

PIVI WIRELESS CARPLAY / ANDROID AUTO CONNECTIVITY

Customer Voice:

- *"Every time I drive down this one road my CarPlay disconnects"*
- *"Whenever I pass the airport, Android Auto drops and does not reconnect"*

Technical Description:

- It has been identified that certain locations with large numbers of Wi-Fi Networks or other RF sources may overwhelm the wireless connectivity within the vehicle.
- This can result in wireless phone projection and connection loss due to outside influence as previously outlined in SSM76274 (LR) and SSM76275 (Jaguar)

Action:

1. SOTA campaign OS4.4.0 has now been released starting 12/5/25 which includes PIVI update to improve wireless connectivity.
2. Software is also available through TOPIx Cloud via PIVI Infotainment Health Check workflow under Fault & Breakdown.
3. As software is now available through SOTA and TOPIx Cloud diagnostic workflow, SSM's have now been removed from TOPIx and Fault & Breakdown should be followed to confirm PIVI system health and complete update when required.

NOTE:

Results may vary based on location and level of external interference present where vehicle is operated.

Range Rover

- 23MY-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

