

PIVI SATELLITE MAP IMAGE BUFFERING

Customer concern:

- *"While driving with my satellite maps, sometimes image doesn't load fully and then comes back."*

Technical Description:

- PIVI Satellite map display is a streaming service through HERE.
- When selected, the vehicle will receive map data over Wi-Fi and 4G network.
- In areas where signal quality and bandwidth are poor, map image data may buffer resulting in delayed or lost image under signal quality returns.

Action:

1. Reference **SSM0000026**
2. Confirm other PIVI data services such as Weather App, Wi-Fi hotspot (where equipped) are functional.
 - o If other PIVI data services are operational, advise customer that Satellites Maps are a streaming service and subject to network signal quality and bandwidth.
 - o If concerns with other PIVI data services are found, then further investigation is necessary to identify mobile data fault in vehicle.

