

TECHNICAL BULLETIN

K414NAS1

15 JUL 2016



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

SECTION: 100-00

Service Action: PSIM Card Activation

AFFECTED VEHICLE RANGE:

XE (X760)

Model Year: 2017
VIN: 916794-954413
Assembly Plant: Solihull

XF (X260)

Model Year: 2016-2017
VIN: Y00071-Y35315
Assembly Plant: Castle Bromwich

XJ Range (X351)

Model Year: 2016-2017
VIN: V82572-W01041
Assembly Plant: Castle Bromwich

F-PACE (X761)

Model Year: 2017
VIN: 045029-064143
Assembly Plant: Solihull

MARKETS:

NAS

CONDITION SUMMARY:

Situation: An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range which may have been manufactured away from process and in some cases the Personal Subscriber Identity Module (PSIM) card Integrated Circuit Card Identifier (ICCID) number has not been recorded in line with the correct process. As a result, the customer may experience concerns with the Wi-Fi not connecting, real time traffic updates with other navigation features not working, and no activation e-mail from AT&T confirming the free trial period has started.

Action: Retailers are required to **HOLD** affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the Service Instruction detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

PARTS:

No parts required.

SPECIAL TOOLS:

No special tools required.

WARRANTY:



NOTE: Check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that **all** outstanding Recalls and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting Program Code **K414** together with the relevant Option Code from the table. SRO and parts information is included for information only.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 July 2018** closure date must be submitted or payment within 30 calendar days of completion of the repair.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIX to obtain the latest repair time.

| PROGRAM CODE | OPTION CODE | DESCRIPTION | SRO | TIME (HOURS) | PARTS/SUNDRY CODE | QTY./VALUE |
|--------------|-------------|---|-----|--------------|-------------------|------------|
| K414 | B | Check the InControl dealer admin portal and either enter the Integrated Circuit Card Identifier (ICCID) number of the supplied Personal Subscriber Identity Module (PSIM) against the vehicle Identification Number (VIN) or where necessary request JLRNA associate the ICCID with the VIN | - | - | ZZZ001 | *\$13.95 |

* - an allowance has been provided to cover the cost of performing this program.

Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:

1. Obtain the Personal Subscriber Identity Module (PSIM) from the vehicle and note the Integrated Circuit Card Identifier (ICCID) number (19/20 digits) located on the outside of the packaging marked 'ICCID'.



2. **NOTE: Each retailer has only one Login name and Password. Contact your retailer's Sales Manager to obtain your retailer Login name and Password.**


Access the InControl Dealer Admin Portal.

1. Log in to the Jaguar Business Network (JBN) website.
 2. Select **INCONTROL** on the left-hand navigation menu.
 3. Select **InControl Admin Website** under the InControl Websites heading.
 4. Enter Login name and Password.
 5. Select **SIGN IN**.
3. Search for the Vehicle Identification Number (VIN).
 4. Confirm 'No customer connected' is displayed.
 1. If 'No customer connected' **is** displayed, continue to the next Step.
 2. If 'No customer connected' **is not** displayed, continue to Step 10.

JAGUAR XJ

Grey, 4 doors
VIN: SAJWA2CE50WV95854
Registration: - Edit




Customer

No customer connected 


This vehicle is not connected to any customer yet. To complete setup of the vehicle, you need to connect a customer to it.

[REGISTER CUSTOMER](#)

Services

| | | |
|---|--|---|
|  <p>InControl Remote Premium Expires: More about this service</p> |  <p>InControl Protect Expires: More about this service</p> |  <p>InControl Pro Services Expires: More about this service</p> |
|---|--|---|

Data Plan

| |
|--|
|  <p>InControl Data Plan Not Connected MANAGE</p> |
|--|

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5. Click on 'Manage'.

JAGUAR XJ




Grey, 4 doors
VIN: SAJWA20E50M195954
Registration: - Edit

Customer



No customer connected
This vehicle is not connected to any customer yet. To complete setup of the vehicle, you need to connect a customer to it.

REGISTER CUSTOMER

Services

| | | |
|---|--|---|
|  <p>InControl Remote Premium Expires: More about this service</p> |  <p>InControl Protect Expires: More about this service</p> |  <p>InControl Pro Services Expires: More about this service</p> |
|---|--|---|

Data Plan

| | |
|---|---|
|  <p>InControl Data Plan Not Connected MANAGE</p> |  |
|---|---|

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6.  **NOTE: Although it says 'replace', a blank ICCID will be replaced with a new one.**

Enter the new ICCID.

PSIM

Vehicle details
Jaguar XJ
Grey, 4 doors
VIN: SAJWA2GE5GMV95954
Registration:

PSIM Details
PSIM ICCID
No. of customer activations
0

Replace PSIM
ICCID of replacement PSIM

Replace will overwrite the current PSIM ID number (ICCID) and give the vehicle a new ICCID. This action is only applicable for vehicles not already connected to customers.

SUBMIT

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7. Click 'Submit' to validate.

PSIM

Vehicle details
Jaguar XJ
Grey, 4 doors
VIN: SAJWA2GE5GMV95954
Registration:

PSIM Details
PSIM ICCID
No. of customer activations
0

Replace PSIM
ICCID of replacement PSIM

PSIM Replace will overwrite the current PSIM ID number (ICCID) and give the vehicle a new ICCID. This action is only applicable for vehicles not already connected to customers.

SUBMIT

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8. There is a pop-up reminder to fit the PSIM into the vehicle.
 - Click 'OK'.

CONFIRM PSIM REPLACE

By replacing PSIM the new ICCID will replace the current ICCID.
Please ensure the new PSIM is inserted in the vehicle.

CANCEL **OK**

Vehicle details
Jaguar XJ
Grey, 4 doors
VIN: SAJWA2GE5GMV05054
Registration:

PSIM Details
PSIM ICCID
89011702278045676570
No. of customer activations
0

Replace PSIM
ICCID of replacement PSIM
89011702278098765432

PSIM Replace will overwrite the current PSIM ID number (ICCID) and give the vehicle a new ICCID. This action is only applicable for vehicles not already connected to customers.

SUBMIT

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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.

10.  **NOTE: This may take between two and four days to complete.**

If the vehicle is already with a Customer and the Customer has added the vehicle to their InControl account and accepted the terms and conditions, record the VIN and ICCID and send a request to Janelle Pharris (jpharris@jaguarlandrover.com).

- Request the ICCID and VIN be associated to a trial started for the customer.