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| Reference | SSM73053 |
| Models | Discovery Sport / L550 Range Rover Evoque / L538 |
| Title | 17 MY- Cannot Activate WIFI Card (PSIM) at PDI |
| Category | Electrical |
| Last modified | 10-Nov-2016 00:00:00 |
| Symptom | 207000 Entertainment Systems |
| Attachments | PSIM Images.pdf (PSIM Images.pdf) |
| Content | <p>Issue</p> <p>The WIFI SIM Card cannot be activated at PDI on a select number of VIN's - see below.</p> <p>Cause</p> <p>Incorrect ICC number (Ref image 1) entered into the database at Halewood.</p> <p>Action</p> <p>See VIN's below and if applicable, update the PSIM as follows:</p> <p>PSIM Update to be carried out by the Retailer.</p> <p>NOTE: This must be completed before a vehicle is associated to a user on InControl.</p> <ol style="list-style-type: none">1. Get the PSIM from the Vehicle and note the ICCID number (19/20 digits) This is located on the outside of the packaging and is marked as ICCID. (See Image 1).2. Log into the InControl Retailer Admin Portal.3. Search for the VIN.4. Check no customer associated.5. Click on Manage (Image 2).6. Enter the new ICCID (NOTE: Although it says to replace, you are replacing a blank ICCID with a new one).7. Click Submit to validate (Image 3).8. There is a pop up reminder to fit the PSIM into the vehicle. Please click OK (Image 4).9. Final screen confirms successful update. The vehicle may now be associated with an InControl account and the customer may accept Terms and Conditions. This will result in the standard Trial activation being completed (Image 5). <p>List of Affected Vins</p> <p>SALVP2BG3HH175565</p> |

SALVP2BG1HH190002
SALVP2BGXHH181430
SALVR2BG8HH188693
SALVP2BG1HH182837
SALVR2BG7HH188667
SALVP2BG5HH190066
SALVP2BG1HH191053
SALCR2BGXHH651358

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.