

Reference	SSM000013
Models	<p>Defender / L663 2020 → Onwards</p> <p>Discovery / L462 2021 → Onwards</p> <p>Discovery Sport / L550 2021 → Onwards</p> <p>E-PACE / X540 2021 → Onwards</p> <p>F-PACE / X761 2021 → Onwards</p> <p>I-PACE / X590 2021 → Onwards</p> <p>New Range Rover / L460 2022 → Onwards</p> <p>New Range Rover Evoque / L551 2021 → Onwards</p> <p>New Range Rover Sport / L461 2023 → Onwards</p> <p>XE / X760 2021 → Onwards</p> <p>XF / X260 2021 → Onwards</p>
Title	PIVI - Unable to log into InControl account in vehicle
Category	Electrical
Last modified	18-Dec-2025 08:14:00
Attachments	<p>Connectivity Settings 1.jpg (Connectivity Settings 1.jpg)</p> <p>Connectivity Settings 2.jpg (Connectivity Settings 2.jpg)</p> <p>overhead console.png (overhead console.png)</p>
Content	<p>SSM000013</p> <p>Defender (L663) 20MY onwards</p> <p>New Range Rover Sport (L461) 22MY onwards</p> <p>New Range Rover (L460) 22MY onwards (NAS 23MY onwards)</p> <p>New Range Rover Evoque (L551) 21MY onwards</p> <p>Discovery Sport (L550) 21MY onwards</p> <p>Discovery (L462) 21MY onwards</p> <p>E-Pace (X540) 21MY onwards</p> <p>F-Pace (X761) 21MY onwards</p> <p>I-Pace (X590) 21MY onwards</p> <p>XE (X760) 21MY onwards</p> <p>XF (X260) 21MY onwards</p> <p>Title:</p> <p>PIVI - Unable to log into InControl account in vehicle.</p>

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 signal 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, raise a TA escalation for review with Telematics may be required.

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

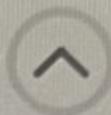
1. Exact time Long B-call press was initiated as part of the diagnostic steps above.
2. Photo of over-head console showing B-call and E-call light status, (see attached example).
3. Photo of the Connectivity Screen readout within Vehicle Setting menu in Touch Screen, (see attached example).

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

Symptom Tag: PIVI is not working as expected

amF6cmhOzlwMjYIMDEIMDhUMTg6MTA6MjcUMTU3Wjs2Nid4OTguMTgxLjIwOTs=

Wi-Fi connections will only be used for software updates



Vehicle MAC address

6c:61:6e:64:20:72:6f:76:65:72

IMEI

18436572

ICCID

8675309

IMSI



REEN

AUDIO

ALL

IMSI

6a:61:67:75:61:72

MNO

AT&T

APN

Reset connectivity

SCREEN

AUDIO

ALL

