

Q612NAS2

# TECHNICAL BULLETIN

11 MAY 2017



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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 Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

INFORMATION

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Changes are highlighted in blue

SECTION:

100-00

**SUBJECT/CONCERN:**

Service Action: PSIM Card Activation

**AFFECTED VEHICLE RANGE:**

<b>MODEL:</b>	<b>MODEL YEAR:</b>	<b>VIN:</b>	<b>ASSEMBLY PLANT:</b>
Discovery Sport (LC)	2016-2017	517965-625061	Halewood
Range Rover Evoque (LV)	2016-2017	048210-158776	Halewood
Range Rover Sport (LW)	2016	519971-584135	Solihull
Range Rover Sport (LW)	2016	617562-628758	Solihull
Range Rover (LG)	2016	217599-284480	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.

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#### **PARTS:**

No parts required.

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#### **SPECIAL TOOLS:**

No special tools required.

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#### **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.

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
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

Normal Warranty policies and procedures apply.

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

SERVICE  
INSTRUCTION:

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- 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'.
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- 2  **NOTE:**

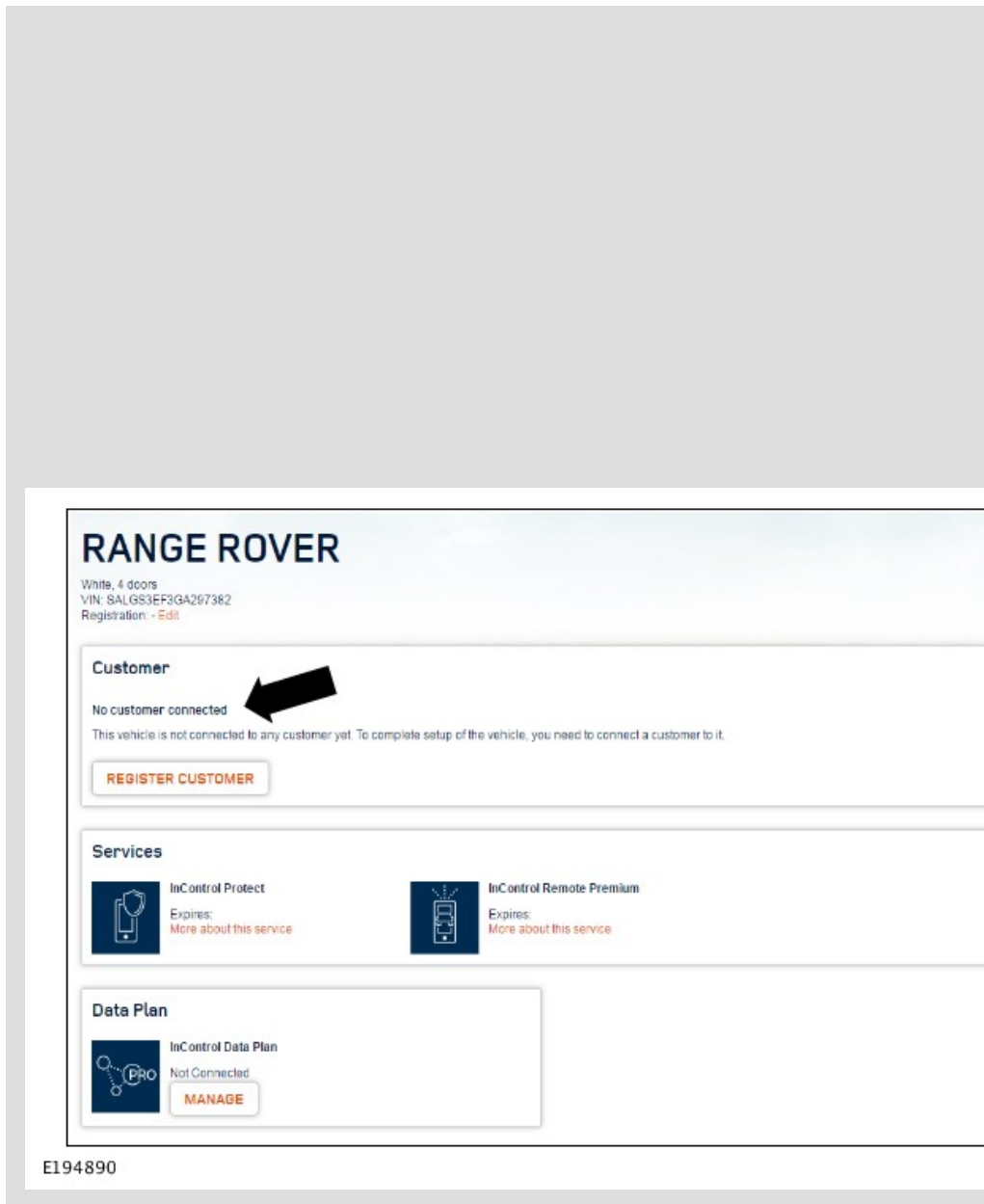
**Each retailer has only one Login name and Password. Contact your retailer's Sales Manager to obtain your retailer Login name and Password.**

Access the InControl Dealer Admin Portal.

- 1 Log in to the InfoTrail website.
- 2 Select **InControl** on the left-hand navigation menu.
- 3 Select **InControl Admin Website** under the InControl Website's 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, go to Step 5.
- 2 If 'No customer connected' **is not** displayed, go to Step 10.

## RANGE ROVER

White, 4 doors  
VIN: SALG53EF3GA297382  
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



InControl Protect

Expires:  
[More about this service](#)



InControl Remote Premium

Expires:  
[More about this service](#)

### Data Plan



InControl Data Plan

Not Connected

[MANAGE](#)



E194891

Click **MANAGE** .

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 **NOTE:**

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

## PSIM

### Vehicle details

Range Rover  
White, 4 doors  
VIN: SALGS3EF8GA303287  
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

E194896

Enter the new ICCID.



# PSIM

## Vehicle details

Range Rover  
White, 4 doors  
VIN: SALGS3EF8GA303287  
Registration:

## PSIM Details

PSIM ICCID

No. of customer activations  
0

## Replace PSIM

ICCID of replacement PSIM

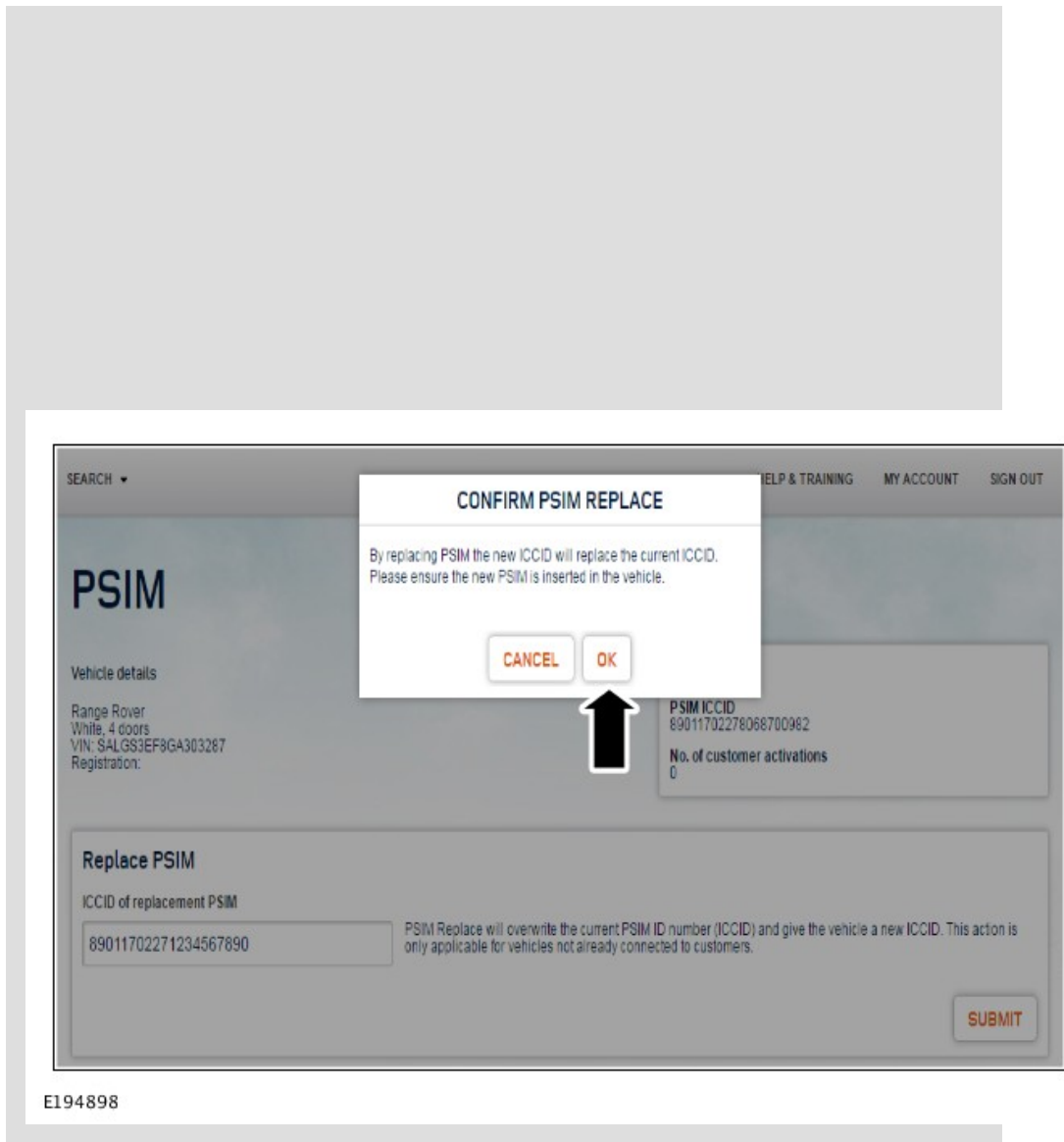
PSIM Replace will overwrite the current PSIM ID number (ICCID) and give the vehicle a new ICCID. This action is only applicable for vehicles not already connected to customers.



**SUBMIT**

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Click **SUBMIT** to validate.



There is a pop-up reminder to fit the PSIM into the vehicle.

Click **OK** .

- 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.

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 **NOTE:**

**This procedure may take between 2 and 4 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 with this information to the Land Rover Customer Relationship Centre by emailing **lrweb2@jaguarlandrover.com** with 'InControl ICCID Association' in the Subject line.

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