



ABOVE & BEYOND

## SERVICE ACTION Q612: PSIM CARD ACTIVATION

## SERVICE BULLETIN

15-JUL-16

NO.: SGI16-29

SEC.: GENERAL INFORMATION

MKT.: CAN / USA

### DESCRIPTION OF ISSUE

A potential issue has been identified on a limited number of vehicles listed in the 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.

### AFFECTED VEHICLES

#### Discovery Sport (L550)

Model Year: ..... 2016-2017

VIN: ..... 517965-625061

#### Range Rover Evoque (L538)

Model Year: ..... 2016-2017

VIN: ..... 048210-158776

#### Range Rover Sport (L494)

Model Year: ..... 2016

VIN: ..... 519971-584135; 617562-628758

#### Range Rover (L405)

Model Year: ..... 2016

VIN: ..... 217599-284480

Visit the InfoTrail website for a [list of affected unsold vehicles](#) (as of 13 July 2016).

### ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (Q612) prior to undertaking any rework 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 rework action.

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

Refer to Technical Bulletin Q612NAS, *Service Action: PSIM Card Activation*, for detailed repair instructions.

### ACCESSING THE INCONTROL® DEALER ADMIN PORTAL

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

1. Log in to the InfoTrail 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**.

## PARTS

No parts required.

## TOOLS

Refer to the Technical Bulletin noted above for any required tools.

## 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 '**Q612**' together with the relevant Option Code from the table. SRO and parts information is included for information only.

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.

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

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART No. / SUNDY CODE	QTY. / VALUE
Q612	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*