

<b>Reference</b>	SSM72667
<b>Models</b>	XF / X260
<b>Title</b>	SIM Card Replacement 2016 XF onwards
<b>Category</b>	Electrical
<b>Last modified</b>	29-Feb-2016 00:00:00
<b>Symptom</b>	207000 Entertainment Systems
<b>Attachments</b>	ICCID1.jpg (ICCID1.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.

InControl Touch (SIM card reader in the trunk) - Jaguar part number T2H16388  
InControl Touch Pro (SIM card reader in the cubby box) - Jaguar part number C2D49195

Once a new SIM card has been received, it must be paired with the vehicle. To pair the SIM 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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