

Reference	SSM73074
Models	XE / X760 XF / X260
Title	SD card is missing from transit bag when the vehicle is received by retailer
Category	Electrical
Last modified	28-Nov-2016 00:00:00
Symptom	207000 Entertainment Systems
Attachments	sim card correct installation in transit bag.docx (sim card correct installation in transit bag.docx)

ContentIssue

When the vehicle is received it is found that the transit bag is

- 1) Ripped and the sd card is missing.
- 2) The sd card is for the incorrect region
- 3) The sd card is missing but the transit bag is intact.

Action

If you discover any of these conditions and before proceeding you are requested to take a photograph of the transit bag clearly showing the issue and the build sheet within the bag and to raise an EPQR with the photograph attached.

The assured vins for this in production are

XE P07296

XF Y46476

This may affect the warranty claim if this process is not followed.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.

