
Reference	SSM72625
Models	XJ / X351
Title	SIM Card Replacement 16MY XJ InControl Touch Pro
Category	Electrical
Last modified	18-Feb-2016 00:00:00
Symptom	207000 Entertainment Systems
Attachments	1ICCID.jpg (1ICCID.jpg)

Content

Issue: SIM cards may become lost or damaged.

Cause: Each SIM card is paired with the vehicle VIN it was supplied with and cannot be swapped from vehicle to vehicle

Action: SIM cards that are lost or damaged must be ordered through the parts department.

Jaguar part number C2D49195

Once a new SIM card has been received, it must be paired with the vehicle. To pair the SIM card with the vehicle, a request for Technical Assistance (TA) will have to be opened with the Technical Helpline. To help the Technical Helpline process your request faster, please have a clear photo of the SIM card packaging showing the ICCID attached to the TA. The Technical Helpline will then forward the case to the Telematics Hub to have the new SIM paired with the vehicle.

ICCID



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