through PIVI within the vehicle fails.

Cause:

- 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:

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 attached example)
3. Photo of the Connectivity Screen readout within Vehicle Setting menu in Touch Screen. (see attached example)

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

File : overhead console.png
Connectivity Settings 2.jpg
Connectivity Settings 1.jpg

PASSENGER AIR BAG OFF