INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

This file represents a consolidation of [redacted] sent by the manufacturer. Please use the bookmarks to navigate to [redacted] [redacted] is the name of the original file.)

Quality Report : [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
	[redacted] Petrol nat asp
	[redacted]
Miles/	[redacted] Miles
VOR	No
Repeat Repair	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Symptom	Door difficult to close
Suspect Part	Latch - Door Exterior Front LH
Actual Part	Unknown
Condition	Not operating
Outcome	Given advice
Part available for return?	N/A

Contact

Dealer Details	[redacted], Terry York Motor Cars, Ltd
Country	[redacted]
Name	[redacted]
Phone	[redacted]
Email	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

Customer states the left front door will not close.Confirmed complaint...soft close does not operate and door only partially latches. Can hear soft door close motor operating though. Accessed door panel and inspected connections... secure. Upon removal of the door panel and inspection of the connection, soft door close started operating. Re-installed door panel and tested multiple times... no further malfunctions found at this time.Customer returned for a complete detail [redacted] and stated the door is still working fine.

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
	[redacted] Petrol
TIS	[redacted]
Miles/	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Door operating handle user input loose or adrift
Suspect Part	Unknown
Condition	
Outcome	Repaired
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
Country	[redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

Front passenger door unlocked and opened while the car was being driven.

Detailed Diagnostics

I was just given this car by my supervisor. He told me not to do anything with the vehicle until I was given instruction from TA. [redacted] is open on this vehicle with no fix available yet. Please advise.

Dialogue

[redacted] 24-JUN-2015 13:35 Respond to Dealer

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours.

If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields.

Please refer to [redacted] for repair at this time.

[redacted] 26-JUN-2015 15:02 Dialogue to Dealer

We have not received any feedback from you regarding the latest status of this TA case.

1. If you still require assistance, please respond to the TA providing the latest update.
2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

[redacted]

[redacted] View

We have not received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.	[redacted]	29-JUN-2015 14:42	Dialogue to Dealer
Changed report status to 'Investigating'	[redacted]	30-JUN-2015 14:29	Status Change
Kept report status 'Investigating'	[redacted]	01-JUL-2015 15:24	Status No Change
Kept report status 'Investigating'	[redacted]	02-JUL-2015 16:03	Status No Change
Replaced RF door latch.	[redacted]	06-JUL-2015 13:44	Close Request
Replaced RF door latch. m-calla3 [redacted] Close Request	[redacted]	06-JUL-2015 13:45	Closure

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted] / [redacted]
	[redacted] Petrol
	[redacted]
Miles/[redacted]	[redacted] Miles
VOR	No
Roadside Assist?	Yes
Repeat Repair	Yes
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	
Symptom	Door difficult to close
Suspect Part	Latch - Door Exterior Front RH
Condition	Not operating
Outcome	
Diagnostic tool used	

Diagnostics

SDD hardware	[redacted]
Operating system	[redacted]
DVD level	[redacted]
Patch	[redacted]
Software	[redacted]
[redacted] device	VCM

Contact

Name	[redacted]
Phon	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] Hanover
Country	USA
Alternative Vehicle?	

Customer Concern/ Comments

PASSANGER FRONT DOOR WONT CLOSE.IT WILL NOT LATCH TO CLOSE.

Detailed Diagnostics

TECH FOUND R/F DOOR WONT LATCH CLOSE.TRYED [redacted] WHEN TRYED LATCH MANULY WITH SCREW DRIVER.CHECHED FOR CODES.NO CODES.COULD NO SEE ANY SSM,TSBS.WHEN UNPLUGED DOOR HARNES.DOOR START TO WORK NORMALY.CHECKED ALL WIRES IN DOOR,POWER,GROUND,ANY DAMAGED WIRES.ALL CHECKED OK.RENEW SOFT CLOSE,AND LATCH.THAT WAS ON [redacted] CALLED [redacted] WITH SAME CONCERN.THIS TIME CAR MAY COME ON TOW TRUCK AGIN WITH SAME PROBLEM.IT DOES NOT STAY LONG ENOGH TO READ AND SENSORS OFF DATALOGGER.THANK FOR ANY HELP I CAN GET;[redacted]=[redacted] HAVE CAR NOW BY TIME I FINSHED TIPING CUSTOMER CALLED THAT ALL WORKING NORMAL IF ANY BODY CAN GIVE ME A CALL.THANKS.

Dialogue

[redacted] if the customer is complaining that the door will not close again then check the torque on the latch screws and the cables for binding especially the soft close cable.if you end up replacing the latch assembly again I will need parts to hold it for return. [redacted] Respond to Dealer	[redacted]	[redacted]	From [redacted]
[redacted] if the customer is complaining that the door will not close again then check the torque on the latch screws and the cables for binding especially the soft close cable.if you end up replacing the latch assembly again I will need parts to hold it for return.	[redacted]	[redacted]	Respond to Dealer
Please update or close this T/A,Thanks. [redacted] Dialogue to Dealer	[redacted]	[redacted]-MAY-	From [redacted]
Please update or close this T/A,Thanks.	[redacted]	[redacted]-MAY-	Dialogue to Dealer
Changed report status to 'Waiting for customer / vehicle'	[redacted]	07-MAY-	Status Change
Changed report status to 'Waiting for customer / vehicle' j-deaibe [redacted] Status Change	[redacted]	20-MAY-	From [redacted]

[redacted], since the vehicle has been releasede I will have to close the T/A. When the vehicle returns you can reopen the T/A if you need to.Thanks,[redacted]
[redacted]
[redacted]
Dialogue to Dealer

[redacted], since the vehicle has been releasede I will have to close the T/A. When the vehicle returns you can reopen the T/A if you need to.Thanks,[redacted]	[redacted]	[redacted]	Dialogue to Dealer
request to close T/A vehicle released. Your report has been closed by the helpdesk (Process/Training). You may re-open this report for [redacted] by viewing it from the closed tab and selecting re-open.	[redacted]	[redacted]	Closure
CATS closed case	system	[redacted]	From CATS

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	Range Rover / L405
Engine	5.0 S/C Petrol
TIS	31
Miles/KM	37483 Kilometres
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Lock when the Smart Key / Fob Button is Operated
Suspect Part	Module - Driver Seat (DSM)
Condition	Corrupted
Outcome	Given advice
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
Country	[redacted]
Alternative Vehicle?	Unknown

Customer Concern/ Comments

A [redacted] AFTER ATTEMPTING TO LOCK THE VEHICLE THE MISSLOCK CHIME IS HEARD AND MIRRORS WONT FOLD

Detailed Diagnostics

After performing recall [redacted]/vehicle door will not latch. Rear doors locks and power windows don't work anymore with any switch and folding mirrors also don't work because of rear doors not locking plug SDD and scan vehicle and had [redacted] DTC related to passenger door module missing message performe a hard reset and a vehicle reset with SDD but no change so check [redacted] rear doors lin bus and it had [redacted] also checked power and ground, they are ok. then tried to reflash front doors module as existing but [redacted] keep failing so tried as new but same issue then check and reload as built files and retried to program modules but problem still present note that the rear door window switch dos not illuminate for [redacted] and dose switch get there power from a lin bus link to rear door module. so replace [redacted] module (driver door) but this [redacted] also failed programationthen borrowed a well know good module from an other vehicle but problem still persist. went back in as built files session and scroll down all the list and tried to find a wrong file but everything was ok.

Dialogue

Urgent Message From The [redacted] Technical HelpLine [redacted] [redacted] - [redacted] Respond to Dealer

We have not received any feedback from you regarding the latest status of this TA case.

1. If you still require assistance, please respond to the TA providing the latest update.

2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

Please further investigate and follow topix guidelines for the following DTC:

B1A98-87	LIN Bus Circuit #1 - Missing message	• Rear door module LIN circuit - Missing message	• Ensure the battery is fully charged. Refer to the electrical circuit diagrams and check the LIN bus and power circuits to the rear door module. Repair circuit(s) as required

[redacted]

			• Disconnect the harness from the rear door module, wait [redacted] and reconnect. Clear DTCs, start engine and leave running for [redacted], then retest. If fault persists, repeat the above procedure and retest • If the fault continues to persist, check and install a new rear door module as required. Clear the DTC, operate the rear door switchpack and retest

I did follow all that procedure as well while performing diagnostic but it didn't work so i guess the next step is to replace [redacted] doors modules. And by the way why did you sent me urgent message from [redacted] stating they did not receive any feedback from me regarding the latest status for this report because it's being open [redacted] [redacted] [redacted]?? Anybody in a rush for [redacted] time??	[redacted]	18-DEC-2015 [redacted]	Respond to Helpdesk
My appologies, Clicked on the wrong outgoing message tab. Please replace [redacted] and update.	[redacted]	18-DEC-2015 [redacted]	Respond to Dealer
I though so, was just kidding. Ok will replace [redacted] and update T/A with results. Thank You.	[redacted]	18-DEC-2015 [redacted]	Respond to Helpdesk
No problem, Update when done.	[redacted]	18-DEC-2015 [redacted]	Respond to Dealer
Urgent Message From The [redacted] HelpLine We have not received any feedback from you regarding the latest status of this TA case. If you still require assistance, please respond to the TA providing the latest update. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.	[redacted]	21-DEC-2015 [redacted]	Dialogue to Dealer
Parts just received [redacted] proceding to repairs will update T/A with results. Thank You.	[redacted]	22-DEC-2015 [redacted]	Respond to Helpdesk
Thank you, Please Update when done with install.	[redacted]	22-DEC-2015 [redacted]	Respond to Dealer
Replace [redacted] door module retest and concern is still present but at this point did not tried to program front doors modules in case it corrupt those new rear doors module in case that is what's causing the faillure	[redacted]	22-DEC-2015 [redacted]	Respond to Helpdesk
Ok, Please program / calibrate door modules. Update with findings.	[redacted]	22-DEC-[redacted]	Respond to Dealer
Tried to program front doors modules but end out as of before with same error pop up window. so now i guess maybe i sould replace front doors modules and try rear doors windows and doors lock functionnality even before trying to program any modules and at the end if eveything is working properly without thoses front modules programmed, just release vehicle??	[redacted]	22-DEC-2015 [redacted]	Respond to Helpdesk
Yes, Please proceed.	[redacted]	22-DEC-2015 [redacted]	Respond to Dealer
Changed report status to 'Waiting for parts'	[redacted]	22-DEC-2015 [redacted]	Status Change
Received [redacted] door module and proceding for repair will update T/A with results	[redacted]	[redacted]-2015 [redacted]	Respond to Helpdesk
Thank you for the update.	[redacted]	[redacted]-	Respond to

[redacted]

[redacted] View

		[redacted]	[redacted]
Replacer [redacted] modules but it still not working so investigate a bit more and found that the rear left door latch is behaving normaly because even if all doors are unlock when [redacted] of the time i pull the door handle signel lights are flashing and i hear the latch trie to open even if it is already open which dose not happen with all the other doors and as you will find in the new session ive attach there is a fault with the rear door child lock feature even if it is engaged so remote the external handle from the rear left and no change now i will remove door latch and trie to see if there is i find something wrong with it and update T/A with findings	[redacted]	23-DEC-2015 [redacted]	Respond to Helpdesk
Thank you, Please update with findings when you have them.	[redacted]	23-DEC-2015 [redacted]	Respond to [redacted]
Sorry I made somes fault in my text you sould have read rear left door latch is not behaving normaly it's activate it self [redacted] I pull the external door handle even if door is unlock and open , and for the rear left door handle you sould of read that at [redacted] i pull it the unlock signal light are flashing which does not happen with all the other door handle.	[redacted]	23-DEC-2015 [redacted]	Respond to Helpdesk
Thank you for the clarification. Update with findings.	[redacted]	23-DEC-2015 [redacted]	Respond to [redacted]
Urgent Message From The [redacted] We have not received any feedback from you regarding the latest status of this TA case. If you still require assistance, please respond to the TA providing the latest update. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.	[redacted]	28-DEC-2015 [redacted]	Dialogue to [redacted]
Changed report status to 'Investigating' Additonal Information: INVESTIGATING REAR LEFT DOOR LATCH AND HANDLE AND RELATED CIRCUITS	[redacted]	28-DEC-2015 [redacted]	Status Change
Urgent Message From The [redacted] We have not received any feedback from you regarding the latest status of this TA case. If you still require assistance, please respond to the TA providing the latest update. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.	[redacted]	30-DEC-2015 [redacted]	Dialogue to [redacted]
Urgent Message From The [redacted] **We have not received any feedback from you regarding the latest status of this TA case.** 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.	[redacted]	[redacted]	Dialogue to [redacted]

[redacted]

[redacted]

Remove all [redacted] inner panel and overlay a jumper wire directly from [redacted] front door module lin bus to the rear doors module retest central locking and rear power windows and [redacted] was finally working after more deep investigation found corroded lin bus wires in [redacted] harness and all that with out external visual damage to [redacted] harness like was not pinch or shafing on anything so order [redacted] harness and will replace them and release vehicle to customer (I narrow down the problem by leaving the multimeter plug on thoses lin bus circuit and after [redacted] and at time i could see voltage fluctuating in between 3 and [redacted] with out any external action on any switch so that why i overlay lin bus wire on [redacted] to test system and confirmed that there was an hight resistence or short in the circuit)

[redacted] Close Request

Remove all [redacted] inner panel and overlay a jumper wire directly from [redacted] front door module lin bus to the rear doors module retest central locking and rear power windows and [redacted] was finally working after more deep investigation found corroded lin bus wires in [redacted] harness and all that with out external visual damage to [redacted] harness like was not pinch or shafing on anything so order [redacted] harness and will replace them and release vehicle to customer (I narrow down the problem by leaving the multimeter plug on thoses lin bus circuit and after [redacted] and at time i could see voltage fluctuating in between 3 and [redacted] with out any external action on any switch so that why i overlay lin bus wire on [redacted] to test system and confirmed that there was an hight resistence or short in the circuit)

[redacted]

a-nich15

[redacted]

Close Request

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	Range Rover / L405
Engine	5.0 S/C Petrol
TIS	1
Miles/[redacted]	Miles
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Rear RH
Condition	Inaccurate
Outcome	
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
Country	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

Customer states right rear door soft close feature does not work properly

Detailed Diagnostics

Function check soft close feature, will work [redacted] the time but seems dead [redacted] the time. No seal interferance & door alignment looks ok. no striker adjustment. Can't find much technical information in workshop manual. Need to talk over problem. No codes pertaining to system.

Dialogue

advised tech to monitor the door latch in [redacted] needs to check Door Latch (Claw Switch and Pawl Switch) and the Hall-effect sensor.tech is to call back with findings.	[redacted]	[redacted]
Technician called back on case Technician states that the wiring has checked out good Technician states that there is nothing to view on datalogger Technician states that the vehicle has been in for multiple issues H/L advised to not inconvienence the customer any further, H/L advised to replace the latch and soft close module.	[redacted]	[redacted]
tech states that he replaced the latch assembly and actuator(soft door close module) and the vehicle has been repaired and is being released.	[redacted]	[redacted]
ro#:[redacted] line#:2 part#: module [redacted] latch [redacted] part managers name: [redacted] phone#: ext [redacted] email: [redacted]	[redacted]	[redacted]
CATS closed case	system	[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
	[redacted] Petrol
TIS	25
Miles/KM	23645 Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Unknown
Condition	
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted]
	[redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

Driver's door soft close is inoperative.

Detailed Diagnostics

Checked DTCs, no related codes present, checked fuse for door latch motor, swapped known good door module, latch and latch motor, none resolved the problem.

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Follow [redacted].	[redacted]	[redacted] [redacted] Respond to Dealer
When the latch is manually moved to position 2 the soft close does not activate, you can manually move it to position 3. the spring is installed in the right position. So I don't think this bulletin applies in this situation.	[redacted]	[redacted] [redacted] to Helpdesk
Check wiring diagram [redacted], [redacted]. Check the power and ground to the driver's door closing motor. Check the termials and wiring between the driver's door latch for the claw and pawl signal to the the closing motor.	[redacted]	[redacted] [redacted] to Dealer
I have battery voltage on [redacted] at the closing motor, [redacted] on pin 6 the ground, [redacted] wires are [redacted] and no voltage even when manually operating the latch.	[redacted]	[redacted] [redacted] to Helpdesk
Supply a clean ground at [redacted]. Monitor the claw and pawl signal on datalogger.	[redacted]	[redacted] [redacted] to Dealer
Changed report status to 'Investigating'	[redacted]	[redacted] [redacted] Status Change
I'm unable to find those signals in datalogger, I have looked through the	[redacted]	[redacted] to

[redacted]

[redacted] and didn't see them and performed a few searches without any luck. Do you know where they are located? | [redacted] | Helpdesk

Not sure of hand. Did you supply a clean ground at [redacted]? Overla the [redacted](claw and pawl signals) from the latch to the closing motor with new wiring and terminals. | [redacted] | [redacted] | Respond to

I rechecked the signal wires and pin 3 at the latch was [redacted] with the latch open and [redacted] in [redacted]. [redacted] 4 was [redacted] and [redacted] This was with no overlay for the signal wires and a new ground ran. | [redacted] | [redacted] | Respond to Helpdesk

Do have the same readings at the Closing motor? | [redacted] | [redacted] | Respond to

Yes I have the same readings at the closing motor. | [redacted] | [redacted] | Respond to Helpdesk

Overlay [redacted] with new wiring and terminals. ([redacted] to [redacted]) and ([redacted] to [redacted]). | [redacted] | [redacted] | Respond to

What is the reasoning for replacing these wires when the resistance on them is good and it has the same voltage readings on [redacted]? | [redacted] | [redacted] | Respond to Helpdesk

Have repaired other vehicles by doing so. Have found faulty terminals also. | [redacted] | [redacted] | Respond to

Changed report status to 'Investigating' | [redacted] | [redacted] | Status Change

Urgent Message From The [redacted] Technical HelpLine | [redacted] | [redacted] | Dialogue to

We have not received any feedback from you regarding the latest status of this TA case.

1. If you still require assistance, please respond to the TA providing the latest update.
2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

I replaced the wires and terminals and it is still inoperative. | [redacted] | [redacted] | Respond to Helpdesk

Please check the the cable to the latch and soft close motor. make sure they are returning all the way. also make sure the metal tabs are not bent. | [redacted] | [redacted] | Respond to

The cable from the motor to the latch is never operated. What metal tabs are you referring to? | [redacted] | [redacted] 15:24 | Respond to Helpdesk

The tabs that hold the cable on the housing | [redacted] | [redacted] | Respond to

The tabs are good. | [redacted] | [redacted] | Respond to Helpdesk

[redacted], it's [redacted] I'm taking the case over.Just confirm for me that the [redacted] and Claw switches are operating correctly. With the door latch open and checking at [redacted] you should see open circuit and [redacted] will be closed circuit when the latch is moved to [redacted] you should see open circuit at [redacted]. Just confirn what your actual readings are.Thanks. | [redacted] | [redacted] | Respond to

[redacted] is a closed circuit when latch is open and open circuit when latch is closed. [redacted] is open circuit when latch is open and closed | [redacted] | [redacted] | Respond to Helpdesk

[redacted]

circuit when the latch is closed.

[redacted] when you say closed you mean at the [redacted] for the soft close to operate not all the way closed right?	[redacted]	[redacted]	Respond to Dealer
[redacted] is a closed circuit with latch open and [redacted] in position 2. [redacted] is open with the latch open and drops to less than 1 ohm then climbs up to [redacted] in position 2.	[redacted]	[redacted]	Respond to Helpdesk
try swapping the terminals in cavities 2 and 4 and retest	[redacted]	[redacted]	Respond to Dealer
Swapped the terminals and the soft close is still inop. The readings swapped so, [redacted] was open then drops to [redacted] then climbs to [redacted] in position 2. [redacted] closed then [redacted] in position 2.	[redacted]	[redacted]	Respond to Helpdesk
Possible [redacted] of the new components is bad?. is the cable frozen?.	[redacted]	[redacted]	Respond to Dealer
The latch and motor are new.	[redacted]	[redacted]	Respond to Helpdesk
The cable is not frozen.	[redacted]	[redacted]	Dialogue to Helpdesk
[redacted] I have requested assistance from your [redacted] waiting to hear back.	[redacted]	[redacted]	Respond to Dealer
investigating	[redacted]	[redacted]	Respond to Helpdesk
New soft close motor was faulty, soft close is operating correctly now.	[redacted]	[redacted]	Close Request
request to close T/A vehicle repaired.	[redacted]	[redacted]	Closure

[redacted]

[redacted] View

Field Inspection Report [redacted] (Linked to TA : [redacted])

Closed

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted] / [redacted]
Modifications:	No
Engine	[redacted] S/C Petrol
TIS	25
[redacted]	
Location:	Dealer
Roadside Assist?	No
Repeat Repair	No
CRC Case	No
DTC's	

Details

Owner	apeters2
Reported	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Causal Part	Unknown
Condition	Fails to initialise
Outcome	Replaced Component

Visit Info

Technician Name:	[redacted]
Dealership:	[redacted], [redacted] Southwest Houston
Country	[redacted]
Visit Date:	[redacted]
Follow up Date:	
Request Type:	Technical Helpdesk
Visit Type:	Technical Assistance

Misc

EWS Followed?:	Yes
FSE Required?:	No
Concern Verified?:	Yes
THL Required?:	Yes
Solution Confidence:	High

Customer Concern/ Comments

Driver's door soft close is inoperative.

Dealer Diagnostic Process

Checked DTCs, no related codes present, checked fuse for door latch motor, swapped known good door module, latch and latch motor, none resolved the problem.

FSE Diagnostic Process

Inspected vehcile and found softclose wires were switched at highline request. Switched to correct pins and found function still inop. Inspected passanger front and compared measurments and voltage drops side to side and found soft close motor should be working. Swapped in passanger side soft close motor and found system working properly.

Solution

Replaced drivers soft close motor

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	Range Rover / L405
[redacted]	Petrol
TIS	2
Miles/KM	4333 Miles
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	
Symptom	No Door Opening when Exterior Handle is Operated Smart key / fob entry
Suspect Part	Latch - Door Exterior Rear RH
Condition	Inaccurate
Outcome	
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted]
[redacted]	
Alternative Vehicle?	

Customer Concern/ Comments

INTER. WHEN TRYING TO LOCK DRIVERS FROM THE HANDLE DOORS DO NOT LOCK.

Detailed Diagnostics

DIAGNOSED AND FOUND INTERM. RIGHT REAR DOOR SOFT CLOSE IS NOT PULLING CLOSED. YOU CAN HEAR THE MOTOR RUNNING BUT DOOR DOES NOT PULL TO. CHECKED STRIKER PLATE ALL OK.

Dialogue

called for tech but they had already left at [redacted].advised thl will callback [redacted]	[redacted]	[redacted] [redacted] [redacted]
Technician called back, sent email with soft close fix as follows: [redacted] [redacted] [redacted] ([redacted]) to [redacted] [redacted], Here is the soft close verification/repair procedure. Please read carefully to avoid damage to sill or striker while performing repair. Repair should be made to [redacted] rear doors. Any questions, please feel free to contact us. Thanks,	[redacted]	[redacted] [redacted]
tech states that he performed the procedure as outlined in the instructions and the vehicle was operating correctly.tech states that the customer requested to take the vehicle so they released it to him.	[redacted]	[redacted] [redacted] [redacted]
CATS closed case	system	[redacted] [redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
Engine	5.0 S/C Petrol
TIS	1
Miles/KM	605 Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Rear LH
Condition	Not operating
Outcome	Repaired
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	none
Dealer Details	[redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

OWNER REPORTS LEFT SIDE REAR DOOR SOFT CLOSE DOES NOT OPERATE PROPERLY AT TIMES. DOOR WILL STAY OPEN WHEN TRYING TO LOCK DOORS AND VEHICLE WILL BEEP MISLOCK.

Detailed Diagnostics

VERIFIED [redacted] LR AND RR DOORS DO THE SAME THING. [redacted] FRONT DOORS ARE OPERATING PROPERLY. THE LR AND RR DOORS CAN BE CLOSED PAST THE SOFT CLOSE SWITCH BUT NOT TO THE [redacted] AND SOFT CLOSE WILL NOT ENGAGE. THE DOOR REMAINS OPENED. IF THE DOOR IS PULLED OUT SLIGHTLY THE SOFT CLOSE WILL ENGAGE. ATTEMPTED TO ADJUST THE STRIKER TO GIVE NORE TENSION TO THE DOOR BUT THE STRIKER IS A FIXED POSITION AND CANNOT BE ADJUSTED.

Dialogue

H/L called technician back on TA H/L advised technician to move teh rear door strykers in [redacted] and check operation.	[redacted]	[redacted]
Technician updated TA to close case, comments copy and pasted below: MOVED LR DOOR STRIKER IN APPROX [redacted] AND DOOR FUNCTIONS PROPERLY. HAD TO MOVE RR IN [redacted] APPROX 2 [redacted] BEFORE WORKING PROPRLY.	[redacted]	[redacted]
MOVED LR DOOR STRIKER IN APPROX [redacted] AND DOOR FUNCTIONS PROPERLY. HAD TO MOVE RR IN [redacted] APPROX 2 [redacted] BEFORE WORKING PROPRLY.	[redacted]	[redacted]
Vehicle has been repaired	[redacted]	[redacted]
CATS closed case	system	[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	Range Rover / L405
[redacted]	Petrol
TIS	5
Miles/[redacted]	[redacted] Miles
VOR	No
[redacted] **Assist?**	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Module - Passenger Door Module
Condition	Inaccurate
Outcome	Adjustment
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
Country	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

CUST STATES R/REAR DOOR SOFT CLOSE INTERMITTANT

Detailed Diagnostics

VERIFY R/REAR DOOR WILL NOT ALWAYS SOFT CLOSE,IF YOU PULL DOOR OUT IT WILL PULL DOOR CLOSED.FOLLOWED TSB [redacted] AND ADJUST STRIKER IN [redacted] BUT SOFT CLOSE STILL WILL NOT OPERATE CORRECTLY.TAP STRIKER IN MORE AND NOW SEEM TO OPERATE CORRECTLY BUT NOW DOOR IS SET IN TOO FAR IN BELOW FLUSH.. PLEASE ADVISE

Dialogue

called tech at number supplied and was sent to voice amil.left message for tech to call back.	[redacted]	[redacted]	From [redacted]
The tech called back. He stated that he has to adjust the RR door sticker to far in to enable the soft close feature to operate. THL advised to check the window profile, reprofile if needed. Replace the aperature seal.	[redacted]	[redacted]	From [redacted]
The tech called back. He stated that he has to adjust the RR door sticker to far in to enable the soft close feature to operate. THL advised to check the window profile, reprofile if needed. Replace the RR door aperature seal.	[redacted]	[redacted]	From [redacted]
tech states that he recevied a new door seal and it does not have the reenforcements in it.asked tech if the old seal is still in place and he states yes.advised to pull the reenforcements out and put the striker back in it's original position and see if the door closes normaly.	[redacted]	[redacted]	From [redacted]
tech updated the T/A. 'TEST AS ADVISED WITH REINFORCEMENTS REMOVED AND STILL NOT OPERATING CORRECT.INSTALLED NEW DOOR SEAL AND WAS [redacted] BETTER,SENT VEHICLE TO BODY SHOP AND ADJUSTED BOTH R/SIDE DOORS FORWARD. NOW SEEMS TO OPERATE AS DESIGNED.'	[redacted]	22-NOV-	From [redacted]
g-zunig2 [redacted] Close Request			
TEST AS ADVISED WITH REINFORCEMENTS REMOVED AND STILL NOT OPERATING CORRECT.INSTALLED NEW DOOR SEAL AND WAS [redacted] BETTER,SENT VEHICLE TO BODY SHOP AND	[redacted]	22-NOV-	Close Request

ADJUSTED [redacted] R/SIDE DOORS FORWARD. NOW SEEMS TO OPERATE AS DESIGNED.

request to close T/A vehicle repaired and released.	[redacted]	22-NOV-2013 [redacted]	Closure
CATS closed case	system	22-NOV-2013 [redacted]	From CATS

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
[redacted]	Petrol
TIS	[redacted]
Miles/[redacted]	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Front RH
Condition	Broken
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted]
[redacted]	
Alternative Vehicle?	Unknown

Customer Concern/ Comments

CUSTOMER STATES PASSENGER DOOR WILL NOT CLOSE

Detailed Diagnostics

VEHICLE IS SUBJECT TO [redacted], [redacted] PERFORMED DOOR LATCH IS STILL INOPERATIVE. DOOR LATCH WILL NOT ENGAGE, DOOR BOUNCES BACK WILL NOT CLOSE. SYMPTOMS MATCH WITH THOSE OF [redacted] BUT SINCE THAT HAS BEEN PERFORMED, OUR DIAGNOSTIC WOULD BE A DOOR LATCH. PER AMM REQUEST WE ARE SUBMITTING A TA TO VERIFY PRIOR TO REPAIR, THAT THERE IS NO ISSUE WITH REGARD TO [redacted] AND THIS IS A COINCIDENCE. PLEASE ADVISE.

Dialogue

If your diagnaotic has led to the door latch assembly being at fault then replace the latch.	[redacted] [redacted]	[redacted] [redacted]	Respond to Dealer
Changed report status to 'Waiting for parts'	[redacted]	[redacted] [redacted]	Status Change
Kept report status 'Waiting for parts'	[redacted]	[redacted] [redacted]	Status No Change
Changed report status to 'Investigating'	[redacted]	[redacted] [redacted]	Status Change
door latch replaced, vehicle working to spec.	[redacted]	[redacted] [redacted]	Close Request
Closure accepted.	[redacted]	[redacted] [redacted]	Closure

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted]
[redacted]	Petrol
TIS	7
Miles/KM	5948 Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Alleged unintended door opening
Suspect Part	Module - Passenger Door Module
Condition	Not operating
Outcome	
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted]
[redacted]	
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

CUSTOMER STATES WHILE DRIVING THE REAR PASS DOOR CAME UNLATCHED.

Detailed Diagnostics

HAVE NOT DUPLICATED CONCERN. SERVICE ACTION [redacted] HAS BEEN PERFORMED PREVIOUSLY. NO RELATED DTC'S PRESENT.CHECKED OPEATION OF DOOR/SOFT CLOSE FUNCTION AND IS OPERATING NORMALLY AT THIS TIME.

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the [redacted] hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Please continue to attempt to duplicate alleged customer concern.	[redacted]	[redacted]	Respond to Dealer
Changed report status to 'Investigating' Additonal Information: ROAD TESTING CONTINUES TO TRY AND DUPLICATE CONCERN	[redacted]	[redacted]	Status Change
Customer has elected to take vehicle. Have not duplicated concern while vehicle at dealer. Customer also stated that its possible that their child could have inadvertantly opened rear door.	[redacted]	[redacted]	Close Request
Customer has elected to take vehicle. Have not duplicated concern while vehicle at dealer. Customer also stated that its possible that their child could have inadvertantly opened rear door.	[redacted]	[redacted]	

White Alert Dialogue

Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Parts request made	[redacted]	[redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted] / [redacted] [redacted] Petrol
TIS	-1
Miles/KM	78 Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Lock when the Keyless Door Handle Switch is Operated
Suspect Part	Unknown
Condition	
Outcome	Reprogrammed (SW upload)
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], Terry York Motor Cars, Ltd
Country	[redacted]
Alternative Vehicle?	Not Required

Customer Concern/ Comments

[redacted]

Detailed Diagnostics

attempted to perform [redacted], no update required

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Programming concern is under investigation. Hold vehicle until otherwise instructed. Respond to the TA and acknowledge receipt of instructions to hold vehicle.	[redacted]	[redacted] Respond to Dealer
Changed report status to 'Waiting for parts'	[redacted]	[redacted] Status Change
holding vehicle, thanks	[redacted]	[redacted] Respond to Helpdesk
[redacted] completed	[redacted]	[redacted] Close Request
Closure accepted.	[redacted]	[redacted] Closure

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted] / [redacted] [redacted] Petrol
TIS	0
Miles/	[redacted]
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Door difficult to close
Suspect Part	Unknown
Condition	
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted]
Alternative Vehicle?	

Customer Concern/ Comments

CUSTOMER STATES THAT THE FRONT DRIVERS DOOR WILL NOT CLOSE ALL THE WAY UNLESS YOU CLOSE IT WITH FORCE.

Detailed Diagnostics

TECHNICIAN VERIFIED CUSTOMER COMPLAINT, SOFT TOUCH NOT OPERATING PROPERLY. HOOKED UP SDD TO SEARCH FOR FAULT CODES NO CODES FOUND. CHECKED CONNECTION THAT IS REQUIRED AT PDI TO BE SECURED BEHIND LOWER TAIL GATE, FOUND TO BE CONNECTED. REMOVED DOOR PANEL AND INSPECTED FOR ANY LOOSE COMPONENTS NONE FOUND. COMPLETED BULLETIN [redacted] SYSTEM STILL FAULTY.

Dialogue

there are [redacted] below the tailgate that look similar just check that the correct one is connected and the termonal is in good shape.If you rotate the latch to the [redacted] does the motor pull it the rest of the way closed?.	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
Yes proper connector is connected properly and pins are good. The latch was tested as described and it will not pull the rest of the way closed.	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
is the softclose motor recieving power ground and the pawl and claw signal?.	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
Changed report status to 'Investigating'	[redacted]	[redacted] 2015 [redacted]	Status Change
Technician performed following measurments. at connector CAPK09 PIN 1 [redacted] SIGNAL WITH AND WITHOUT ACTIVATING LATCH. PIN 2 FOUND GROUND SIGNAL. PIN 6 FOUND [redacted] WITH AND WITHOUT CLOSING LATCH. PIN 5 FOUND GROUND SIGNAL.	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
Connect a new latch and see if it softcloses without mounting it in the vehicle.	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
Changed report status to 'Investigating'	[redacted]	[redacted] 2015 [redacted]	Status Change
CONNECTING NEW LATCH DID NOT WORK	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
Try the cinch motor and cable.	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer

[redacted]

[redacted] View

Changed report status to 'Investigating'	[redacted]	[redacted] 2015 [redacted]	Status Change
replace driver front door latch assy, vehicle repaired	[redacted]	[redacted] 2015 15:24	Close Request
request to close T/A vehicle repaired.	[redacted]	[redacted] 2015 [redacted]	Closure

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	Range Rover / L405
Engine	5.0 S/C Petrol
TIS	[redacted]
Miles/	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Alleged unintended door opening
Suspect Part	Unknown
Condition	
Outcome	Repaired
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

CUSTOMER STATES DRIVING DOWN THE ROAD WHEN PASSENGER REAR DOOR FLEW OPEN WITH NO WARNINGS ON THE DASH. ONLY HAPPENED ONCE

Detailed Diagnostics

CONNECTED SDD AND NO STORED DTCS AND LATCH IS HOLDING PROPERLY

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the [redacted].	[redacted]	30-JUN-[redacted]	Respond to Dealer
ACTION : Please fill out the attached info form Please attach photos of any damage to the TA Continue to attempt to duplicate alleged customer concern. Questions: Was anyone hurt?			
nobody was hurt and no damage occured. We are in process of filling out form and trying to duplicate concern	[redacted]	[redacted]	Respond to Helpdesk
Thank you. Update with completed form.	[redacted]	[redacted]	Respond to Dealer
HERE IS FORM THAT WAS FILLED OUT BY CUSTOMER. PLEASE ADVISE	[redacted]	[redacted]	Respond to Helpdesk
[redacted],	[redacted]	[redacted]	Respond to Dealer

Results of Investigation

- Session file review does not show any codes relating to the alleged incident

Actions Required:

- Inspect the affected door for proper latching
- Inspect the affected door hanlde for proper operation

[redacted]

[redacted] View

- Inspect the wiring to the affected door hanlde and latch for any possible chafs or loose connections

The TA has been escalated to the [redacted] for review.

Changed report status to 'Investigating'	[redacted]	[redacted]	Status Change
Upon investigation found the wire on pin 5 connector [redacted] chaffed [redacted] behind connector. This chafing happened on door frame (see photos). I can not see bare wire.	[redacted]	[redacted]	Respond to Helpdesk
[redacted],	[redacted]	[redacted]	Respond to Dealer

- Tape the chaffed wires up and properly secure them so they do not come in contact with anything.
- Replace the door latch assy and recheck
- Report back with results

REPLACED LATCH, WRAPPED AND PADDED WIRING SO NOTHING IN CONTACT. WORKING AS DESIGNED. THANKS	[redacted]	[redacted]	Close Request
REPLACED LATCH, WRAPPED AND PADDED WIRING SO NOTHING IN CONTACT. WORKING AS DESIGNED. THANKS [redacted] Close Request	[redacted]	[redacted]	
Supply return information should engineering wish to call part for return and further investigation. Repair order number; Line part is billed to; Part number installed; Parts managers' name; Parts managers direct phone number; Parts managers email; Retailer mailing/shipping address	[redacted]	[redacted]	Dialogue to Dealer

White Alert Dialogue

Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Parts request made	[redacted]	[redacted]
nobody was hurt and no damage occured. Completed customer information form has been attached.	[redacted]	[redacted]
WAITING TO OBTAING INFORMATION FROM CUSTOMER	[redacted]	[redacted]
Can you please confirm if the vehicle was cornering at the time of the incident? Also, the vehicle speed and if a warning message was shown on the instrument panel? Please provide the results of the vehicle diagnosis, or supporting information to enable investigation	[redacted]	[redacted]
Can you please confirm if the vehicle was cornering at the time of the incident? Also, the vehicle speed and if a warning message was shown on the instrument panel? Please provide the results of the vehicle diagnosis, or supporting information to enable investigation and Critical Concern determination of this allegation. Thank you.	[redacted]	[redacted]
Can you please confirm if the vehicle was cornering at the time of the incident? Also, the vehicle speed and if a warning message was shown on the instrument panel? Please provide the results of the vehicle diagnosis, or supporting information to	[redacted]	[redacted]

[redacted]

enable investigation and Critical Concern determination of this allegation.
Thank you.

[redacted]

[redacted] View

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	Range Rover / L405
Engine	5.0 S/C Petrol
TIS	10
[redacted]/KM	[redacted]
VOR	Yes
Roadside Assist?	Yes
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Module - Keyless Vehicle KVM / RFA
Condition	Corrupted
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted]
Alternative Vehicle?	Unknown

Customer Concern/ Comments

passenger door opened while driving was unable to close would not latch.

Detailed Diagnostics

after being towed in door is working now. [redacted] was just done on [redacted] not sure where to go on this any help would be great thank you

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the [redacted] Thank you. Please fill out the attached info form and answer the following questions. 1. Was there any damage to the vehicle? 2. Was anyone hurt? If yes please provide photos of damage and details.	[redacted]	[redacted]	Respond to Dealer
no damage and no one was hurt	[redacted]	[redacted]	Respond to Helpdesk
am still trying to fill out form unable to pull up and fill in	[redacted]	[redacted]	Dialogue to Helpdesk
I.T. troubles on our end for filling out your forms. Scanned in and faxed back. Thank you	[redacted]	[redacted]	Dialogue to Helpdesk
Unfortunately I have not received a fax. Please email the forms to [redacted]	[redacted]	[redacted]	Respond to Dealer
Urgent Message From The [redacted] HelpLine We have not received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required	[redacted]	[redacted]	Dialogue to Dealer

[redacted]

[redacted] View

information then submit it for closure.
Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

Changed report status to 'Investigating' Additonal Information: will get form emailed	[redacted]	[redacted]	Status Change
Changed report status to 'Investigating' Additonal Information: waiting on right side door latch	[redacted]	[redacted]	Status Change
installed right side door latch fault has not returned	[redacted]	[redacted]	Close Request
installed right side door latch fault has not returned g-gall6 [redacted] Close Request	[redacted]	[redacted]	

White Alert Dialogue

Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Parts request made	[redacted]	[redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted]
Engine	5.0 S/C Petrol
TIS	-1
Miles/KM	22 Miles
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Module - Keyless Vehicle KVM / RFA
Condition	Corrupted
Outcome	
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

[redacted] no update required

Detailed Diagnostics

no software update for KVM. software level [redacted], [redacted], [redacted] BA

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the [redacted].

[redacted] Respond to Dealer

If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields.

Reference Service Alert [redacted] for clarification and further instruction.

[redacted] has been released. Follow new instructions listed in version 2 release, submit for closure.

[redacted] Dialogue to 2015 [redacted] Dealer

Urgent Message From The [redacted] Technical HelpLine

[redacted] Dialogue to Dealer

We have not received any feedback from you regarding the latest status of this TA case.

1. If you still require assistance, please respond to the TA providing the latest update.
2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

[redacted]

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

Status Change 'Lack of retailer information' **Reason Statement**	[redacted]	[redacted] 2015 [redacted]	Red Flag update
Status Change 'Long Retailer delays/housekeeping' **Reason Statement**	[redacted]	[redacted] 2015 [redacted]	Red Flag update
Urgent Message From The [redacted]	[redacted]	[redacted] 2015 [redacted]	Dialogue to Dealer

We have not received any feedback from you regarding the latest status of this TA case.

1. If you still require assistance, please respond to the TA providing the latest update.
2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

updated with new patch	[redacted]	[redacted]-SEP-2015 [redacted]	Close Request
Closure accepted.	[redacted]	[redacted]-SEP-2015 [redacted]	Closure

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted]
	[redacted] Petrol
[redacted]	999
Miles/[redacted]	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	Yes
Modifications:	No
CRC Case	No
DTC's	[redacted]

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Unlocking operates when not expected
Suspect Part	Handle - Door Interior Release RH Rear
Condition	
Outcome	Repaired
Diagnostic tool used	SDD

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted]
Country	[redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

┬C/S RIGHT REAR DOOR OPENED WHILE CAR WAS DRIVING

Detailed Diagnostics

CHECK FOR BULLETINS OR RECALLS FOUND [redacted] CHECK IF RECALL WAS DONE AND IT WAS , CHECK TO SEE IF RFA WAS UP TO DATE AND IT WAS. RETRIEVE CODES, CHECKED RIGHT REAR AND LEFT REAR DOOR LATCH FOR POWERS AND GROUNDS, SHORT TO GROUND THEY WHERE ALL GOOD. THIS IS A SAFETY ISSUE SO IM SENDINDG A SESSION FILE TO SEE IF YOU CAN SEE SOMETING THAT I CAN'T. NOTE THIS IS A INTERMITTENT PROBLEM WHEN I ASKED THE CUSTOMER HE SAID IT HAPPEN [redacted] IN THE PAST.

Dialogue

?	[redacted]	09-NOV-[redacted]	Dialogue to Helpdesk
[redacted], Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the [redacted].	[redacted]	[redacted] [redacted] [redacted]	Respond to Dealer

If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields.

Results of Investigation

I did not attempt to contact you, at this time you would have not been at retailer.

Reviewed provided session file and noted related fault code.
I believe you have reviewed concern with customer, can you provided information as to when this occurs?

Questions

When this has occurred had someone entered that door(right rear)?
If so was this person a smaller child?
Has this occurred with any other doors?
If so was this after someone entered vehicle using that door?

Recommendations:

Please see if these questioned can be answered.
Could also please confirm these ground points are clean and sesure.
[redacted] – [redacted] "A" pillar area.
[redacted]-1 - [redacted] front seat mount area.
[redacted] - [redacted] front seat mount area.

[redacted]

Please update as this progresses.

I CHECKED THESE GROUNDS REMOVE NUT CHECK FOR ANY DEBRIS THEY ALL WAS CLEAN AND FREE OF ANY DEBRIS CLEAN CONTACT POINTS AND RESECURE NUT TO FACTORY SPECS. QUESTIONS SOMEONE DID ENTER THE RIGHT REAR DOOR AND IT WAS A SMALL PERSON. NO OCCURANCE WITH ANY OF THE OTHER DOORS. BUT THIS HAPPEN ONCE BEFORE SAME DOOR NOBODY ENTERED THE DOOR OR WAS IN THE REAR RIGHT SEAT. NO INDICATORS THAT THE DOOR WAS OPEN IN THE IP ALSO THIS VEHICLE HAS SOFT CLOSE.	[redacted]	15-NOV- [redacted]	Respond to Helpdesk
THE CUSTOMER CONTACT ME AND SAID THAT THE OUTSIDE DOOR HANDLE GOT STUCK IN THE OPEN POSITION ON OCCASION AND DOSEN'T CLOSE BACK IN.	[redacted]	15-NOV- [redacted]	Dialogue to Helpdesk
I CHECKED THE DOOR HANDLE BUT COULDN'T DUPLICATE THE CONCERN	[redacted]	15-NOV- [redacted]	Dialogue to Helpdesk
[redacted]	[redacted]	[redacted]	Respond to Dealer

Actions
- Based on the fact that the right rear outside door handle got stuck in the open position,
  replace the outside door handle.
- Save the old handle in case it needs to be returned for inspection.

Attach to the TA the following information

1. [redacted] Order #

2. [redacted] # on order

3. Method of shipping i.e Critical Parts Order, Stock Order, VOR Order.

Update the TA with results.
Thanks.

[redacted] #: [redacted] [redacted] HANDLE [redacted] REINFORCEMENT [redacted] CAP [redacted] GASKET [redacted] SCREW VOR I WILL REOPEN WHEN REPLACING COMPONENTS	[redacted]	[redacted]	Close Request
Closure accepted	[redacted]	[redacted]	Accept Closure
[redacted], I REPLACED OUTER HANDLE AND REINFORCEMENT ROAD TESTING VEHICLE SO FAR THE DOOR HASN'T OPEN I WILL ROAD TEST VEHICLE [redacted] TO CONFIRM REPAIR THEN CLOSE THIS CASE.	[redacted]	[redacted]	Respond to Helpdesk
[redacted], A CRITICAL CONCERN RESOPNSE WAS FLAGGED BEFORE RECIEVING ANY PARTS REPLYING TO RETURN THE THE PARTS FOR TESTING. I HAVE THE PARTS NOW AND WILL TURN IT IN TO THE PARTS MANAGER [redacted] SHE TOLD ME THAT NORMALY THEY WOULD E-MAIL HER SO WE CAN RETURN PARTS TO YOU GUYS FOR TESTING. THIS IS HER E-MAIL [redacted] THANKS	[redacted]	[redacted]	Dialogue to Helpdesk
Thank you for the update. Please submit the case for closure and the information will be forwarded to the critical concerns team. Thank you	[redacted]	[redacted]	Respond to Dealer
CONFIRM REPAIR THE RIGHT REAR DOOR STAYS AJAR AT THIS TIME.	[redacted]	[redacted]	Close Request

[redacted]

[redacted] View

Helpline closed [redacted]		21-DEC-[redacted]	Accept Closure

White Alert Dialogue

Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Parts request made	[redacted]	[redacted]

[redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted]
	[redacted] Petrol
TIS	19
Miles/	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Alleged unintended door opening
Suspect Part	Latch - Door Exterior Front LH
Condition	Loose component
Outcome	Replaced Component
Diagnostic tool used	SDD

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted]
Country	[redacted]
Alternative Vehicle?	Hire Car

Customer Concern/ Comments

Drivers door opened while driving [redacted].

Detailed Diagnostics

Customer stated on [redacted] while turning the drivers door opened by itself. [redacted] the door had no door open warning on and [redacted] it did. [redacted] the door eventually started working again. No relevant DTC's stored.

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the [redacted].	[redacted]	[redacted] [redacted]	Respond to Dealer
1) Have you duplicated the customer's concern with the vehicle? 2) Try to duplicate the fault, then replace the driver's door latch assembly.			
Replaced the drivers door latch.	[redacted]	[redacted] [redacted]	Close Request
Closure accepted	[redacted]	[redacted] [redacted]	Accept Closure

White Alert Dialogue

Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Parts request made	[redacted]	[redacted]
[redacted] Closed. No further reply from Retailer/Market fort he CC.	[redacted]	[redacted]
The door opened fully, was not retained on the secondary latch. Customer stopped vehicle & attempted to close door, door would not latch closed in either postion during several attempts. Customer locked & unlocked vehicle with remte fob several times, then door finally latched fully closed.	[redacted]	[redacted]

[redacted]

Please confirm if the door fully opened whilst the vehicle was in motion or was retained closed on the secondary latch position? Many thanks for your assistance.	[redacted]	[redacted]
Please confirm if the door fully opened whilst the vehicle was in motion or was retained closed on the secondary latch position? Many thanks for your assistance.	[redacted]	[redacted]
Please confirm if the door fully opened whilst the vehicle was in motion or was retained closed on the secondary latch position? Many thanks for your assistance.	[redacted]	[redacted]

[redacted]

Details for Technical Assistance:

Closed - With Dealer

Vehicle

VIN	(2015)
Model	/
Engine	Petrol
TIS	-1
Miles/KM	12 Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	
Total Time	
Job Card Date:	
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Unknown
Condition	
Outcome	Repaired
Diagnostic tool used	

Contact

Name	
Phone	
Email	
Dealer Details	,
Alternative Vehicle?	Not Required

Customer Concern/ Comments

driver's door soft close not working. all other doors functioning normally.

Detailed Diagnostics

verified complaint. performed code read and found no codes stored. verified latch would move freely thru all . verified that soft close connector near spare tire was latched during pdi. removed door panel and verified cinch motor connector was latched. verified power and ground to motor. checked continuity between latch and motor finding no faults. verified motor was working by placing it in passenger door. verified door module was working by putting it in passengers door. got voltage reading of passenger door cinch motor at pawl and claw signal inputs(after replacing correct module and motor) and compared voltage and change of state to driver's door and found drivers side had correct voltage but no change of state thus cinch motor was never signaled to start soft close. suspected door latch micro switch. r/r latch with no change. attempted to update bcm figuring issue is software related having ruled out latch, motor, and wiring. received failure message at last step of programming. retried with no success.

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Is the BCM functioning correctly? Attach a current session to the TA.	-	Respond to Dealer
bcm is online with no fault codes. performed successful network integrity test. checked software level was most current version. only fault/failure that I have seen is on the last step of checking software level it says, "accessory on (power mode 4) time" test failed. It then says that if it fails a it will need to be investigated but gives no direction. I am unsure of what the accessory on test is doing so I don' t know how to investigate further.	10- - 2015	Respond to Helpdesk
If you can turn on the ignition and operate accessories in the vehicle, I wouldn't be concern about the test. Attached a word doc explaining	10- - 2015	Respond to Dealer

power mode if you don't already have it. Does the driver's door lock status LED illuminate? Check [redacted].

Thanks for the info. I should have been more specific when I said I verified the latch would move freely thru all positions, as I was refering to that bulletin. I also did a search and looked through all bulletins and ssms that mentioned soft close. The lock status LED and central locking are all functioning normally.

[redacted] [redacted] 2015 [redacted] Respond to Helpdesk

Go over the connector in the trunk behind the rear trim panel for backed out or bent pins. There maybe another connector to the right side.

[redacted] [redacted] 2015 [redacted] Respond to Dealer

Changed report status to 'Investigating'

[redacted] [redacted] 2015 [redacted] Status Change

If you are refering to c33_t1 I verified that it was connected properly as stated before. I did also check voltage by back probing on [redacted] of the connector and found it the same (battery) on [redacted]. If you were refering to another connector, can you provide me the number? Looking at the wiring diagram the next connection is at [redacted] at the drivers a-pillar/door.

[redacted] [redacted] 2015 [redacted] Respond to Helpdesk

[redacted]

[redacted] [redacted] 2015 [redacted] Respond to Dealer

1. Was a dongle used to PDI the vehicle?. If so try SDD and see if the softcloase works if not then
2. check for B+ at [redacted].

Changed report status to 'Investigating'

[redacted] [redacted] 2015 [redacted] Status Change

SDD was used for original PDI. I also put vechicle back into transport mode and ran PDI again with no change. B+ is present at [redacted] with [redacted] key on and key off.

[redacted] [redacted] 2015 [redacted] Respond to Helpdesk

You stated that you had no pawl signal. If you check at the latch itself do you have the all the correct signals from the micro switches?.

If you have the door open and you use a screw drivers to turn the pawl to the [redacted] position does the motor run and pull it the rest of the way closed?

When you swapped the motor did you take the cable with it?.

[redacted] [redacted] 2015 [redacted] Respond to Dealer

Changed report status to 'Investigating'

[redacted] [redacted] 2015 [redacted] Status Change

While checking connector [redacted] found continuity between [redacted] and 5 would come and go based on how hard I was pressing on back probe. Tugged on wires [redacted] at a time and pin 4 for claw signal came out. Bent out tabs on pin after verifying it was damage free and reinstalled. Found soft close function to now work. Reassembled and verified all functions working normally now.

[redacted] [redacted] 2015 [redacted] Close Request

Request to close T/A vehicle repaired.

[redacted] [redacted] 2015 [redacted] Closure

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
	[redacted] Petrol
TIS	[redacted]
Miles/[redacted]	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	Yes
Modifications:	No
CRC Case	No
DTC's	[redacted]

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Rear RH
Condition	Open Circuit
Outcome	Repaired
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
Country	[redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

CUSTOMER STATES THE DASH KEEPS DISPLAYING THE RIGHT REAR DOOR IS OPEN WHEN IT IS NOT.

Detailed Diagnostics

Fault is very intermittant. All connector pin checks were checked for pin drag. Checked wiring and connectors at the right rear door latch [redacted] and [redacted] at connector [redacted]. All is good. Checked [redacted] at connector [redacted] in the door jam. Checked connector [redacted] and connector [redacted]. All is good. Checked [redacted] at connector [redacted]. All is good. Noted this is a return fault condition and the right rear door latch has been replaced. The [redacted] and right rear door module has been replaced. An overley wire has been ran from the [redacted] connector [redacted] to connector [redacted]. Checked the LIN circuit from the right front door module to the right rear door module. All is good. We found fault code [redacted] in the Passenger Door Module but we dont know if it is related to the Right Rear Door Open message. Please advise.

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the [redacted] hours.If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields ACTION: Please overlay the lin wiring from front pass door module to rear pass door module. Re-test operation. Update with findings.	[redacted]	[redacted]	Respond to Dealer
Overlayed the lin wiring from the front passenger door module to the rear passenger door module. We have been test driving the vechile to duplicate the customers concerns. Will update the TA on our findings.	[redacted]	[redacted]	Respond to Helpdesk
Thank you, Please update the TA with results.	[redacted]	[redacted]	Respond to Dealer
Changed report status to 'Investigating' Additonal Information: Vehicle is being test driven.	[redacted]	[redacted]	Status Change
Kept report status 'Investigating' Additonal Information: Vehicle is being test driven.	[redacted]	[redacted]	Status No Change
Kept report status 'Investigating'	[redacted]	[redacted]	Status No Change

[redacted]

Additonal Information: Vehicle is being test driven.

Urgent Message From The [redacted] Technical HelpLine [redacted] [redacted] Dialogue to Dealer

We have not received any feedback from you regarding the latest status of this TA case.

1. If you still require assistance, please respond to the TA providing the latest update.

2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

We have ran the overlay wire from the right front door to the right rear door modules. Performed multiple test drives with the vehicle. Fault condition has not occured. Please close this TA [redacted] [redacted] Close Request

---

We have ran the overlay wire from the right front door to the right rear door modules. Performed multiple test drives with the vehicle. Fault condition has not occured. Please close this TA
g-fox4
[redacted]
Close Request [redacted] [redacted]

The vehicle was brought back to us with the same customer concern. Brought the vehicle back into the shop and confirmed the message was displayed (red right rear door not closed indicator) in the instrument pack. Also noticed the soft close was not functional on right rear door, the right rear window did not roll down from the right rear door switch or the drivers door switch, the rear dome lights were illuminated. We check the child safety lock switch and an message display (Child Safety Lock Fault) in instrument pack.
We started to perform wiggle test on the harnesses in [redacted] the right side door jams and nothing changed. Tapped around the kick panels on [redacted] right side doors and near the [redacted] and the [redacted] itself, nothing changed. The technician got in on the left rear door and noticed the message had cleared in the instrument panel. All of the funtions for the right rear door are now functioning and the dome lights go out when the door is closed. The right rear door latch, RR door module, [redacted]. Also an overlay was ran for the lin bus circuit for the right side modules.
We have tried to manipulate the left side and right side of the vehicle near [redacted] and rears seats to duplicate the conditions again.

Has multiple fault codes for DDM, PDM. Please review the attached STS file and fault codes advise. [redacted] [redacted] Respond to Helpdesk

---

Please swap in known good PDM and DDM
And attempt to duplicate the concern. [redacted] [redacted] Respond to Dealer

---

We have not received any feedback from you regarding the latest status of this TA case. [redacted] [redacted] Dialogue to Dealer

1. If you still require assistance, please respond to the TA providing the latest update.

2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

Changed report status to 'Investigating'
Additonal Information: Trying to find a donor vehicle to swap modules. [redacted] 01-APR-[redacted] Status Change

---

Kept report status 'Investigating' [redacted] 04-APR-[redacted] Status No Change

Additonal Information: Trying to find a donor vehicle to swap modules.

[redacted]

[redacted] View

Kept report status 'Investigating' Additonal Information: Trying to find a donor vehicle to swap modules.	[redacted]	[redacted]-	Status No Change
We did not have an available vehicle to swap door modules. We replaced [redacted] modules and programmed. We have been monitoring the customers concerns. No messages have occured with the statement of right door open when it is closed. The customer has been advised that it is ready to pick up. I will update that TA at a later time.	[redacted]	[redacted]-	Respond to Helpdesk
We did not have an available vehicle to swap door modules. We replaced [redacted] modules and programmed. We have been monitoring the customers concerns. No messages have occured with the statement of right door open when it is closed. The customer has been advised that it is ready to pick up. I will update that TA at a later time. [redacted] Respond to Helpdesk	[redacted]	[redacted]-	Closure
Vehicle has been brought back with the same conditions that the right rear door is ajar. We have verified the condition [redacted] since [redacted] We have removed the right rear door panel and inspected the wiring to the right rear door latch. The SDD session and STS file has been attached. TA being submitted for repeat complaint. We will be checkiing the right rear door ajar switch wiring for proper continuity. Will update the TA when checked.	[redacted]	18-MAY-	Respond to Helpdesk
Thanks, update the TA with what you find.	[redacted]	18-MAY-	Respond to Dealer
Status Change 'With Retailer - Repair time > [redacted] **Reason Statement**	[redacted]	18-MAY-	Red Flag update
I have attached the files that were pulled [redacted] Sorry, forgot to add them the the TA [redacted]	[redacted]	18-MAY- 15:24	Respond to Helpdesk
1) Rough [redacted] the circuit with new wiring and terminals from [redacted] at the [redacted] to [redacted] at the RR door latch. Retest the vehicle.	[redacted]	18-MAY-	Respond to Dealer
Changed report status to 'Investigating' Additonal Information: Performing the requested information. We are installing the rough [redacted].	[redacted]	19-MAY-	Status Change
Status Change 'With Retailer - Repair time > [redacted] **Reason Statement**	[redacted]	20-MAY-	Red Flag update
Changed report status to 'Investigating' Additonal Information: The rough [redacted] has been installed. Vehicle is being driven. I will update the TA with the results.	[redacted]	20-MAY-	Status Change
Status Change 'With Retailer - Repair time > [redacted] **Reason Statement**	[redacted]	20-MAY-	Red Flag update
Kept report status 'Investigating' Additonal Information: The rough [redacted] has been installed. Vehicle is being driven. I will update the TA with the results.	[redacted]	[redacted]-MAY-	Status No Change
After installing the rough [redacted] the vehicle has been driven multiple times and [redacted] without any fault warning coming on in the instrument panel. Please review and advise.	[redacted]	24-MAY-	Respond to Helpdesk
1) Clear and reread the DTC's. Road test the vehicle again. If the no codes return, request closure of the TA. Thanks.	[redacted]	24-MAY-	Respond to Dealer
The rough [redacted] is still installed on the vehilce. We will install the [redacted] wire from Rt Rear Door Latch connector [redacted] to connector [redacted] inside the door. We will install the next [redacted]	[redacted]	25-MAY-	Respond to Helpdesk

[redacted]

wire from connector [redacted] to connector [redacted] at the CJB. I will have the vehicle driven again to verify the correction. I will update our findings after multiple test drive. Please reveiw and advise.			
1)1) Clear and reread the DTC's. Road test the vehicle again. If the vehicle faults again, start a new session, let SDD gathere the information from the vehicle. Attach the STS session to the TA. Thanks.	[redacted]	[redacted]	Respond to Dealer
Vehicle is being driven with multiple short drives and long drives. I will update the TA with the results.	[redacted]	[redacted]	Respond to Helpdesk
Update the TA after you are finished testing the vehicle. Thanks.	[redacted]	[redacted]	Respond to Dealer
After multiple test drives the right rear door indicator came back on with the door closed. We were able to duplicate the fault when getting in and out of the left rear door. We then notice that when you would push on the carpet in front of the left rear seat the warning would go off and on. We pulled up the carpet and found a loose nut that secure the ground circuit [redacted] on the post. We secured the nut and the fault went away. Please close the TA.	[redacted]	31-[redacted]	Close Request
After multiple test drives the right rear door indicator came back on with the door closed. We were able to duplicate the fault when getting in and out of the left rear door. We then notice that when you would push on the carpet in front of the left rear seat the warning would go off and on. We pulled up the carpet and found a loose nut that secure the ground circuit [redacted] on the post. We secured the nut and the fault went away. Please close the TA. [redacted] [redacted] Close Request	[redacted]	31-[redacted]	

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	Range Rover / L405
Engine	3.0 S/C V6 Petrol
TIS	19
Miles/	[redacted] Miles
VOR	Yes
Roadside Assist?	Yes
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Door difficult to close
Suspect Part	Check Strap - Door
Condition	Not operating
Outcome	Given advice
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted] [redacted]
Alternative Vehicle?	Unknown

Customer Concern/ Comments

the driver door will not close

Detailed Diagnostics

the driver door will not latch. ddw shows [redacted]. there is no instruction attactched to recall. how do i go about repairing this vehicle?

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. ***Please refer to*** [redacted]	[redacted]	26-JUN-2015 [redacted]	Respond to Dealer
i will refer to [redacted] [redacted] as directed. thank you	[redacted]	26-JUN-2015 [redacted]	Close Request
i will refer to [redacted] [redacted] as directed. thank you [redacted] [redacted] Close Reques	[redacted]	26-JUN-2015 [redacted]	Closure

Details for Technical Assistance: [redacted]

Closed - With [redacted]

Vehicle

VIN	[redacted] (2015)
Model	[redacted]
[redacted]	Petrol
TIS	3
Miles/ [redacted]	Miles
VOR	No
[redacted] **Assist?**	No
Repeat Repair	Yes
Modifications:	No
CRC Case	No
DTC's	[redacted]

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Alleged unintended door opening
Suspect Part	Unknown
Condition	
Outcome	Repaired
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
[redacted] **Details**	[redacted], [redacted]
Country	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

C/S RIGHT REAR DOOR IS CLOSED BUT SHOWS OPEN ON DASH. C/S TOUCH SCREEN CONSTANTLY CHANGES FROM [redacted] MODE TO [redacted] MODE

Detailed Diagnostics

VEHICLE IS A COME BACK. PREVIOUSLY REPLACED R/R DOOR LATCH AS IT WAS SUSPECTED TO BE CAUSING THIS SAME ISSUE. PULLED CODES AND RAN VEHICLE SCAN AND NETWORK INTEGRITY TEST. CURRENTLY DOOR IS NOT SHOWING AS OPEN WHILE CLOSED. ALSO REQUESTING YOUR THOUGHTS ON THE TOUCH SCREEN CHANGING FROM [redacted] TO [redacted]. WILL [redacted] THIS CONCERN?

Dialogue

[redacted], [redacted] [redacted] Respond to 2015 [redacted] [redacted]

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours.

If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields.

For the door issue:
1. Perform a battery test
2. clear all codes
3. road test vehicle and monitor for alleged fault
4. update TA with findings.

For the screen issue:
[redacted] is not intended to fix this.
1. Does the temperature change from celcius to Farenheit?
2. Does the date format change? (from us spec to [redacted] spec)
3. Update TA with findings

[redacted] View

Door concern - followed your intstructions, was unable to duplicate event. Per [redacted] checked ground connection at [redacted]. Cable is tight and ground is good. Due to prior issue with vehicle suspect right rear door module. Replaced the module and attempted to configure. During configuration SDD stated vehicle would require a new KVM. Getting past that SDD seemed like it would proceed with download, then stated that the procedure was unavailable and to contact Tech Line. Request further information on this at this time. Attatched new session file.	[redacted]	[redacted] 2015 13:44	Respond to Helpdesk
A	[redacted]	[redacted] 2015 [redacted]	Dialogue to Helpdesk
Please perform the below procedures: 1. Start a new session 2. Run a can link with diagnostics 3. Run a debug file 4. Program the Door module as new 5. Close the session 6. Attach the session file, can link and debug file to the TA	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
WILL TRY THAT BUT ALSO RECIEVED INFO FROM CUST THAT INTERIOR LIGHT IS ALSO ON AT SAME TIME AND THAT WHEN PLAYING AROUND WITH [redacted] SEAT AND OR SEATBELT SOMETIMES PROBLEM WILL GO AWAY. WILL INVESTIGATE LET YOU KNOW	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
OK	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
DID AS REQUESTED AN UPLOADED SESSION FILE, DEBUG FILE AND CAN LINK FILE.	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
Will review data and update shortly.	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
SOUNDS GOOD, THANKS.	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
In the meantime, Did you find anything with the investigation of the [redacted] seat and / or seatbelt ?	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
[redacted], Please send the TA back to me, so I can escalate this case to diagnostics.	[redacted]	[redacted] 2015 [redacted]	Dialogue to Dealer
[redacted]		[redacted] 2015 [redacted]	Respond to Helpdesk
Reason For Escalation: Pass rear door module programming failed. • **Vehicle Off Road**:Yes • **# of Days Case Has Been Open**:2 • **Parts Replaced or Swapped**:Pass rear door module • **PI or PD Input if reviewed**: Not reviewed • **Vehicle Data Collected**:Can link, Debug and current session file dated [redacted] • **Other Dialogue**: SDD seemed like it would proceed with download, then stated that the procedure was unavailable and to contact Tech Line	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
Hi [redacted], Please send it back to me [redacted]. Thanks	[redacted]	[redacted] 2015 [redacted]	Dialogue to Dealer
[redacted]		[redacted] 2015 [redacted]	Respond to Helpdesk

[redacted]

[redacted] View

Reason For Escalation: [redacted]s door module programming failed. • **Vehicle Off Road**:Yes • **# of Days Case Has Been Open**:2 • **Parts Replaced or Swapped**:Pass rear door module • **PI or PD Input if reviewed**: Not reviewed • **Vehicle Data Collected**:Can link, Debug and current session file dated [redacted] • **Other Dialogue**: SDD seemed like it would proceed with download, then stated that the procedure was unavailable and to contact Tech Line	[redacted]	16-NOV-2015 [redacted]	Forward to Global Technical Support
Added attachment link Run CAN Link monitor with diagnostics	[redacted]	[redacted] 2015 [redacted]	System Generated
Added attachment link Run the Debug Monitor (Trace Monitor) file application	[redacted]	[redacted] 2015 [redacted]	System Generated
Hello [redacted], I have tried calling but there was no answer. This case is a little confusing. It states that the retailer is unable to program the [redacted] ([redacted]), however the concern appears to be with the Right Rear Door. The session file [redacted] shows the retailer has attempted to program the [redacted] ([redacted]) as new and this has failed. GA_MDXServices_01 - Identifier [redacted] Result = 'FAIL_00' Application failed - general case where operator message required This could be because the [redacted] ([redacted]) is not at the latest level. I have also looked through the attached session files and can see there is a DTC logged in the Passenger [redacted] ([redacted]), [redacted] Circuit #1 missing message. I have also found this DTC logged in an earlier session on the Vehicle Feedback Data base from [redacted]. A missing [redacted] bus message could cause operational faults with the rear door module and may prevent programming from completing I cannot see that any wiring checks have been done to the [redacted] bus circuit. The attached CAN link monitor has been recorded without diagnosis. If there is a programming concern we will require a CAN link with Diagnostic before we are able to escalate this to diagnostics **Recommendations**: 1. Refer to the information on TOPIx for [redacted] and complete the wiring checks to the Rear [redacted]. 2. Check the Rear [redacted] power and grounds. 3. Check the [redacted] circuit #1 for open circuit, short to power or ground. (Between [redacted] and [redacted]) 4. [redacted] 5. Inspect the Door module connectors for backed out or loose connections. Programming concern. -	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk

[redacted]

[redacted] View

1. Confirm which door module the retailer has replaced and cannot program.
2. Start a new SDD session.
3. Run CAN Link monitor with diagnostics. See attached instructions.
4. Run the Debug Monitor (Trace Monitor) file application. See attached instructions
5. Configure the KVM as an existing module.
6. Save and name trace files and attach to the TA
7. Run CAN Link monitor with diagnostics. See attached instructions.
8. Run the Debug Monitor (Trace Monitor) file application. See attached instructions
9. Attempt to program the required door module again.
10. Save and name trace files and attach to the TA
11. Attach the session file to the TA.

Kind regards

The attached CAN link monitor has been recorded without diagnosis. If there is a programming concern we will require a CAN link with Diagnostic before we are able to escalate this to diagnostics **Recommendations**: 1. Refer to the information on TOPIx for [redacted] and complete the wiring checks to the Rear Door Module. 2. Check the Rear Door Module power and grounds. 3. Check the [redacted] circuit #1 for open circuit, short to power or ground. (Between [redacted] and [redacted]) 4. [redacted] 5. Inspect the Door module connectors for backed out or loose connections. Programming concern. 1. Confirm which door module the retailer has replaced and cannot program. 2. Start a new SDD session. 3. Run CAN Link monitor with diagnostics. See attached instructions. 4. Run the Debug Monitor (Trace Monitor) file application. See attached instructions 5. Configure the KVM as an existing module. 6. Save and name trace files and attach to the TA 7. Run CAN Link monitor with diagnostics. See attached instructions. 8. Run the Debug Monitor (Trace Monitor) file application. See attached instructions 9. Attempt to program the required door module again. 10. Save and name trace files and attach to the TA 11. Attach the session file to the TA. Kind regards	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
Before doing anything, lets update the KVM. , I spoke to a colleague who has seen this concern if KVM is not at AG level the door modules wont update yours is at AF	[redacted]	[redacted] 2015 [redacted]	Dialogue to Dealer
Changed report status to 'Investigating'	[redacted]	[redacted] 2015 [redacted]	Status Change
UPDATED KVM. THIS TIME THE DOOR MODULES DID UPDATE. GOING TO TRY AND DUPLICATE ORIGINAL CONCERN AT THIS TIME.	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
OK, Update with findings	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
WENT TO QUAILITY CHECK VEHICLE AND NOW RIGHT WINDOW DOES NOT FUNCTION BUT [redacted] DOES LET YOU KNOW	[redacted]	19-NOV-2015 [redacted]	Respond to Helpdesk

[redacted]

[redacted] View

Please perform a hard reset, battery disconnect for [redacted] Re-test and update TA with findings	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
HARD RESET FIXED WINDOW ???	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
Are you telling me it worked, or asking if it will?	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
YES IT IS NOW WORKING, NOTE RIGHT REAR DOOR MODULE HAS BEEN REPLACED ON THIS VISIT	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
Continue to monitor, Close out if you think it is fixed	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
ok let you know	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
OK	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
Changed report status to 'Investigating'	[redacted]	[redacted] 2015 [redacted]	Status Change
right rear window still inop found no power for motor at module ordered [redacted] right side modules	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
OK, Thank you	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
IN PROGRESS OF NEW MODULES	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
OK	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
WORKING ON DOORS BUT CUST ADDED "ONLY CLOCK" SWITCHES FROM [redacted]. DATE AND TEMP OK	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
Ok, Please continue	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
do we have a download or anything for [redacted] issue. I have found an issue with RR blind module and ordered	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
Nothing that I am aware of, Has the [redacted] been performed?	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
YES [redacted] WAS DONE AT THIS TIME. REPLACED MODULES RIGHT SIDE WORKING AS INTENDED. HAVE NOW FOUND LEFT REAR BLIND NOT FUNCTIONING PROPERLY SEE VIDEO. [redacted] FOLLOWED HARD RESETS NOTHING WORKING??	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
YES [redacted] WAS DONE AT THIS TIME. REPLACED MODULES RIGHT SIDE WORKING AS INTENDED. HAVE NOW FOUND LEFT REAR BLIND NOT FUNCTIONING PROPERLY SEE VIDEO. [redacted] FOLLOWED HARD RESETS NOTHING WORKING??	[redacted]	[redacted] 2015 [redacted]	Forward to Global Technical Support
ALSO HAVE NOTICED [redacted] WILL NOT PARK IT'S EITHER ALL THE WAY UP OR DOWN EVEN WITH SWITCH OPEN.	[redacted]	[redacted] 2015 [redacted]	Dialogue to Helpdesk
ALSO HAVE NOTICED [redacted] WILL NOT PARK IT'S EITHER ALL THE WAY UP OR DOWN EVEN WITH SWITCH OPEN.	[redacted]	[redacted] 2015 [redacted]	Dialogue to Global Technical Support
Forwarded latest info to [redacted]	[redacted]	[redacted] 2015 [redacted]	Dialogue to Dealer
DON'T WORRY IT FIXED ITSELF CAME BACK AND CHECKED AGAIN WITHOUT DOING ANYTHING AND [redacted] WAS COMPLETELY DOWN AND I KNEW IT WAS GOING TO WORK AND IT DID. SHIPPING IT	[redacted]	[redacted] 2015 [redacted]	Dialogue to Helpdesk

[redacted]

[redacted]

[redacted] View

Please submit for closure	[redacted]	[redacted] 2015 [redacted]	Dialogue to [redacted]
IT'S NOT GIVING ME THE CLOSURE TAB ONLY DIALOGUE TO HELPDESK	[redacted]	[redacted] 2015 [redacted]	Dialogue to Helpdesk
Ok, I think because it is with the [redacted]. No worries.	[redacted]	[redacted] 2015 [redacted]	Dialogue to [redacted]
Hello [redacted], As discussed I am returning this case as you have confirmed it is now rectified. Please submit a closure request detailing the work done so the fix is known. We can then accept closure. Kind regard	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
[redacted] WAS DONE , REPLACED DOOR MODULES ON RIGHT SIDE WORKING AS INTENDED. . [redacted] FOLLOWED HARD RESET PERFORMED, AND SHADE WAS COMPLETELY DOWN . SHIPPING IT m[redacted] [redacted] Dialogue to Helpdesk	[redacted]	[redacted] 2015 [redacted]	Closure request sent to GTS
[redacted] WAS DONE , REPLACED DOOR MODULES ON RIGHT SIDE WORKING AS INTENDED. . [redacted] FOLLOWED HARD RESET PERFORMED, AND SHADE WAS COMPLETELY DOWN . SHIPPING IT m[redacted] [redacted] Dialogue to Helpdesk	[redacted]	[redacted] 2015 [redacted]	Closure
CAN'T CLOSE YET NOW BOTH RIGHT SIDE LOCK DO NOT LOCK THEIR DOORS NO LIGHTS ON SWITCHES ONLY LEFT SIDE LOCK ALSO YOU CAN LOCK AND UNLOCK LEFT SIDE WITH RIGHT SIDE LOCKS.	[redacted]	[redacted] 2015 [redacted]	Dialogue to Helpdesk
It would appear that there are further problems, so I will reject case closure so that work can continue. Please provide a detailed update as soon as possible so that we can support where required. Regards	[redacted]	[redacted] 2015 [redacted]	Closure rejected by [redacted]
[redacted] will not lock switches on doors do not light up. When passenger lock buttons are pressed they do lock the drivers side. Passive entry works on right side but does not lock doors for right side, the handles will lock/unlock left side. reflash CJB as existing and failed last function called accesory on(power mode 4) time. When programming passenger door module as new or existing ist states at end 1 S/W level unknown and NOT OK. Please call me on this car to better talk out everything that has happened with this vehicle it's been here since [redacted]. Thanks [redacted] [redacted]	[redacted]	[redacted] 2015 [redacted]	Dialogue to Helpdesk
forgot sessions and monitoring	[redacted]	[redacted] 2015 [redacted]	Dialogue to Helpdesk
[redacted] will not lock switches on doors do not light up. When passenger lock buttons are pressed they do lock the drivers side. Passive entry works on right side but does not lock doors for right side, the handles will lock/unlock left side. reflash CJB as existing and failed last function called accesory on(power mode 4) time. When programming passenger door module as new or existing ist states at end 1 S/W level unknown and NOT OK	[redacted]	[redacted] 2015 [redacted]	Forward to Global Technical Support
a	[redacted]	[redacted] 2015 [redacted]	Dialogue to Helpdesk
[redacted], I have forwarded the info to the [redacted] for review. They are in the process of sending it back.	[redacted]	[redacted] 2015 [redacted]	Dialogue to [redacted]

[redacted]

[redacted]

[redacted] View

Hello [redacted], [redacted] [redacted] Respond to
2015 [redacted] Helpdesk

Thank you for the time on the phone.
I have looked at the last session file attached
[redacted] and compared the
software in the Passenger Door Module (PDM) with what it left the factory with.
The Base software is at the same level [redacted]
Reading through the Technical Assistance (TA) it seems the concern is intermittent as a [redacted] the vehicle appeared to be fixed.
It is also confusing as to what parts have been replaced.
A [redacted] fault between the Passenger Front Door modules (PDM) and the Rear Door Module (RDM) may cause the concerns you are seeing and also the intermittent nature.
Another possibility could be a fault with the Front PDM.

Actions:

1. Is the Right Rear Door open message still shown on the instrument cluster?
2. Confirm exactly what parts have been replaced for this concern.
3. Provide the part numbers.
4. Are the rear blinds working correctly now.
5. Are there any current DTC's logged
6. Disconnect the Rear Blind Module. Test the vehicle. Does it affect the locking functions that are reported?
7. Check the [redacted] circuit for open circuit, short to power or ground
8. Check condition of the [redacted] [redacted] and [redacted] for loose or poor connections

Update your findings?

Kind regards

A [redacted] fault between the Passenger Front Door modules (PDM) and [redacted] [redacted] Respond to
the Rear Door Module (RDM) may cause the concerns you are seeing and also the intermittent nature. 2015 [redacted] Dealer
Another possibility could be a fault with the Front PDM.
Actions:

1. Is the Right Rear Door open message still shown on the instrument cluster?
2. Confirm exactly what parts have been replaced for this concern.
3. Provide the part numbers.
4. Are the rear blinds working correctly now.
5. Are there any current DTC's logged
6. Disconnect the Rear Blind Module. Test the vehicle. Does it affect the locking functions that are reported?
7. Check the [redacted] circuit for open circuit, short to power or ground
8. Check condition of the [redacted] [redacted] and [redacted] for loose or poor connections

Update your findings?

Original RR door module installed(failed) no window operation. [redacted] RR [redacted] 02-DEC- Close
door module had no comms. Installed RF module no comms. Went back 2015 [redacted] Request
to working modules and RR shade module was faulting swapped to left and code followed replaced RR shade module. Then LR shade would not function properly after many attempts of battery reset and calibration attempt after sitting for [redacted] it worked. With new shade module in and suspecting maybe this could have been a causing issue went back to working modules and all worked except right side door locks now. Ordered [redacted] and installed they had comms and programmed all functions worked roadtested vehicle can not duplicate cust original concern of I-pack indicating RR door open at times with interior light on. Also realized [redacted] ordered door module for

[redacted]

[redacted] View

RF was packaged wrong causing alot of this issue. photos have been attached for any future reference to this ticket. Thanks [redacted]			
Original RR door module installed(failed) no window operation. [redacted] RR door module had no comms. Installed RF module no comms. Went back to working modules and RR shade module was faulting swapped to left and code followed replaced RR shade module. Then LR shade would not function properly after many attempts of battery reset and calibration attempt after sitting for [redacted] it worked. With new shade module in and suspecting maybe this could have been a causing issue went back to working modules and all worked except right side door locks now. Ordered [redacted] and installed they had comms and programmed all functions worked roadtested vehicle can not duplicate cust original concern of I-pack indicating RR door open at times with interior light on. Also realized [redacted] ordered door module for RF was packaged wrong causing alot of this issue. photos have been attached for any future reference to this ticket. Thanks [redacted]	[redacted]	[redacted]-DEC-2015 [redacted]	Closure request sent to [redacted]
Original RR door module installed(failed) no window operation. [redacted] RR door module had no comms. Installed RF module no comms. Went back to working modules and RR shade module was faulting swapped to left and code followed replaced RR shade module. Then LR shade would not function properly after many attempts of battery reset and calibration attempt after sitting for [redacted] it worked. With new shade module in and suspecting maybe this could have been a causing issue went back to working modules and all worked except right side door locks now. Ordered [redacted] and installed they had comms and programmed all functions worked roadtested vehicle can not duplicate cust original concern of I-pack indicating RR door open at times with interior light on. Also realized [redacted] ordered door module for RF was packaged wrong causing alot of this issue. photos have been attached for any future reference to this ticket. Thanks [redacted]	[redacted]	[redacted]-DEC-2015 [redacted]	Closure
As we have details of the work completed and that the issue is fixed, we will accept closure of the case.	[redacted]	[redacted]-DEC-2015 [redacted]	Closure accepted by [redacted]
As we have details of the work completed and that the issue is fixed, we will accept closure of the case. [redacted] [redacted] Closure accepted by [redacted]	[redacted]	[redacted]-DEC-2015 [redacted]	
VEHICLE IS BACK SAME ISSUE CUST STATES WHILE DRIVING AT TIMES RR DOOR WILL INDICATE OPEN AND LIGHT STAYS ON VEHICLE WILL NOT LOCK...HAVE NOT EVER DUPLICATED ISSUE HAVE NEW SESSION HAVE PIN DRAG CIRCUIT [redacted](LATCH) [redacted] ([redacted]) [redacted] (CJB) ALL GOOD WIGGLE TEST NO DUPLICATION. AS PREVIOUSLY STATED NEW DOOR MODULES NEW LATCH... HAVE YOU SEEN THIS ISSUE BEFORE IS THERE SOMETHING I'M MISSING IN THIS SESSION THAT COULD LEAD TO THIS ISSUE ALSO OTHER THAN THIS CIRCUIT. WHEN VEHICLE CAME IN [redacted] RIGHT REAR WINDOW AND SHADE WERE NOT CALIBRATED ONCE CALIBRATED THEN OK.	[redacted]	23-DEC-2015 [redacted]	Respond to Helpdesk
Is there a door ajar switchthat is possibly damaged or not seated properly?	[redacted]	23-DEC-2015 [redacted]	Respond to Dealer
AS PREVIOUSLY STATED NEW LATCH INSTALL ORIGINALLY VEHICLE CAME BACK THEN NEW MODULES INSTALLED WHILE ALSO TRYING TO DUPLICATE BUT NEVER HAVE BEEN ABLE TOO. DO I NEED TO DO NEW LATCH AND INSTALL AN OVERLAY IT IS NOT FAULTING OUT AT THIS TIME...ANOTHER QUESTION IF DOOR LOSES POWER WILL IT INDICATE OPEN BASED ON WHEN VEHICLE ARRIVED DOOR HAD LOST CALIBRATION..	[redacted]	23-DEC-2015 [redacted]	Respond to Helpdesk
Replace the latch and monitor operation.	[redacted]	23-DEC-2015 [redacted]	Respond to Dealer
Status Change 'Cannot replicate fault' **Reason Statement**	[redacted]	28-DEC-2015 [redacted]	Red Flag update

[redacted]

[redacted]

[redacted] View

Urgent Message From The [redacted] [redacted] [redacted]- Dialogue to Dealer

We have not received any feedback from you regarding the latest status of this TA case.

1. If you still require assistance, please respond to the TA providing the latest update.
2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

Changed report status to 'Investigating' [redacted] [redacted]- 2015 [redacted] Status Change

---

Status Change 'Long Retailer delays/housekeeping' [redacted] 29-DEC-2015 [redacted] Red Flag update

Reason Statement

Urgent Message From The [redacted] [redacted] 29-DEC-2015 [redacted] Dialogue to Dealer

We have not received any feedback from you regarding the latest status of this TA case.

1. If you still require assistance, please respond to the TA providing the latest update.
2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

Urgent Message From The [redacted] [redacted] 30-DEC-2015 [redacted] Dialogue to Dealer

We have not received any feedback from you regarding the latest status of this TA case.

1. If you still require assistance, please respond to the TA providing the latest update.
2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

Urgent Message From The [redacted] [redacted] 31-DEC-2015 [redacted] Dialogue to Dealer

We have not received any feedback from you regarding the latest status of this TA case.

[redacted]

[redacted] View

1. If you still require assistance, please respond to the TA providing the latest update.
2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the [redacted] team to focus its efforts on providing improved support.

Have installed new latch checked all wiring in door found weak pin for [redacted]. For door ajar circuit. have ordered door harness and will overlay ground wire and ajar wire back to CJB.	[redacted]	31-DEC-2015 [redacted]	Respond to Helpdesk
Thank you, Please update the TA after installation.	[redacted]	31-DEC-2015 [redacted]	Respond to Dealer
Urgent Message From The [redacted]	[redacted]	[redacted]	Dialogue to Dealer

We have not received any feedback from you regarding the latest status of this TA case.

1. If you still require assistance, please respond to the TA providing the latest update.
2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the [redacted] team to focus its efforts on providing improved support.

ORDERED NEW DOOR HARNESS INSTALLED NEW LATCH, WILL OVERLAY GROUND CIRCUIT THEN OVERLAY AJAR CIRCUIT BACK TO CJB WILL CLOSE WHEN DONE	[redacted]	[redacted]	Respond to Helpdesk
Based on your most recent update to this TA, you have indicated that this vehicle cannot be repaired due to awaiting parts. **Based on the number of days this TA has been open with the [redacted], we require you to provide us with parts order details.** This information can be provided by your retailer [redacted]s Specialist or [redacted]s Manager. **Once known, please access the specific TA, selecting the Awaiting parts status at that time you will be prompted to enter the details in the applicable data fields.** The information required is: **1. SAP Order #** **2. [redacted](s) # on order** **3. Method of shipping i.e. Critical [redacted]s Order, Stock Order, VOR Order.** This process will help ensure [redacted] our Service & [redacted]s areas are working collaboratively to resolve the customer/vehicle issue in a timely manner.	[redacted]	[redacted]	Respond to Dealer
VEHICLE PARTS BEING INSTALLED [redacted]	[redacted]	[redacted]	Respond to Helpdesk
Thank you, Please update the TA after installation and testing.	[redacted]	[redacted]	Respond to Dealer

[redacted]

[redacted] View

Cust call backed and for [redacted] they stated that something else othan RR door was an issue. They stated left front seat also not working. This is when I realized [redacted] needed more attention recheck ground connection ok. Found out with more looking that [redacted] is actully [redacted] and that [redacted] is behind left front seat and LOOSE. See [redacted] with all information needed.	[redacted]	[redacted]	Close Request
Cust call backed and for [redacted] they stated that something else othan RR door was an issue. They stated left front seat also not working. This is when I realized [redacted] needed more attention recheck ground connection ok. Found out with more looking that [redacted] is actully [redacted] and that [redacted] is behind left front seat and LOOSE. See [redacted] with all information needed. m-[redacted] [redacted] Close Request	[redacted]	[redacted]	Closure
Cust call backed and for [redacted] they stated that something else othan RR door was an issue. They stated left front seat also not working. This is when I realized [redacted] needed more attention recheck ground connection ok. Found out with more looking that [redacted] is actully [redacted] and that [redacted] is behind left front seat and LOOSE. See [redacted] with all information needed.m-[redacted] [redacted] Close Request	[redacted]	[redacted]	Closure request sent to [redacted]
As we have details of the work completed and that the issue is fixed, we will accept closure of the case.	[redacted]	[redacted]	Closure accepted by [redacted]
As we have details of the work completed and that the issue is fixed, we will accept closure of the case. [redacted] [redacted] Closure accepted by [redacted]	[redacted]	[redacted]	

[redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

[redacted] (2015)

Model	[redacted] / L405
Engine	[redacted] Petrol
TIS	2
Miles/KM	1957 Kilometres
VOR	No
Roadside Assist?	No
Repeat Repair	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Drive away locking not operating
Suspect Part	Unknown
Condition	Unknown
Outcome	

Contact

Dealer Details	[redacted] of [redacted]
Name	[redacted]
Phone	[redacted]
Email	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

CUSTOMER STATES:LR DOOR SWUNG OPEN WHILE TURNING.

Detailed Diagnostics

DIAGNOSED FOR C/S LR DOOR SWUNG OPEN WHILE TURNING. CHECKED TSB FOR RECALL [redacted], THE VEHICLE IS OUTSIDE OF THE VIN RANGE, BUT THE SYMPTOM DESCRIPTION FITS THE RECALL. SCANNED FOR CODES, NO RELATED CODES. CHECKED KVM FOR UPDATES, UPDATED: [redacted]-AF TO AG. CLEARED CODES. ROAD TESTED VEHICLE, DOOR DID NOT OPEN DURING DRIVE. SOFT CLOSE ALSO NOT WORKING EVERY [redacted], ADJUSTED STRIKER IN [redacted] AND CHECKED OPERATION-GOOD.
IS THERE ANY OTHER ACTION REQUIRED? SESSION FILE IS FROM [redacted] ANOTHER TECH PERFORMED THE UPDATE ON [redacted]

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. There is nothing relevent to the customer's concern in the latest session file. Ask the customer's permission to road test vehicle extensively in the manner that the customer experienced the issue.	[redacted]	[redacted]	Respond to Dealer
Changed report status to 'Investigating'	[redacted]	02-SEP-2015 [redacted]	Status Change
Kept report status 'Investigating'	[redacted]	04-SEP-2015 [redacted]	Status No Change
The owner took the vehicle.	[redacted]	04-SEP-2015 [redacted]	Close Request
owner took the vehicle. g-[redacted] [redacted] Close Request	[redacted]	04-SEP-2015 [redacted]	Closure

Notes

Owner changed from Not Set to jsavulic	jsavulic	[redacted]

White Alert Dialogue

[redacted]

[redacted] View

Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Parts request made	[redacted]	[redacted]

[redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
Engine	5.0 S/C Petrol
TIS	7
Miles/KM	1110 Miles
VOR	No
Roadside Assist?	No
Repeat Repair	Yes
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Front LH
Condition	Loose component
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted] [redacted] [redacted]
Alternative Vehicle?	

Customer Concern/ Comments

Guest states that the driver's side door opened on it's own and the dome lights came on and then [redacted] after the door closed on it's own like the soft close activated.Guest states that there was no part of his body touching the door when this happened.

Detailed Diagnostics

Roadtested repeatedly with no verification of concern.Last visit no DTCs were present relative to concern.

Dialogue

[redacted] reference [redacted] just to make sure the softclose is operating correctly. [redacted] Respond to Dealer	[redacted]	09-DEC-[redacted]	From CATS
[redacted] reference [redacted] just to make sure the softclose is operating correctly.	[redacted]	09-DEC-[redacted]	Respond to Dealer
Changed report status to 'Investigating'	[redacted]	09-DEC-[redacted]	Status Change
Checked latch and striker per [redacted] and [redacted] ok.We ordered new latch for vehicle at this time. [redacted] Respond to Helpdesk	[redacted]	10-DEC-[redacted]	From CATS
OK close the T/A when done. [redacted] Respond to Dealer	[redacted]	10-DEC-[redacted]	From CATS
Checked latch and striker per [redacted] and [redacted] ok.We ordered new latch for vehicle at this time.	[redacted]	10-DEC-[redacted]	Respond to Helpdesk
OK close the T/A when done.	[redacted]	10-DEC-[redacted]	Respond to Dealer
Changed report status to 'Investigating'	[redacted]	11-DEC-[redacted]	Status Change
Replaced latch and rechecked fine in shop.Roadtested good so far	[redacted]	[redacted]	From CATS

[redacted]

[redacted]

Close Request

Replaced latch and rechecked fine in shop.Roadtested good so far [redacted]	[redacted]	12-DEC- [redacted]	Close Request
request to close T/A vehicle repaired.	[redacted]	12-DEC- [redacted]	Closure
CATS closed case	system	12-DEC- [redacted]	From CATS

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted]
[redacted]	[redacted] Petrol
TIS	0
Miles/KM	41 Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Module - Keyless Vehicle KVM / RFA
Condition	Inaccurate
Outcome	Reprogrammed (SW upload)
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted]
[redacted]	[redacted]
Alternative Vehicle?	Unknown

Customer Concern/ Comments

[redacted] kvm update

Detailed Diagnostics

all software parts at latest released level no update required. is this correct? vehicle sold waiting for delivery

Dialogue

Reason for escalation: Performing [redacted] campaign with [redacted] [redacted], states no update available Vehicle off road: Yes # of days case has been open: [redacted] Parts replaced or swapped: None PI or PD input if reviewed: Advised to escalate Vehicle data collected: Session, screen shot of software selection screen Other dialogue:	[redacted]	[redacted] [redacted]	Forward to Global Technical Support
[redacted], the concern is under investigation and has been forwarded to [redacted]ering. Vehicle cannot be released until concern is resolved.	[redacted]	[redacted] [redacted]	Dialogue to Dealer
Hi Diagnostics, **Results of Investigation** • This case is for vehicle unable to complete the Campaign [redacted] Keyless [redacted] (KVM) update for door latches. • KVM is at the top level software. • After speaking to [redacted], he has told me that a Dial-in over this service action is planned for [redacted] [redacted] for the campaign can be discussed. • [redacted] his said that he will update the market after the dial-in with the next actions to be taken. **Request from [redacted]** Can you update the market with the next actions to be taken after the dial-in meeting. Regards	[redacted]	[redacted] [redacted]	Escalation to Diagnostics

[redacted]

[redacted] View

[redacted] ([redacted]) have released a bulletin on this subject.	[redacted]	[redacted]	Respond to DTS

ACTION:

If you are presented with "No update required" in the software summary screen when programming the KVM, complete the actions detailed below to check what hardware is fitted.

- Select "Part information selection" icon which is located on the Vehicle Specification screen.
- Locate the KVM on the Part Information screen.
- If the "ecu_core_assembly" has a prefix of "[redacted]" then the software update is not required.

Please advise if any update on this VIN - thank you. [redacted]	[redacted]	[redacted]	Dialogue to Helpdesk
Received/reviewed Bulletin [redacted] - this Vin within stated [redacted] range - please update with any new info as soon as possible. This sold Vin on hold.	[redacted]-JUL-2015	[redacted]	Dialogue to Helpdesk
Any new information, available software for this VIN? - thank you - [redacted]	[redacted]-JUL-2015	[redacted]	Dialogue to Helpdesk
Have received update from [redacted] regarding SW patch with possible next week release. [redacted]	[redacted]-JUL-2015	[redacted]	Dialogue to Helpdesk
Received internal bulletin regarding manual patch to enable KVM programming. Please send TA to [redacted] so we can schedule a WEBEX, as internal manual patch instructions cannot be sent to retailers.	[redacted]	[redacted]	Respond to Global [redacted] Support
kvm updated as per [redacted] [redacted]	[redacted]	[redacted]	Dialogue to Helpdesk
[redacted] released, KVM has been updated, please forward to my intray so I can have technician submit for closure.	[redacted]	[redacted]	Dialogue to [redacted] [redacted] [redacted]
As [redacted] has been released using the containment fix file instructions as part of the campaign and the permenate fix is going to be released on [redacted] [redacted] which is planned for release on the [redacted]. Can this TA be closed?	[redacted]	[redacted]	Dialogue to DTS
As [redacted] has been released using the containment fix file instructions as part of the campaign and the permenate fix is going to be released on [redacted] [redacted] which is planned for release on the [redacted]. Can this TA be closed?	[redacted]	[redacted]	Respond to DTS
Thanks, [redacted]. Submit TA for closure.	[redacted]	[redacted]	Respond to Dealer
kvm updated as per [redacted] [redacted]	[redacted]	[redacted]	Close Request
Closure request.	[redacted]	[redacted]	Closure
kvm updated as per [redacted] [redacted]-[redacted] [redacted] Close Request	[redacted]	[redacted]	Closure request sent to [redacted]
As we have details of the work completed and that the issue is fixed, we will accept closure of the case.	[redacted]	[redacted]	Closure accepted by [redacted]
Closure accepted.	[redacted]	[redacted]	Closure

[redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted] / [redacted]
	[redacted] Petrol
TIS	3
Miles/[redacted]	[redacted] Miles
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Front LH
Condition	
Outcome	
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted]
	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

perform campaign [redacted]

Detailed Diagnostics

Tried to perform campaign. did not work. Testbook said was up to date no software required.

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the [redacted] [redacted]. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Programming concern is currently under investigation. Please hold vehicle until otherwise instructed. Please respond to this TA and acknowledge receipt of requirement to hold vehicle.	[redacted]	[redacted] [redacted] Respond to Dealer
Ok, will hold vehicle.	[redacted]	[redacted] [redacted] Respond to Helpdesk
tried the new update it got all the way to the very end and said program failed, went in and tried to redue it and it said module is up to date, hit the red x and it took me through [redacted] and then said module program successful.	[redacted]	[redacted] [redacted] Dialogue to Helpdesk
tried the new update it got all the way to the very end and said program failed, went in and tried to redue it and it said module is up to date, hit the red x and it took me through [redacted] and then said module program successful.	[redacted]	[redacted] [redacted] Dialogue to Helpdesk
You will need to start another session, perform Network Integrity test, and attach that to TA so I can verify whether or not software updated properly in the KVM.	[redacted]	[redacted] [redacted] Respond to Dealer

[redacted]

[redacted] View

You also need to click on Respond to Helpdesk, not Dialogue to Helpdesk, which will then send the TA back to my intray.

Here is the network integrity test.	[redacted]	[redacted]	Respond to Helpdesk
Base software updated correctly. Please submit for closure.	[redacted]	[redacted]	Respond to Dealer
Ok thank you.	[redacted]	[redacted]	Close Request
Closure accepted.	[redacted]	[redacted]	Closure

[redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted] / [redacted]
Engine	[redacted] Petrol
[redacted]	-1
[redacted]	
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Lock when the Keyless Door Handle Switch is Operated
Suspect Part	Unknown
Condition	
Outcome	Reprogrammed (SW upload)
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
Country	[redacted]
Alternative Vehicle?	Not Required

Customer Concern/ Comments

[redacted]

Detailed Diagnostics

attempted to perform [redacted], no software available.

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Programming concern is currently under investigation. Please hold vehicle until otherwise instructed. Repond back to this TA to acknowledge receipt of instruction to hold vehicle.	[redacted]	[redacted] Respond to Dealer
Changed report status to 'Waiting for parts'	[redacted]	[redacted] Status Change
holding vehicle, thanks	[redacted]	[redacted] Respond to Helpdesk
po68 completed	[redacted]	[redacted] Close Request
Closure accepted.	[redacted]	[redacted] Closure

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
[redacted]	Petrol
TIS	[redacted]
Miles/[redacted]	[redacted] Miles
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Unknown
Condition	
Outcome	Given advice
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
Country	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

LF DOOR WILL NOT CLOSE. DOOR LATCH NOT LATCHING.

Detailed Diagnostics

VEHICLE IS IN VIN RANGE FOR [redacted] BUT SOFTWARE UPDATE IS NOT AVAILABLE YET. SHOULD I REPLACE THE LATCH?

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. *Please follow the steps outlined in* [redacted]	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
Changed report status to 'Waiting for parts'	[redacted]	[redacted] 2015 [redacted]	Status Change
will perform steps outlined in [redacted]	[redacted]	[redacted] 2015 [redacted]	Close Request
will perform steps outlined in [redacted] [redacted] Close Request	[redacted]	[redacted] 2015 [redacted]	Closure

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
Engine	[redacted] Petrol
TIS	26
Miles/	[redacted] Miles
VOR	No
[redacted] **Assist?**	No
Repeat Repair	Yes
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect	[redacted] Module - Remote Function Actuator
Condition	Incorrect specification
Outcome	Repaired
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], Prestige Land Rover Inc
Country	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

Cust states the drivers door would not close (cust needed to hold door closed while driving so it would not open

Detailed Diagnostics

Our driver attempted to drive vehicle to shop as result but door kept swinging open so truck was towed. When I went out to vehicle door was closed and working fine however truck has been here a [redacted] and moved around quite a few times. Checking history found previous customer had same complaint during [redacted] visit and [redacted] was performed that visit. I checked KVM software this visit is at latest but I suspect KVM. This is a a safety issue hence the T/A.

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. 1) Try and duplicate the fault. 2) Replace the driver's door latch. **Please provide us with the parts order details:** **1. SAP Order #** **2. [redacted](s) # on order** **3. Method of shipping i.e. Critical [redacted]s Order, Stock Order, VOR Order.**	[redacted]	26-FEB-[redacted] Respond to Dealer
As stated our driver could not close door and attempted to bring to shop. stopped midway and had truck towed. truck was here for a [redacted] and moved around numerous times however dispatch did not have keys or repair order. by the time i was given repair order and keys door was closed and closing fine. i was unable to duplicate. repalced latch as directed by this t/a case.	[redacted]	01-MAR-[redacted] Close Request

[redacted]

[redacted] View

As stated our driver could not close door and attempted to bring to shop. stopped midway and had truck towed. truck was here for [redacted] and moved around numerous times however dispatch did not have keys or repair order. by the time i was given repair order and keys door was closed and closing fine. i was unable to duplicate. repalced latch as directed by this t/a case.
m-strana
[redacted]
Close Request

White Alert Dialogue

Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Parts request made	[redacted]	[redacted]

[redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
Engine	[redacted] [redacted] Petrol
TIS	46
Miles/	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Alleged unintended door opening
Suspect Part	Module - Keyless Vehicle KVM / RFA
Condition	Inaccurate
Outcome	Replaced Component
Diagnostic tool used	SDD

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted] [redacted] [redacted] [redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

CUSTOMER STATES RIGHT FRONT DOOR OPENS WHILE DRIVING BY [redacted]

Detailed Diagnostics

checked found campaign [redacted] closed out on vehicle did check [redacted] on rfa and new [redacted] was available. had road tested [redacted] could not duplicate door opening itself. checked for any issues with door system or rfa all seems to be working. there was new [redacted] and have attached session to see if [redacted] was ever performed?

Dialogue

[redacted], I can see [redacted] of the [redacted] parts updated during the KVM although there has been a KVM release since that campaign. 1. Find out how many times this has occurred. 2. Remove the door panel and check the wiring and latch mechanism. 3. If it has happenend numerous times then I recommend replacing the door latch mechanism. Update the TA and request closure when complete.	[redacted]	[redacted] [redacted]	Respond to Dealer
customer stated [redacted].	[redacted]	[redacted] [redacted]	Respond to Helpdesk
Keep the case until complete. Thanks.	[redacted]	[redacted] [redacted]	Respond to Dealer
Changed report status to 'Investigating'	[redacted]	[redacted] [redacted]	Status Change
[redacted], I called your phone and left a message. Product Investigation is looking for more information about this concern and I have a few [redacted] to be performed. • Find out if a child has used the RF door prior to it opening while driving. See if pulling down on the handle slightly when opening it as if a shorter child would causes the handle frame to stick not allowing the handle to return completely. Please try this even if you've already replaced the latch. • If you have the latch out please take the few screws out that allow the rubber gasket to be pulled open so the internal motor	[redacted]	[redacted] [redacted]	Dialogue to Dealer

can be seen. Take a photo of these internal components and attach it to the case.
- If at all possible have the customer demonstrate the issue to you. See if they can provide any insight as to how this happens.

Did receive any missed call or voicemail may have incorrect number [redacted].	[redacted]	[redacted]	Close Request

- did not receive anymore information from customer. i could not get handle to stick.
- attached as many photos as possible.
- they do not want to pick up the car feels unsafe.
- new door latch was installed and tested with no failure duplicated.

Closure accepted.	[redacted]	[redacted]	Accept Closure

White Alert Dialogue

Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Parts request made	[redacted]	[redacted]

[redacted] [redacted]

- Did not get information if child had used RF door.
- Pulling down on the handle slightly when opening did not cause door handle frame to stick.
- have attached various photos as requsted.
- customer did not want to pick up vehicle.

[redacted] [redacted]

- Did not get information if child had used RF door.
- Pulling down on the handle slightly when opening did not cause door handle frame to stick.
- have attached various photos as requsted.
- customer did not want to pick up vehicle.

Please provide the results of the vehicle diagnosis, or supporting information to enable investigation and Critical Concern determination of this allegation. Thank you.	[redacted]	[redacted]
Please provide the results of the vehicle diagnosis, or supporting information to enable investigation and Critical Concern determination of this allegation. Thank you.	[redacted]	[redacted]
Please provide the results of the vehicle diagnosis, or supporting information to enable investigation and Critical Concern determination of this allegation. Thank you.	[redacted]	[redacted]

[redacted]

Quality Report : [redacted]

Closed - With Helpdesk

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
Engine	[redacted] Petrol
[redacted]	46
Miles/	[redacted]
VOR	No
Repeat Repair	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Symptom	Alleged unintended door opening
Suspect Part	Unknown
Actual Part	Unknown
Condition	Unknown
Outcome	Vehicle not available
Part available for return?	N/A

Contact

Dealer Details	[redacted], LR.N.A.
Country	[redacted]
Name	[redacted]
Phone	[redacted]
Email	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

Issue: There is a TA case open for this vehicle already. [redacted] ... Customer states on [redacted] he was driving up the freeway ramp on [redacted] in [redacted], his passenger side door flew opened as he was turning. He was able to pull over and avoid hitting other vehicles. Customer drove vehicle to the neareast retailer.
Investigation: [redacted]
Repair: [redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
	[redacted] Petrol
TIS	16
Miles/KM	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Rear LH
Condition	Corrupted
Outcome	
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted] [redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

left rear door will not latch

Detailed Diagnostics

i checked left rear door , yep it doesnt latch . i know about recall [redacted]. no other info is avaible on topix for that . what sould i do ?

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. ***Please follow directions in [redacted].***	[redacted]	22-JUN-2015 [redacted] Respond to Dealer

---

Urgent Message From The [redacted] Technical HelpLine **We have not received any feedback from you regarding the latest status of this TA case.** 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.	[redacted]	24-JUN-2015 [redacted] Dialogue to Dealer

---

Changed report status to 'Waiting for parts'	[redacted]	[redacted] - Status

[redacted] View

		[redacted]	Change
Changed report status to 'Investigating'	[redacted]	[redacted] 2015 [redacted]	Status Change
Changed report status to 'Investigating'	[redacted]	[redacted] 2015 [redacted]	Status Change
Changed report status to 'Waiting for customer / vehicle'	[redacted]	[redacted] 2015 [redacted]	Status Change
Changed report status to 'Waiting for tooling'	[redacted]	[redacted] 2015 [redacted]	Status Change
i followed [redacted] i replaced door latch . please close case	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
i followed [redacted] i replaced door latch . please close case	[redacted]	[redacted] 2015 [redacted]	Closure

r-[redacted]
[redacted]
Respond to Helpdesk

[redacted]

Details for Technical Assistance: [redacted]

Closed - With [redacted]

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
Engine	[redacted] [redacted] Petrol
[redacted]	999
Miles/ [redacted]	Miles
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Unknown
Condition	
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
[redacted] **Details**	[redacted], Aristocrat Motors
Country	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

customer states If door will not close

Detailed Diagnostics

verified door will not close, replaced drivers door latch and door will now close. checked history to confirm [redacted] was completed, shows to have been performed in [redacted]. suspect when [redacted] was performed manual patch was not properly loaded to sdd before software update. i have attached session files and would like to know if [redacted] needs to re-loaded. also if software is needed can i program kvm as existing, instead of loading it through campains section as it is no longer showing up because it was claimed for this vehicle.

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Please attach the proper [redacted] session files. If you need assistance please refer to technical support utility under "downloads" tab in GCM.	[redacted]	[redacted] [redacted] [redacted]	Respond to
attached files	[redacted]	[redacted] [redacted] [redacted]	Respond to Helpdesk
Unfortunately I cannot see if it has been loaded or not without the old session from [redacted]. Please try to update KVM as existing. Update TA with findings.	[redacted]	[redacted] [redacted] [redacted]	Respond to
attempted to update kvm will not allow me to update, says module has latest software already installed	[redacted]	[redacted] [redacted] [redacted]	Respond to Helpdesk
Is the vehicle repaired at this time?	[redacted]	[redacted] [redacted] [redacted]	Respond to

[redacted]

[redacted] View

Urgent Message From The [redacted] [redacted] Dialogue to Dealer

We have not received any feedback from you regarding the latest status of this TA case.

{C}If you still require assistance, please respond to the TA providing the latest update.

{C}In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

Is the vehicle repaired at this time?	[redacted]	[redacted]	Dialogue to Dealer
vehicle repaired and returned to customer	[redacted]	[redacted]	Close Request
vehicle repaired and returned to customer [redacted] Close Request	[redacted]	[redacted]	

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted]
[redacted]	[redacted] Petrol
TIS	-1
Miles/KM	11 Miles
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Door difficult to close
Suspect Part	Module - Body Control Module
Condition	Corrupted
Outcome	
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] of Sudbury Inc
Country	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

PERFORM SERVICE ACTION [redacted] DOOR WILL NOT LATCH

Detailed Diagnostics

TECH TRIED TO PERFORM SERVICE ACTION [redacted] GETS MESSAGE THAT IT IS NOT AVAILABLE, BUT WE HAVE DONE THE [redacted] ON OTHER CARS WITHOUT PROBLEM.

Dialogue

[redacted] service alert [redacted] has been issued to cover this failure.	[redacted]	[redacted]	Respond to Dealer
WILL TRY AGAIN WHEN WE RECIEVE LATEST SOFTWARE THANKS.	[redacted]	[redacted]	Close Request
request to close T/A dealer holding vehicle waiting for software.	[redacted]	[redacted]	Closure

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
Engine	[redacted] Petrol
TIS	5
[redacted]	
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Opening when Exterior Handle is Operated Smart key / fob entry
Suspect Part	Unknown
Condition	
Outcome	
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted]
Country	[redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

A C/REPORTS THE PASSENGER DOOR OPENNED &
CLOSED WHILE DRIVING ON THE FREEWAY
B C/REPORTS DOORS DO NOT ALWAYS LOCK WHEN
TOUCHING THE DRIVERS DOOR HANDLE

Detailed Diagnostics

preformed visual inspection. run sdd for codes none found for this concerns
[redacted] are working at this time.

Dialogue

White Alert raised in T/A system. [redacted] 21-OCT-[redacted] From CATS

[redacted] can you fill out the information below?. I have also attached a infoform that needs to have the relevent sections completed.At no time let the customer see the form just get the information and type it into the form and reattach.At this point inspect the vehicle and try to duplicate the concern.

Alleged accident or injury:
Alleged property damage:
Visible damage to the vehicle:
Police, ambulance or fire involved:
location of alleged incident:
Current location of vehicle: [redacted]

[redacted]
[redacted]
Respond to Dealer

[redacted] can you fill out the information below?. I have also attached a infoform that needs to have the relevent sections completed.At no time let the customer see the form just get the information and type it into the form and reattach.At this point inspect the vehicle and try to duplicate the concern. [redacted] 21-OCT-[redacted] Respond to Dealer

Alleged accident or injury:
Alleged property damage:
Visible damage to the vehicle:
Police, ambulance or fire involved:

[redacted]

location of alleged incident:
Current location of vehicle: [redacted]

[redacted] can you send this back to me?.	[redacted]	22-OCT-[redacted]	Dialogue to Dealer
Alleged accident or injury: no accident Alleged property damage: no property damage Visible damage to the vehicle: no Visible damage to the vehicle Police, ambulance or fire involved: no Police, ambulance or fire involved location of alleged incident: no incident Current location of vehicle: [redacted] cust and passenger saw door open and then close	[redacted]	22-OCT-[redacted]	Respond to Helpdesk
[redacted] when the form is filled out send this back to me.	[redacted]	22-OCT-[redacted]	Respond to Dealer
FILLED OUT THE BEST I COULD.	[redacted]	[redacted]	Respond to Helpdesk
Thanks, Have you found anything with the vehicle or been able to duplicate it?.	[redacted]	[redacted]	Respond to Dealer
FOR THE [redacted] HAVE BEEN TESTING OPERATION OF DOOR SYSTEM ALL IS WORKING GOOD	[redacted]	[redacted]	Respond to Helpdesk
Alleged accident or injury: no accident Alleged property damage: no property damage Visible damage to the vehicle: no Visible damage to the vehicle Police, ambulance or fire involved: no Police, ambulance or fire involved location of alleged incident: no incident Current location of vehicle: [redacted] cust and passenger saw door open and then close d-swan5 [redacted] Respond to Helpde	[redacted]	24-OCT-[redacted]	From [redacted]
[redacted] when the form is filled out send this back to me. [redacted] [redacted] Respond to Dealer	[redacted]	24-OCT-[redacted]	From [redacted]
FILLED OUT THE BEST I COULD. d-swan5 [redacted] Respond to Helpdesk	[redacted]	24-OCT-[redacted]	From [redacted]
Thanks, Have you found anything with the vehicle or been able to duplicate it?. [redacted] [redacted] Respond to Dealer	[redacted]	24-OCT-[redacted]	From [redacted]
FOR THE [redacted] HAVE BEEN TESTING OPERATION OF DOOR SYSTEM ALL IS WORKING GOOD d-swan5 [redacted] Respond to Helpdesk	[redacted]	24-OCT-[redacted]	From [redacted]
[redacted], I don't know if you have the door panel off but it may be worth checking that the cables are correctly routed and have no corrosion on them and that there is nothing that could be causing the latch too hang in an unlocked position.	[redacted]	24-OCT-[redacted]	Respond to Dealer
are you talking about line a or line b of cust concern. we are more concern of cust line a door opening while driving	[redacted]	24-OCT-[redacted]	Respond to Helpdesk
Yes line A	[redacted]	24-OCT-[redacted]	Respond to Dealer
REMOVE PASSENGER DOOR PANEL . AND CHECK CABLES AND WIRING ALL CHECK OUT GOOD	[redacted]	24-OCT-[redacted]	From [redacted]

[redacted]

d-swan5
[redacted]
Respond to Helpdesk

REMOVE PASSENGER DOOR PANEL . AND CHECK CABLES AND WIRING ALL CHECK OUT GOOD	[redacted]	[redacted]	Respond to Helpdesk
[redacted] I will contact your [redacted] and see how he wants to proceed.	[redacted]	[redacted]	Respond to Dealer
[redacted] have you duplicated the concern yet?.,	[redacted]	28-OCT-	Dialogue to Dealer
have still not duplicated concerns with door. still waiting on call for amm. to see what to do now. d-swan5 [redacted] Respond to Helpdesk	[redacted]	[redacted]	From [redacted]
[redacted], I spoke with your [redacted] and he states to go ahead and replace the latch assembly on this vehicle.[redacted] [redacted] [redacted] Dialogue to Dealer	[redacted]	[redacted]	From [redacted]
have still not duplicated concerns with door. still waiting on call for amm. to see what to do now.	[redacted]	[redacted]	Respond to Helpdesk
I have sent to Amm awaiting a reply	[redacted]	[redacted]	Respond to Dealer
[redacted], I spoke with your [redacted] and he states to go ahead and replace the latch assembly on this vehicle.	[redacted]	[redacted]	Dialogue to Dealer
[redacted] do you have an update for this vehicle?. [redacted] [redacted] Dialogue to Dealer	[redacted]	[redacted]	From [redacted]
[redacted] do you have an update for this vehicle?.	[redacted]	[redacted]	Dialogue to Dealer
Replaced door latch and returned vehicle to customer. All is okay so far. [redacted] [redacted] Respond to Helpdesk	[redacted]	[redacted]	From [redacted]
Replaced door latch and returned vehicle to customer. All is okay so far.	[redacted]	[redacted]	Respond to Helpdesk
request to close T/A vehicle repaired. Your report has been closed by the helpdesk (Process/Training). You may re-open this report for [redacted] by viewing it from the closed tab and selecting re-open.	[redacted]	[redacted]	Closure
[redacted] closed case	system	[redacted]	From [redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
[redacted]	Petrol
TIS	[redacted]
Miles/ [redacted]	Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Alleged unintended door opening
Suspect Part	Check Strap - Door
Condition	Sticks
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
[redacted]	[redacted]
Alternative Vehicle?	Unknown

Customer Concern/ Comments

CUSTOMER STATES, WHILE DRIVING FRONT PASSENGER DOOR OPENED UP AND HIT POLE.

Detailed Diagnostics

Service manager duplicated concern by opening the right front door and pulling down on the handle. the handle would then stick causing door not to latch. the question is do we replace door handles or perform modification to handles as info provided by [redacted] ?

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. 1) Fill out the infoform and reattach it to the TA. 2) Start a new session, run vehicle scan. Extract the session with STS and attach it to the TA. 3) Perform [redacted]. 4) Attach photos of the damage to the vehicle. 5) Prepare an estimate for the repair of the damage to the vehicle. 6) Consulting with Product Investigation on how to proceed with the vehicle. We will follow with you.	[redacted]	08-OCT-2015 [redacted]	Respond to Dealer
Replace the door handles. Prior to installation confirm they are beveled as the modification procedure shows they should be.	[redacted]	[redacted]	Dialogue to Dealer
Changed report status to 'Investigating' Additonal Information: will order door handles [redacted]	[redacted]	[redacted] 2015 [redacted]	Status Change
Kept report status 'Investigating' Additonal Information: will order door handles [redacted]	[redacted]	14-OCT-2015 [redacted]	Status No Change

[redacted]

[redacted] View

Kept report status 'Investigating' Additonal Information: will order door handles [redacted]	[redacted]	[redacted]	Status No Change
Changed report status to 'Waiting for tooling'	[redacted]	[redacted]	Status Change
Changed report status to 'Investigating'	[redacted]	[redacted]	Status Change
;	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
Urgent Message From The [redacted] Technical HelpLine **We have not received any feedback from you regarding the latest status of this TA case.** 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.	[redacted]	[redacted]	Respond to Dealer
Changed report status to 'Investigating' Additonal Information: car is at bodyshop	[redacted]	22-[redacted]	Status Change
Kept report status 'Investigating' Additonal Information: car is at bodyshop	[redacted]	23-[redacted] 2015 [redacted]	Status No Change
Changed report status to 'Waiting for tooling'	[redacted]	26-[redacted] 2015 [redacted]	Status Change
Changed report status to 'Waiting for tooling'	[redacted]	27-[redacted] 2015 [redacted]	Status Change
REPLACED DOOR HANDLES AS PER REQUEST, PERFORMED SOFTWARE UPDATE .	[redacted]	28-[redacted] 2015 [redacted]	Close Request
REPLACED DOOR HANDLES AS PER REQUEST, PERFORMED SOFTWARE UPDATE . j-[redacted] [redacted] Close Request	[redacted]	28-[redacted] 2015 [redacted]	

White Alert Dialogue

Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Parts request made	[redacted]	[redacted]

[redacted]

[redacted] ([redacted])

Due to essential maintenance, DD

[redacted] IN-TRAY IS INACTIVE, CLICK TO RESUME

Red [redacted] ([redacted]) Intray ([redacted]) [redacted] (/lrepqr/common/index.cfm?selid=3)

Critical Concerns ([redacted])

Warranty

Module - Driver Seat ([redacted])

#: [redacted] (In Warranty) History (0)
Submitted : [redacted]
Vehicle Off Road? : Awaiting Warranty Approval
Does Customer have access to another vehicle? : Unknown
Model : [redacted]
Engine Size : [redacted] Diesel V6
TIS: [redacted]
VIN : [redacted] ([redacted]) ([redacted])
Customer Comments / Concern : Can not program the key
Detail Diagnosis : Dealer [redacted] confirms the complaint. have tried to program the key, but this failed. Found [redacted] and will replace the module.
Area of Concern : Goodwill - Consumer Law
Suspected Causal Part : Module - Driver Seat ([redacted])
Part No. : [redacted]
Condition : Not operating
Outcome : Replaced Component
Part available for return? : N/A
Reported Customer Symptom : No Door Opening when Exterior Handle is Operated keyless entry
Total Cost Estimate : [redacted] (L: [redacted], P: [redacted], S: [redacted], H: [redacted] - ([redacted])
DDW Warranty Claim Number : [redacted]
DDW Warranty Claim Line Indentifier : a

Reason for Goodwill claim - select all that apply

(•) Vehicle warranty expired

Repairing Dealer CI code
[redacted]

Date of Registration / Warranty start date:
[redacted]

Date of vehicle purchase by current owner
na

Customer Name
na

Date of Repair
na

Please detail dates and mileages of ALL services:

☑ Additional services - please detail
na

Please confirm which bulletins have been consulted for this concern ([redacted]/[redacted]/POLICY LETTER etc)
[redacted]

Please detail part numbers and quantity used for this repair
[redacted](1)

Please detail the repair by [redacted]'s to support this claim::
[redacted]

ZZZ - including sublet - please specify
NO

Response : Approved
Approval Code : [redacted]

Action Dialogue :

[redacted] [redacted] ([redacted])

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted]
Engine	3.0 S/C V6 Petrol
[redacted]	
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Module - Keyless Vehicle KVM / RFA
Condition	Corrupted
Outcome	
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted]
[redacted]	
Alternative Vehicle?	

Customer Concern/ Comments

[redacted] no update required

Detailed Diagnostics

no software update for KVM. software level [redacted]

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the [redacted]. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Reference Service Alert [redacted] for clarification and further instruction.	[redacted]	[redacted]	Respond to Dealer
[redacted] has been released. Follow new instructions listed in version 2 release, submit for closure.	[redacted]	[redacted] 2015 [redacted]	Dialogue to Dealer
Status Change 'Lack of retailer information' **Reason Statement**	[redacted]	[redacted] 2015 [redacted]	Red Flag update
updated with new patch	[redacted]	01-SEP-2015 [redacted]	Close Request
Closure accepted.	[redacted]	02-SEP-2015 [redacted]	Closure

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted] / [redacted]
Engine	[redacted] Petrol
TIS	2
Miles/	[redacted] Miles
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Unknown
Condition	
Outcome	Reprogrammed (SW upload)
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted] [redacted]
Alternative Vehicle?	

Customer Concern/ Comments

[redacted]

Detailed Diagnostics

Trying to perform [redacted] with [redacted] and no update shown for KVM module. Contacted [redacted] and requested to open a TA

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. The programming concern is under investigation. Please hold the vehicle until otherwise instructed. Respond back to this TA and acknowledge receipt of above instructions to hold vehicle.	[redacted]	[redacted] [redacted] Respond to Dealer
I will hold unit until further instruction, thank you	[redacted]	[redacted] [redacted] Respond to Helpdesk
Reference [redacted] dated [redacted], update KVM per instructions listed in the updated bulletin.	[redacted]	[redacted] [redacted] Respond to Dealer
Performed	Vidaurri1 [redacted]	[redacted] [redacted] Close Request
Closure accepted.	[redacted]	[redacted] [redacted] Closure

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted] / [redacted] [redacted] Petrol
TIS	22
Miles/ [redacted]	Miles
VOR	No
Roadside Assist?	Yes
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Module - Keyless Vehicle KVM / RFA
Condition	Corrupted
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], Manhattan Imported Cars Inc
Country	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

after [redacted] update the vehicle was taken and all doors latched
after stopping at [redacted] drivers door would not latch

Detailed Diagnostics

tried to re run [redacted] sdd stated that the module was already at the latest software level
tried vehicle reset
tried hard reset
none of which corrected the problem
vehicle has been here since [redacted] came in [redacted] went to move the vehicle and the door latches perfectly.
any ideas as to what to do about this condition please advise.

Dialogue

[redacted] [redacted] Respond to Dealer

Your request for assistance has been received; please review the repair guidance below. Once

complete please ensure you update the Technical Assistance "TA" Request with your findings

within the next 24 hours.

If your issue has been resolved, you are required to Close out the TA using the Closure

Requested Tab within the TA, completing all the applicable fields.

[redacted], I need you to update your file utility tool the latest version can be found in the download section of [redacted]. Then I need you to start a canlink and trace monitor and program the KVM using the patch outlined in [redacted]. When done attach [redacted] and the session file showing the programming to tha T/A. Did the customer state that the door opened while driving or that id just did not lock when the vehicle was stationary?.

---

here are the attachments you requested
the vehicle was stationary when the problem occurred

[redacted] [redacted] 2015 [redacted] Respond to Helpdesk

[redacted] what date was the [redacted] [redacted] done?. What date did the customer state that the door did not latch?.

[redacted] [redacted] 2015 [redacted] Respond to Dealer

[redacted]

[redacted] View

[redacted] the update was done before noon and the vechicle would not latch [redacted] on [redacted] after the vehicle was taken. also the latch is still currently working properly at this time	[redacted] [redacted] 2015 [redacted]	Respond to Helpdesk
I will have to let PI look at this to determine if the vehicle is actually repaired. I can't see exactly when the software changed.	[redacted] [redacted] 2015 [redacted]	Respond to Dealer
ok let me know what you find out.	[redacted] [redacted] 2015 [redacted]	Respond to Helpdesk
[redacted] I do not see anything in the session about the [redacted]. The initial session is from the [redacted] with the old software and then the next one is the [redacted] with the new software so I am not sure exactly where it changed. Can you confirm the dates are correct again?.	[redacted] [redacted] 2015 [redacted]	Respond to Dealer
im sorry the original up date was preformed on the [redacted] the [redacted] attempt was on the[redacted] it was picked up on the [redacted] and dropped back off on the [redacted].	[redacted] [redacted] 2015 [redacted]	Respond to Helpdesk
just to be clear on the[redacted] when i tried the download again a message came up on sdd saying that the kvm was already at the latest softwear but the latch still did not work it was not untill [redacted] that the latch started to function again.	[redacted] [redacted] 2015 [redacted]	Dialogue to Helpdesk
Ok Thank you [redacted] we are currently reviewing the files and will update you with the next step.	[redacted] [redacted] 2015 [redacted]	Respond to Dealer
ok let me know as soon as you can this customer is a friend of the owners and he would like to get it back to her asap.	[redacted] [redacted] 2015 [redacted]	Respond to Helpdesk
[redacted] replace the faulty latch and have parts hold it for return.I will need the following information for the return. RO# Part# Line# Parts Managers name: Email: Phone#	[redacted] [redacted] 2015 [redacted]	Respond to Dealer
are there any updates on possable repairs or a next step i can take.	[redacted] [redacted] 2015 [redacted]	Dialogue to Helpdesk
ok disregard that last message as it was sent around the same time as your message	[redacted] [redacted] 2015 [redacted]	Respond to Helpdesk
after latch replacement if everything works correctly are we to release the vehicle to the customer or do we need to keep it for further testing	[redacted] [redacted] 2015 [redacted]	Dialogue to Helpdesk
Yes you can return it to the customer after you Quality Control it. I will need that information though to get the part back.	[redacted] [redacted] 2015 [redacted]	Respond to Dealer
RO [redacted] PART [redacted] LINE # A PARTS MANAGERS NAME: [redacted] EMAIL: [redacted] PHONE [redacted] EXT [redacted]	[redacted] [redacted] 2015 [redacted]	Respond to Helpdesk
Can we close the T/A?.	[redacted] [redacted] 2015 [redacted]	Respond to Dealer
the latch is replaced and works every time we are gonna hold the vehicle [redacted] and check it [redacted] just to be sure everything works properly	[redacted] [redacted] 2015 [redacted]	Respond to Helpdesk
Urgent Message From The [redacted] Technical HelpLine **We have not received any feedback from you regarding the latest status of this TA case.**	[redacted] [redacted] 2015 [redacted]	Respond to Dealer

[redacted]

[redacted]

[redacted] View

1. If you still require assistance, please respond to the TA providing the latest update.

2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the

Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus

its efforts on providing improved support.

replaced drivers door latch no further problems at this time released vehicle to customer.	[redacted] [redacted] [redacted]	Close Request
request to close T/A vehicle repaired.	[redacted] [redacted] 2015 [redacted]	Closure

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted] / [redacted]
Engine	[redacted] Petrol
TIS	3
[redacted]	Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	Yes
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	01-JUL-2015
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Rear RH
Condition	
Outcome	Repaired
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
[redacted]	[redacted]
Alternative Vehicle?	Unknown

Customer Concern/ Comments

CUSTOMER STATES RIGHT REAR DOOR OPEN WHILE DRIVING THE LATCH WILL NOT HOOK BACK INTO PLACE .Also here for the [redacted] .

Detailed Diagnostics

when performing the [redacted] the software is saying its up to date and will not update it . have tried [redacted] with the same result . it is not listing the unknown update available software and only shows [redacted] and all are up to date .

Dialogue

we have tried programming as existing , and as new and under extras all [redacted] it shows it to be up to date .	[redacted]	[redacted]	Dialogue to Helpdesk
Reason for escalation: Performing [redacted] campaign, SDD states no update available Vehicle off road: Yes # of days case has been open: [redacted] Parts replaced or swapped: None PI or PD input if reviewed: Requested to escalate Vehicle data collected: Session folder Other dialogue:	[redacted]	[redacted]	Forward to Global Technical Support
[redacted] has been escalated to Engineering. Once response has been received, that information will be forwarded to you.	[redacted]	[redacted]	Dialogue to Dealer
Results of Investigation • This case is for vehicle unable to complete the Campaign [redacted] Keyless [redacted] (KVM) update for door latches. • KVM is at the top level software. • [redacted] has spoken to [redacted], he has told us that a Dial-in regarding this service action is planned for [redacted] for the campaign can be discussed. • [redacted] has said that he will update the market after the dial-in with the next actions to be taken. **Request from** [redacted] 1. Can you update the market with the next actions to be taken after the dial-in meeting.	[redacted]	[redacted]	Escalation to Diagnostics

[redacted]

Regards

[redacted] ([redacted]) have released a bulletin on this subject.	[redacted]	[redacted]	Respond to DTS

ACTION:

If you are presented with "No update required" in the software summary screen when programming the KVM, complete the actions detailed below to check what hardware is fitted.

- Select "Part information selection" icon which is located on the Vehicle Specification screen.
- Locate the KVM on the Part Information screen.
- If the "ecu_core_assembly" has a prefix of "[redacted]" then the software update is not required.

[redacted] Engineering are currently investigating. Since customer reported the door opened while driving, you are required to hold the vehicle until concern is resolved. Were you able to duplicate the customer concern?	[redacted]	[redacted]	Respond to Dealer
no could not duplicate concern but there were codes for [redacted] rear latches in the kvm .	[redacted]	[redacted]	Respond to Helpdesk
Thanks, [redacted] The fix for the [redacted] concern is tentatively scheduled to be published [redacted]	[redacted]	[redacted]	Respond to Dealer
Changed report status to 'Investigating'	[redacted]	[redacted]	Status Change
updated sdd patch file, performed [redacted] after update and it uploaded to vehicle . any futher action to be taken ? or close case ?	[redacted]	[redacted]	Respond to Helpdesk
No further action. Please submit for closure.	[redacted]	[redacted]	Respond to Dealer
thanks for you help in this matter .	[redacted]	[redacted]	Close Request
updated sdd patch file, performed [redacted] after update and it uploaded to vehicle .	[redacted]	[redacted]	Closure request sent to [redacted]
Closure request.	[redacted]	[redacted]	Closure
As we have details of the work completed and that the issue is fixed, we will accept closure of the case.	[redacted]	[redacted]	Closure accepted by [redacted]
Closure accepted.	[redacted]	[redacted]	Closure
Customer has again returned with statement of right rear door came open while driving. Confirmed [redacted] had been done. Open and closed R/R door by exterior door handle [redacted], opened door by interior door handle [redacted], unable to duplicate fault. Had tech drive vehicle while I tried to make door open...unable to duplicate. Attached photos supplied by customer showing exterior door handle stuck in open position.Again we were unable to duplicate this condition. Removed door panel and speaker and inner support panel on R/R door, performed visual inspection, nothing unusual found. We have Identified [redacted], as a possible fix, but we are unsure if that would cause the exterior door handle to remain open as customer has shown in attached pictures. Thank you, [redacted]	[redacted]	[redacted]	Respond to Helpdesk
[redacted] Have been advised [redacted] to visit vehicle. Please wait until he arrives to inspect. Thank you.	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
[redacted] worked on the vehicle in the past, this is [redacted] (shop foreman), I reopened the case to update information, add photos, reference the [redacted] that I located.I have spoken with [redacted] ([redacted]), and ordered all [redacted] as he requested. Thank you, [redacted]	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk

[redacted]

Status Change 'Cannot replicate fault' **Reason Statement**	[redacted]	[redacted] 2015 [redacted]	Red Flag update
Thanks, [redacted] Advise when [redacted] has visited the vehicle and advise which, if any, door latches were replaced and what the final outcome is. Hold any replaced component pending possible return request by [redacted].	[redacted]	[redacted] 2015 [redacted]	Respond to [redacted]
Changed report status to 'Investigating'	[redacted]	[redacted] 2015 [redacted]	Status Change
Status Change 'Cannot replicate fault' **Reason Statement**	[redacted] [redacted]	[redacted] 2015 [redacted]	Red Flag update
Hi [redacted], I was just looking at some of the case and see this has been reopened with the customer saying that the door came open due the handle was stuck. Looking at the attached photos "door1, 2 and3" I have seen this sort of fault before. This was traced to reinforcement bracket. In my case it was found that sometimes the spring loaded leaver would pop out from its locating holds and jam up. I see the field Service Engineer ([redacted]) has asked to replace the 4 door latches. If the concern is with the reinforcement bracket it will hold the latch in the open position. Can you check with the retailer if the reinforcement brackets have been removed and checked? For reference the part number for the reinforcement bracket ([redacted]) just to show the part I am looking at. Regards	[redacted]	[redacted] 2015 [redacted]	Dialogue to Helpdesk
[redacted] [redacted] Engineering have responded with the following information, please review and check that reinforcement bracket: **I was just looking at some of the case and see this has been reopened with the customer saying that the door came open due the handle was stuck.** **Looking at the attached photos "door1, 2 and3" I have seen this sort of fault before. This was traced to reinforcement bracket.** **In my case it was found that sometimes the spring loaded lever would pop out from its locating holds and jam up.** **I see the field Service Engineer ([redacted]) has asked to replace the 4 door latches. If the concern is with the reinforcement bracket it will hold the latch in the open position.** **Can you check with the retailer if the reinforcement brackets have been removed and checked?** **For reference the part number for the reinforcement bracket ([redacted]) just to show the part I am looking at.**	[redacted]	[redacted] 2015 [redacted]	Dialogue to [redacted]
[redacted] to update	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
Provide an update when available.	[redacted]	[redacted] 2015 [redacted]	Respond to [redacted]
[redacted] ([redacted]) has had us order and replace all (4) door latches, and has	[redacted]	[redacted]	Respond to

[redacted]

ordered [redacted] that are to be shipped to the dealership on [redacted]. The vehicle is currently awaiting the door handles to arrive. Please clarify if there are other parts that we are being asked to replace. Thank you, [redacted]		[redacted]	Helpdesk
Read what was written. Engineering states they have seen this concern and the causal part is the part number they provided, which is for reference only, so you know what part to inspect.	[redacted]	[redacted]	Respond to Dealer
Changed report status to 'Investigating'	[redacted]	[redacted]	Status Change
Status Change 'Parts delay' **Reason Statement**	[redacted]	01-SEP-2015 [redacted]	Red Flag update
installed all [redacted] and door handles per arden fse	[redacted]	01-SEP-2015 [redacted]	Respond to Helpdesk
Submit TA for closure if vehicle repair is completed and validated.	[redacted]	01-SEP-2015 [redacted]	Respond to Dealer
Changed report status to 'Investigating'	[redacted]	03-SEP-2015 [redacted]	Status Change
Status Change 'Retailer selecting incorrect status' **Reason Statement**	[redacted]	04-SEP-2015 [redacted]	Red Flag update
Kept report status 'Investigating'	[redacted]	04-SEP-2015 [redacted]	Status No Change
Kept report status 'Investigating'	[redacted]	08-SEP-2015 [redacted]	Respond to Helpdesk
TA was updated on [redacted] as follows: installed all [redacted] and door handles per arden fse d-lawr14 [redacted] Respond to Helpdesk If the vehicle is repaired, submit the TA for closure.	[redacted]	08-SEP-2015 [redacted]	Respond to Dealer
Changed report status to 'Investigating'	[redacted]	11-SEP-2015 [redacted]	Status Change
Status Change 'Lack of retailer information' **Reason Statement**	[redacted]	11-SEP-2015 [redacted]	Red Flag update
Vehicle has been repaired per instructions by [redacted] to replace all [redacted] latches and handles. [redacted] made to retailer to submit for closure, no response. Last update from retailer provided: installed all [redacted] and door handles per arden fsed-lawr14 [redacted] Respond to Helpdesk	[redacted]	16-SEP-2015 [redacted]	Closure request sent to [redacted]
Closure request.	[redacted]	16-SEP-2015 [redacted]	Closure
As we have details of the work completed and that the issue is fixed, we will accept closure of the case.	[redacted]	16-SEP-2015 [redacted]	Closure accepted by [redacted]

[redacted]

Quality Report : [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted]
[redacted]	[redacted] Petrol
TIS	4
[redacted]	
VOR	No
Repeat Repair	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Handle - Door Exterior RH Rear
Actual Part	Unknown
Condition	Corrupted
Outcome	No Fault Found
Part available for return?	N/A

Contact

Dealer Details	[redacted]
Country	[redacted]
Name	[redacted]
Phone	[redacted]
Email	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

Issue:customer complaint-right rear door came open while driving
Investigation:customer supplied a picture of the exterior door handle pulled out(with someone pulling it out)
Repair:I have operated the exterior door handle [redacted] now, and I was unable to duplicate customer concern, I have operated the interior door handle [redacted], unable to duplicate any issue. I drove the vehicle and pushed on the door...no problem found. I have removed the door panel, removed the speaker, and large inner (black plastic) innter door support...and have performed a visual inspection of the latch and handle assembly (have not removed either from the door). No problem found. I will also be submitting a techline case on this issue. Thank you, [redacted]

[redacted] View

Field Inspection Report [redacted] (Linked to TA : [redacted])

Closed

Vehicle

VIN	[redacted] (2015)
Model	[redacted]
Modifications:	No
Engine	[redacted] S/C [redacted] Petrol
TIS	3
[redacted]	
Location:	Dealer
Roadside Assist?	No
Repeat Repair	Yes
CRC Case	No
DTC's	

Details

Owner	apeters2
Reported	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Causal Part	Latch - Door Exterior Rear RH
Condition	Not operating
Outcome	Repaired

Visit Info

Technician Name:	[redacted]
Dealership:	[redacted]
Country	[redacted]
Visit Date:	[redacted]
Follow up Date:	
Request Type:	Product Investigation Request
Visit Type:	Technical Assistance

Misc

EWS Followed?:	Yes
FSE Required?:	Yes
Concern Verified?:	Yes
THL Required?:	Yes
Solution Confidence:	High

Customer Concern/ Comments

CUSTOMER STATES RIGHT REAR DOOR OPEN WHILE DRIVING THE LATCH WILL NOT HOOK BACK INTO PLACE .Also here for the [redacted] .

Dealer Diagnostic Process

when performing the [redacted] the software is saying its up to date and will not update it . have tried [redacted] different SDD with the same result . it is not listing the unknown update available software and only shows [redacted] and all are up to date .

FSE Diagnostic Process

Was able to duplicate complaint by pulling door handle down and out as a child would. Handles in rear would stick open. Due to repeat concerns instructed [redacted] to be installed with latest fixes and [redacted] are being sent from the [redacted] to address this issue. Verified software update in KVM was performed.

Solution

Replace [redacted] and handles with updated parts.

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted] / [redacted]
	[redacted] Petrol
TIS	6
[redacted]	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	Yes
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Alleged unintended door opening
Suspect Part	Module - Keyless Vehicle KVM / RFA
Condition	Corrupted
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted]
[redacted]	[redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

Customer states that the soft door close for the left rear door does not work. Guest states that he is not able to lock the car all of the time, and that while driving, the left rear door will state that it is open. When physically checked, the door is closed. The dome light will come on, and the message center will show the door as open. At times the vehicle will be locked, and the left rear door will unlock.

Detailed Diagnostics

Guest was in for a similar complaint previously, where the door would super lock, and access was not obtainable from inside or outside the vehicle. At that visit it was discovered that the KVM was an [redacted] hardware , and that [redacted] had been performed prior to the release of the manual patch to correct [redacted] issues. Performed KVM software update with manual patch, which then allowed access to the vehicle, and no further faults were discovered. At that time it was presumed that the [redacted] performed previously had actually failed, and that the KVM update was successful after the manual patch was obtained. [redacted] have passed since the last visit. Connected SDD and checked fault codes. None stored related to vehicle locking. Checked alarm history, and found [redacted] [redacted] triggered by me [redacted] None previous. Performed network integrity test and found software level as follows:

VM_ECU_SW_PN: [redacted]-AG
VM_ECU_SW_2_PN: [redacted]-[redacted]-BA
ECU_MAIN_CAL_PN: [redacted]-AB

Attempted update of KVM and found to be at most current production level. Attempted KVM on demand self test, and test was "unable to complete". Please advise.

Dialogue

[redacted] [redacted] [redacted] Respond to [redacted] Dealer

Your request for assistance has been received; please review the repair guidance below. Once

complete please ensure you update the Technical Assistance "TA" Request with your findings

within the next 24 hours.

If your issue has been resolved, you are required to Close out the TA using the Closure

Requested Tab within the TA, completing all the applicable fields.

laqn replace the door latch assembly and have aprts hold it for return

Changed report status to 'Waiting for parts' [redacted] [redacted] Status [redacted] Change

[redacted]

Installed door latch assembly. Parts holding for warranty return. Vehicle operating as designed.	[redacted]	[redacted]	Close Request
Please re-open. Vehicle finally went into fault condition, after door latch replacement.	[redacted]	[redacted]	Closure
Video of event attached.	[redacted]	[redacted] 2015 [redacted]	Dialogue to Helpdesk
Does the door actually open by itself or you are just getting the message displayed?.	[redacted]	09-OCT-2015 [redacted]	Respond to Dealer
[redacted] I called [redacted] your number and the dealership and was sent to voice mail [redacted] you are getting a door open message then replace the front and rear door modules and retest.	[redacted]	09-OCT-2015 [redacted]	Dialogue to Dealer
Apologize for the delay and missed calls. I am indeed getting a door open message. As discussed in our previous phone conversation, I checked the wiring integrity at the handle connection and see no external faults. Also experiencing a loss of soft close function intermittently. Ordering [redacted]'s side front and rear door modules.	[redacted]	09-OCT-2015 [redacted]	Respond to Helpdesk
As per your phone conversation with [redacted]: 1.check the wiring to the handle and the handle operation itself before replacing the door modules.	[redacted]	14-OCT-2015 [redacted]	Respond to Dealer
Changed report status to 'Investigating'	[redacted]	14-OCT-2015 [redacted]	Status Change
Urgent Message From The [redacted] Technical HelpLine **We have not received any feedback from you regarding the latest status of this TA case.** 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.	[redacted]	[redacted]	Dialogue to Dealer
Changed report status to 'Waiting for parts'	[redacted]	[redacted]	Status Change
found nothing overtly wrong with wiring or handle. Door modules were ordered, however the incorrect module arrived. Overnighted correct part, will advise with results [redacted] Parts are VOR>	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
After inspecting and ensuring no obvious faults were present with the wiring and harness, [redacted]'s side door modules were replaced and programmed to current software production level. The fault has not occurred since. Request closure unless there are any specific tests that you can recommend to ensure the repair is complete. [redacted]	[redacted]	20-OCT-2015 [redacted]	Close Request
After inspecting and ensuring no obvious faults were present with the wiring and harness, [redacted]'s side door modules were replaced and programmed to current software production level. The fault has not occurred since. Request closure unless there are any specific tests that you can recommend to ensure the repair is complete. [redacted]	[redacted]	[redacted]	

[redacted]

[redacted] View

[redacted]

[redacted]

Close Request

Details for Technical Assistance:

Closed - With Dealer

Vehicle

VIN	( )
Model	
	Petrol
TIS	16
Miles/KM	Miles
VOR	Yes
Roadside Assist?	Yes
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	
Total Time	
Job Card Date:	
Symptom	Door difficult to close
Suspect Part	Latch - Door Exterior Front LH
Condition	Not operating
Outcome	
Diagnostic tool used	

Contact

Name	
Phone	
Email	
Dealer Details	,
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

customer states drivers door will not stay closed

Detailed Diagnostics

door latch not holding door closed, door latches and date codes are to early.Does the date code in this ssm apply to us spec vehicles?If so should we install the latch regardless and get the vehicle back on the road?

Dialogue

You still have to go by the date code so if these latches are early then you need to get new ones.		2015	Respond to Dealer
can you attach photos of the date code on the new latch and the bag it came in and also a copy of the order number?.		2015	Dialogue to Dealer
Changed report status to 'Investigating'		2015	Status Change
Kept report status 'Investigating'		2015	Status No Change
Kept report status 'Investigating'		2015	Status No Change
You still have to go by the date code so if these latches are early then you need to get new ones. Respond to Dealer		2015	From
can you attach photos of the date code on the new latch and the bag it came in and also a copy of the order number?. Dialogue to Dealer		2015	From
Changed report status to 'Investigating' Status Change		2015	From
Kept report status 'Investigating'		2015	From

[redacted]
Status No Change

Kept report status 'Investigating' [redacted] [redacted] Status No Change	[redacted]	[redacted] 2015 [redacted]	From [redacted]
spoke with service manager and he states that they replaced the drivers door latch and released vehicle til the correct parts arrive.	[redacted]	[redacted] 2015 [redacted]	From [redacted]
request to close T/A spoke with service manager and he states tha they replaced the drivers door latch and released vehicle till the correct parts arrive.	[redacted]	[redacted] 2015 [redacted]	Closure
[redacted] closed case	system	[redacted] 2015 [redacted]	From [redacted]

[redacted]

Quality Report : [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
[redacted]	[redacted] Petrol
TIS	16
Miles/KM	[redacted] Miles
VOR	No
Repeat Repair	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Front LH
Actual Part	Unknown
Condition	Broken
Outcome	Given advice
Part available for return?	N/A

Contact

Dealer Details	[redacted], [redacted] [redacted]
Name	[redacted]
Phone	[redacted]
Email	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

Front door will not latch. found faulty door latch. Latch is on back order performing EPQR per [redacted]

[redacted]

Details for Technical Assistance:

Closed - With

Vehicle

VIN	( )
Model	Petrol
TIS	3
Miles/	Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	
Total Time	
Job Card Date:	
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Unknown
Condition	
Outcome	
Diagnostic tool used	

Contact

Name	
Phone	
Email	
Details	,
Country	
Alternative Vehicle?	Not Required

Customer Concern/ Comments

rear doors take several attempts to close

Detailed Diagnostics

sdd checked door operation.noticed when using keyless entry duplicated fault.

Dialogue

called back. Left message on 's voicemail to have call us back. — From

The tech called back left message. called back. He stated that the rear doors only has the issue when it is opened passively. The rear door don't latch. advised to compare it with a like vehicle. will research the issue and follow up with the tech. — From

called back, advised the tech to take a video of the issue and attach it to the TA or email it to the HelpLine. — From

Attached received file to . will forward to — From

called back. Advised the tech to order rear door latches. Enter the PRR information in the TA. — From

Name
Address
Parts Manager's Name
Parts manager's email
Parts Manager's direct phone
RO#
Line #
Part #(s)

called back. Advised the tech to order rear door latches. Enter the PRR information in the TA. — Respond to

Name
Address
Parts Manager's Name
Parts manager's email
Parts Manager's direct phone
RO#
Line #
Part #(s)

[redacted] View

Changed report status to 'Investigating'	[redacted]	27-JAN-[redacted]	Status Change
[redacted] called back, spoke with [redacted]. He is going to check if the rear door [redacted] arrived. The customer took the vehicle. [redacted] advised to fill in the PRR info on the TA. Call us back to let us know when the vehicle is returning.	[redacted]	[redacted]	From CATS
Kept report status 'Investigating'	[redacted]	[redacted]	Status No Change
[redacted] called back, spoke with [redacted]. He is going to check if the rear door [redacted] arrived. The customer took the vehicle. [redacted] advised to fill in the PRR info on the TA. Call us back to let us know when the vehicle is returning.	[redacted]	[redacted]	Dialogue to Dealer
Kept report status 'Investigating'	[redacted]	[redacted]	Status No Change
Kept report status 'Investigating'd-ali3 [redacted] Status No Change	[redacted]	[redacted]	From CATS
[redacted] The tech entered the info: [redacted]	[redacted]	03-FEB-[redacted]	From CATS
Kept report status 'Investigating'	[redacted]	03-FEB-[redacted]	Status No Change
[redacted]	[redacted]	03-FEB-[redacted]	Respond to Helpdesk
The tech ordered [redacted] door [redacted], the customer took the vehicle.	[redacted]	[redacted]	From CATS
Closed by the HelpLine. The tech ordered [redacted] door [redacted], the customer took the vehicle. Your report has been closed by the helpdesk (Awaiting vehicle return). You may re-open this report for [redacted] by viewing it from the closed tab and selecting re-open.	[redacted]	[redacted]	Closure
CATS closed case	system	28-FEB-[redacted]	From CATS

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
Engine	[redacted] Petrol
TIS	9
Miles/[redacted]	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Unknown
Condition	
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
Country	[redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

CUST CAME IN ON [redacted] LEFT DOOR WILL NOT CLOSE OPENED WHILE DRIVING

Detailed Diagnostics

ADVISE TO WAIT TILL [redacted]. ON [redacted] [redacted] S/W WAS AVAIL UPON REQUESTING SOFTWARE "NO SOFTWARE REQUIRED" WAS PRESENT. WE RAN THE SOFTWARE ANYWAYS ON [redacted] [redacted] I CREATED SESSION WITH PHOTO OF SOFTWARE UNDER NETWORK INTEGRITY. I AM ALSO PRESENT YOU WITH A PHOTO OF A DDW OF ANOTHER VEHICLE THAT DID NEED SOFTWARE AND THE QUESTION IS DID THAT CAR GET AN UPDATE WITH CORRECT SOFTWARE OR DID IT JUST GET AN UPDATE TO THE LASTEST IN SDD?????

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Programming concern is under investigation. Please hold vehicle until otherwise instructed. Respond to this TA and acknowledge receipt of instruction to hold vehicle.	[redacted]	[redacted] [redacted]	Respond to Dealer
Service Alert [redacted] just released. This vehicle had [redacted] KVM hardware, and software did update. You can release this vehicle. Submit TA for closure.	[redacted]	[redacted] [redacted]	Dialogue to Dealer
are you saying [redacted] has the correct software and can be released??	[redacted]	[redacted] [redacted]	Respond to Helpdesk
I'm saying, as is also stated in [redacted], the software programming completed successfully and vehicle can be released.	[redacted]	[redacted] [redacted]	to Dealer
SORRY FOR THE CONFUSION BUT THIS VEHICLE IS A CRC CASE [redacted]	[redacted]	[redacted]	to

[redacted] View

ON THE VERGE OF BUYBACK AND THE SOFTWARE ORIGINALLY NEVER INDICATED THAT AN UPDATE WAS AVAILABLE BUT WE FLASHED IT ANY WAY. THE [redacted] I STATED ORIGINALLY THE VEHICLE CAME IN WITH A LATCH NOT CLOSING AFTER THE SOFTWARE BUT NOT IMMEDIATLY THE LEFT FRONT STARTED TO FUNCTION PROPERLY. DOES THAT LATCH NEED TO BE REPLACED OR WILL THE SOFTWARE FIX EVERTYHING. THANKS [redacted]		[redacted]	Helpdesk
Can only see that the software updated with [redacted], not sure of the timing of the latch not functioning. If it failed to function properly after flashing KVM with [redacted], would replace the latch.	[redacted]	[redacted]	Respond to Dealer
REPLACED LATCH AND RELEASED VEHICLE	MULRY [redacted]	[redacted]	Close Request
Closure accepted.	[redacted]	[redacted]	Closure

[redacted]

Quality Report : [redacted]

Closed - With Helpdesk

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
[redacted]	Petrol
TIS	8
Miles/KM	5200 Miles
VOR	No
Repeat Repair	No
[redacted] **Case**	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Unknown
Actual Part	Unknown
Condition	Unknown
Outcome	Vehicle not available
Part available for return?	N/A

Contact

Dealer Details	[redacted]
Country	[redacted]
Name	[redacted]
Phone	[redacted]
Email	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

Issue:[redacted] case.....Customer stated his daughter was driving the vehicle down the street from their house. Customer stated she was at the corner turning right and
the door flew open. Customer states that luckily she had her seat belt on, that was the only thing that kept her from falling out the vehicle. Customer states she had to hold the door shut to get the car home. Customer states he bungee corded the door shut and had it towed to the retailer.

Investigation:[redacted]
Repair:[redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted] / [redacted]
	[redacted] Petrol
TIS	13
Miles/	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Door difficult to close
Suspect Part	Latch - Door Exterior Front LH
Condition	
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
Country	[redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

customer states that the left front door will not latch closed.

Detailed Diagnostics

verified customer concern. found recall [redacted] for this concern but no information available yet. is there anything we can do other than replacing the latch at this time?

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. ***Please refer to*** [redacted]	[redacted]	29-JUN-2015 [redacted]	Respond to Dealer
replacing latch	[redacted]	30-JUN-2015 [redacted]	Close Request
replacing latch j-[redacted] [redacted] Close Request	[redacted]	30-JUN-2015 [redacted]	Closure

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted] / [redacted]
Engine	[redacted] Petrol
TIS	[redacted]
Miles/	[redacted] Miles
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Linkage / Cable Rear LH
Condition	Inaccurate
Outcome	Reprogrammed (SW upload)
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
Country	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

[redacted] vehicle door will not latch.

Detailed Diagnostics

Run SDD with [redacted] [redacted], all file are up to date. [redacted] will not come up in campains. Can we do recall and what module or modules need to be updated?

Dialogue

[redacted] the campaign is not active yet as per service alert [redacted]. Is there anything physically wrong with the vehicle?.	[redacted]	[redacted] 13:44	Respond to Dealer
No, owner just will not drive vehile until recall is completed, we also have another vehicle like this.	[redacted]	[redacted] [redacted]	Respond to Helpdesk
Was the customer notified by mail of this condition?.	[redacted]	[redacted] [redacted]	Respond to Dealer
This customer had the right front door actually open up on them while they were driving. The other vehicle that we have, [redacted]. had their right front door open [redacted] while driving.	[redacted]	[redacted] [redacted]	Respond to Helpdesk
Replace the latch assembly but they will have to wait for the software update to be released on the tool.	[redacted]	[redacted] [redacted]	Respond to Dealer
Changed report status to 'Waiting for parts'	[redacted]	[redacted] [redacted]	Status Change
[redacted] just came out, only kvm is to be reprogramed, no latches are to be replaced. programed kvm as per recall, please close case.	[redacted]	[redacted] [redacted]	Close Request
[redacted] just came out, only kvm is to be reprogramed, no latches are to be replaced. programed kvm as per recall, please close case. g-nettl2 [redacted] Close Request	[redacted]	[redacted] [redacted]	Closure

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
Engine	[redacted] Petrol
TIS	6
Miles/KM	8343 Kilometres
VOR	Yes
Roadside Assist?	Yes
Repeat Repair	Yes
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Front LH
Condition	Not operating
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

Driver's door will not close

Detailed Diagnostics

Note: driver's door latch and driver's rear door latch have [redacted] been replaced previously. Driver's door striker was also adjusted at last visit to resolve a non-latch issue with the L.F door.

Verified that driver's door will not latch. Checked for associated bulletins / SSMs, none found. (Bulletin [redacted] is applicable to [redacted]) Checked for stored DTCs, no related faults stored. Removed driver's door panel for access, checked release cables(good),removed latch and checked function. Latch will not hold pre-latched (soft close) or fully closed position. Checked and verified claw signal at door latch (connector [redacted] [redacted]), pawl signal ([redacted] [redacted]) and ground ([redacted]).

p.s.
Customer has asked if non soft-close style latches can be fitted to vehicle.

Dialogue

No we do not support changing the spec of the vehicle by changing to non soft close latches.If you have confirmed that the soft close motor and cable are not the cause and the latch is not functioning correctly disconnected and out of the vehicle than it has to be a faulty latch assembly.Is there any water ingress into the unit?. [redacted] Respond to Dealer	[redacted]	[redacted] - [redacted]	From CATS
Checked for water ingress water ingress into the unit, none seen, and the soft-close motor and cable are working correctly. [redacted] Respond to Helpdesk	[redacted]	[redacted] - [redacted]	From CATS
No we do not support changing the spec of the vehicle by changing to non soft close latches.If you have confirmed that the soft close motor and cable are not the cause and the latch is not functioning correctly disconnected and out of the vehicle than it has to be a faulty latch assembly.Is there any water ingress into the unit?.	[redacted]	[redacted] - [redacted]	Respond to Dealer
Checked for water ingress water ingress into the unit, none seen, and the soft-close motor and cable are working correctly.	[redacted]	[redacted] - [redacted]	Respond to Helpdesk
Then if the latch is faulting replace it.	[redacted]	[redacted] -	Respond to

[redacted]

		[redacted]	Dealer
Changed report status to 'Waiting for parts'	[redacted]	24-SEP-[redacted]	Status Change
Kept report status 'Waiting for parts'	[redacted]	26-SEP-[redacted]	Status No Change
Have the parts arrived yet?. [redacted] [redacted] Dialogue to Dealer	[redacted]	[redacted]-SEP-[redacted]	From CATS
Have the parts arrived yet?.	[redacted]	[redacted]-SEP-[redacted]	Dialogue to Dealer
Hi [redacted], Please excuse the delay in replying, the Driver's door latch has been installed and tested and is working correctly. The part came in and the installation was completed [redacted] Thank you for the help. r-[redacted] [redacted] Close Request	[redacted]	[redacted]-SEP-[redacted]	From CATS
Hi [redacted], Please excuse the delay in replying, the Driver's door latch has been installed and tested and is working correctly. The part came in and the installation was completed [redacted] Thank you for the help.	[redacted]	[redacted]-SEP-[redacted]	Close Request
request to close T/A vehicle repaired.	[redacted]	[redacted]-SEP-[redacted]	Closure
CATS closed case	system	[redacted]-SEP-[redacted]	From CATS

[redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
Engine	[redacted] Petrol
TIS	17
Miles/KM	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	Yes
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Front LH
Condition	Corrupted
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], Tom [redacted] Jaguar Inc
Country	[redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

Drivers door will not latch closed.

Detailed Diagnostics

Verified door will not latch. Vehicle came in [redacted] with this issue. Was able to reset drivers door by removing fuse #32 in CJB. Condition returned [redacted] and owner is very upset.

Is ther a work around untill the software for campaign [redacted] is avaliable?

Dialogue

There is no current work around for this the software should be out on the next patch no ETA as of yet.	[redacted] [redacted]	[redacted] [redacted]	Respond to Dealer
We will have to hold vehicle untill update is available. Thanks.	[redacted]	[redacted] [redacted]	Close Request
request to close T/A	[redacted] [redacted]	[redacted] [redacted]	Closure
Performed software update to KVM per campaign [redacted]. This did not correct the door latch concern. Drivers door latch stays in open position. I have ordered a replacement latch assy.	[redacted]	[redacted] [redacted]	Respond to Helpdesk
Provide the session folder where KVM software was updated.	[redacted]	[redacted] 15:02	Respond to Dealer
The update was performed by another technician as I was out of town [redacted] The session file from [redacted] is now attached.	[redacted]	[redacted] [redacted]	Respond to Helpdesk
If you perform a software update on the KVM now, with [redacted] installed, and it states update not available, software is at the latest level, then you will need to diagnose the faulty latch.	[redacted]	[redacted] [redacted]	Respond to Dealer
Replaced faulty latch and verified proper operation.	[redacted]	[redacted] [redacted]	Close Request
Closure accepted.	[redacted]	[redacted] [redacted]	Closure

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
[redacted]	Petrol
TIS	11
Miles/ [redacted]	Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Front RH
Condition	Broken
Outcome	Repaired
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted] [redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

doing this ta per [redacted], customer came in with right front door not latching and recall [redacted]

Detailed Diagnostics

performed recall [redacted] and passengers front door will still not latch, will need latch replaced. doing this ta per [redacted], anything else i should look at before replacing latch?

Dialogue

[redacted] go ahead and replace the latch assembly but have parts hold the old one for return.I will need the following information RO# Part# Line# Parts Managers name: Email: Phone#	[redacted]	[redacted] [redacted]	Respond to Dealer
[redacted] [redacted] C [redacted] [redacted] [redacted]	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
[redacted] if the vehicle is repaired then submit the close request.Thanks.	[redacted]	[redacted] 2015 [redacted]	Respond to Dealer
vehicle repaired	[redacted]	01-SEP-2015 [redacted]	Close Request
request to close T/A vehicle repaired.	[redacted]	01-SEP-2015 [redacted]	Closure

White Alert Dialogue

Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]

[redacted]

[redacted] View

Parts request made [redacted] [redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
[redacted]	Petrol
[redacted]	
Miles/ [redacted]	Miles
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Rear RH
Condition	Not operating
Outcome	
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted] [redacted] [redacted]
Alternative Vehicle?	

Customer Concern/ Comments

CUSTOMER STATES PASSENGER REAR DOOR SOFT CLOSE DOES NOT WORK SOMETIMES.

Detailed Diagnostics

Have been unable to duplicate concern. vehicle is in for [redacted] soft door close update but states door is open when driving. customer states does not latch when closing. found [redacted] want to make sure does not apply and software is to correct operation as well.

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. [redacted] check that there are no updates for the KVM then replace the door latch and retest.If this fixes the vehicle hold the latch for return.	[redacted] [redacted]	[redacted] [redacted]	Respond to Dealer
we have not duplicated the concern. Would you still like us to replace the latch and check kvm for update?	[redacted]	[redacted] 2015 [redacted]	Respond to Helpdesk
Yes to avoid a safety issue.	[redacted] [redacted]	[redacted] 2015 [redacted]	Respond to Dealer
replaced and tested several times working from inside and out vehicle released to customer.	[redacted]	09-OCT-2015 [redacted]	Close Request
[redacted] can you hold the latch for return?. Please supply the following information. RO# Parts# Line# Parts Managers name: Email:	[redacted] [redacted]	09-OCT-2015 [redacted]	Closure

[redacted]

[redacted] View

Phone#
Dealer address.

RO[redacted] [redacted] [redacted] Close
Parts# [redacted] [redacted] Request
Line#f
Parts Managers name:[redacted]
Email: [redacted]
Phone[redacted]
Dealer address.28701 [redacted]

---

request to close T/A vehicle repaired. [redacted] [redacted]

[redacted]

Quality Report : [redacted]

Closed - With Helpdesk

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted] / [redacted]
	[redacted] Petrol
TIS	11
	[redacted]
VOR	No
Repeat Repair	No
[redacted] **Case**	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Symptom	Door difficult to close
Suspect Part	Unknown
Actual Part	Unknown
Condition	Unknown
Outcome	Vehicle not available
Part available for return?	N/A

Contact

Dealer Details	[redacted]
Country	[redacted]
Name	[redacted]
Phone	
Email	
Alternative Vehicle?	

Customer Concern/ Comments

[redacted] case.....The customer was driving on the [redacted]. The door behind the passenger seat opened. The customer had to pull over and close the door. It was a sunny day.....[redacted] note: Info only. Car has not been brought to a dealer yet.

[redacted]

Details for Technical Assistance: [redacted]

Closed - With [redacted]

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted] / [redacted]
Engine	[redacted] Petrol
TIS	[redacted]
Miles/	[redacted] Miles
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Alleged unintended door opening
Suspect Part	Unknown
Condition	
Outcome	Adjustment
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
[redacted] **Details**	[redacted], Frankel Cadillac Corp
Country	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

Customer states [redacted] fromt doors open partially and close when driving.

Detailed Diagnostics

I have not duplicated the concern.
I am reporting the concern due to the nature of the concern.
I checked to make sure [redacted] was performed and the correct software was listed [redacted]

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the [redacted].

[redacted] [redacted] Respond to [redacted]

1) What did the customer experience when the doors partially opened and closed? Was it all doors? Was it just the soft lock disengaging. Did the customer open and close the door to make the fault stop. Obtain more information from the customer as to what conditions where present when the alleged fault occurred and what door(s) where involved. Thanks.

2) There is nothing relevant in the session file.

---

spoke with customer. Front doors only, random left or right , never [redacted] [redacted] Respond to
doors at same time, No" Door Open" message when it happens, [redacted] Helpdesk

The way it was descibed it sounds like soft close releases and recinches. customer does not touch doors it does it once and stops (Doors do not cycle)

---

1)Try to duplicate the fault. Attach a current session to the TA. Thanks. [redacted] [redacted] Respond to [redacted]

I have tried to duplicate faults. Customer states it is random. [redacted] [redacted] Respond to
The session I sent was from [redacted] [redacted] Helpdesk
Do you see something different?

Nothing relevant in the session. [redacted] [redacted] Respond to [redacted]

[redacted]

[redacted] View

Changed report status to 'Investigating' Additonal Information: test driving vehicle.	[redacted]	25-APR-[redacted]	Status Change
Kept report status 'Investigating' Additonal Information: test driving vehicle.	[redacted]	26-APR-[redacted]	Status No Change
Could not duplicate concern on multiple attempts As per conversation with [redacted] , I moved strikers of [redacted] doors in 2mm released vehicle to customer.	[redacted]	[redacted]-[redacted]	Close Request
Could not duplicate concern on multiple attempts As per conversation with [redacted] , I moved strikers of [redacted] doors in 2mm released vehicle to customer. I-kedzie [redacted] Close Request	[redacted]	[redacted]-[redacted]	

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
[redacted]	Petrol
TIS	[redacted]
Miles/[redacted]	[redacted] Miles
VOR	Yes
Roadside Assist?	Yes
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Door difficult to close
Suspect Part	Unknown
Condition	
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted] [redacted]
Alternative Vehicle?	Hire Car

Customer Concern/ Comments

customer states that the passenger front door wont close.

Detailed Diagnostics

verified concern. door latch does not lock into latched position. campaign [redacted] has no supporting documentation at this time. shall i proceed with normal diagnostics or is a known fix available for this concern? thank you. [redacted]

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the [redacted] [redacted]. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Make sure the RF door stricker is adjusted correctly so that [redacted] are activated when the stricker hit the center of the latch. They can be monitored on datalogger.	[redacted]	23-JUN-2015 [redacted]	Respond to Dealer
Changed report status to 'Investigating'	[redacted]	23-JUN-2015 [redacted]	Status Change
internal door latch not locking latch into place. replaced latch. operation normal.	[redacted]	[redacted] 2015 [redacted]	Close Request
internal door latch not locking latch into place. replaced latch. operation normal. j-grav22 [redacted] Close Request	[redacted]	[redacted] 2015 [redacted]	Closure

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
Engine	[redacted] Petrol
TIS	[redacted]
Miles/	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	[redacted]

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Rear RH
Condition	
Outcome	Repaired
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted] [redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

guest states that the passenger rear door will not latch. also the drivers rear door will not open. [redacted] are intermittant

Detailed Diagnostics

scannde with sdd. found fault code [redacted] in the rfa module. right rear latch clutch switch. everything is operating correctly at this time. seen vehichle had [redacted] recall but no documentation available. wondering if there is a future repair that will be needing to be performed.

Dialogue

the [redacted] is for a software download that is not available yet.If the latch has faulted and is replaced it could still fail to latch till the download is also done but not likely as the new latches are more robust.	[redacted] [redacted]	[redacted] [redacted]	Respond to Dealer
So should I replace the rear latches at this point or shall we wait for software.	[redacted]	[redacted] [redacted]	Respond to Helpdesk
Replace any latch that has failed.	[redacted] [redacted]	[redacted] [redacted]	Respond to Dealer
I have replaced [redacted] door latches per the customer concern. I drove the vehichle and had no further issues. vehichle is being released back to guest	[redacted]	[redacted] [redacted]	Respond to Helpdesk
Ok just submit the close request so I can close the T/A.	[redacted] [redacted]	[redacted] [redacted]	Respond to Dealer
replacde [redacted] door latches	[redacted]	[redacted] [redacted]	Close Request
request to close T/A vehicle repaired.	[redacted] [redacted]	[redacted] [redacted]	Closure

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
[redacted]	Petrol
TIS	[redacted]
Miles/[redacted]	[redacted] Miles
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Latch - Door Exterior Front LH
Condition	Inaccurate
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
[redacted]	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

Customer states the drivers door comes open while driving.

Detailed Diagnostics

Latch working at this time, latch was replaced [redacted] and [redacted] was done [redacted]. We had another issue like this and all latches were replaced at the same time. What is the correct repair at this time?

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the [redacted] [redacted].	[redacted]	[redacted] [redacted] [redacted]	Respond to Dealer
If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields.			
Have you duplicated the customer concern during a road test?			
Can't duplicate at this time on road test.	[redacted]	[redacted] [redacted] [redacted]	Respond to Helpdesk
Please replace the left side front door latch. Continue to monitor operation through testing. Update TA with findings	[redacted]	[redacted] [redacted] [redacted]	Respond to Dealer
Part is order and should be here [redacted]	[redacted]	[redacted] [redacted] [redacted]	Respond to Helpdesk
The information required is: 1. SAP Order # 2. [redacted] # on order 3. Method of shipping i.e. Critical Parts Order, Stock Order, VOR Order.	[redacted]	[redacted] [redacted] [redacted]	Respond to Dealer
SAP[redacted] Part[redacted] Stock	[redacted]	[redacted] [redacted] [redacted]	Respond to Helpdesk

[redacted] View

Thank you, Please update After install.	[redacted]	[redacted]	Respond to Dealer
L/F door latch installed [redacted] Functions correctly, returning to owner, please close case.	[redacted]	[redacted]	Close Request
L/F door latch installed [redacted] Functions correctly, returning to owner, please close case. g-[redacted] [redacted] Close Request	[redacted]	[redacted]	

White Alert Dialogue

Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Parts request made	[redacted]	[redacted]

[redacted]

Quality Report : [redacted]

Closed - With Helpdesk

Vehicle

VIN	[redacted])
Model	[redacted]
[redacted]	[redacted] Petrol
TIS	9
Miles/KM	10900 Miles
VOR	No
Repeat Repair	No
[redacted] **Case**	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Symptom	Door difficult to close
Suspect Part	Unknown
Actual Part	Unknown
Condition	Unknown
Outcome	Repaired
Part available for return?	N/A

Contact

Dealer Details	[redacted], [redacted]
Country	[redacted]
Name	[redacted]
Phone	
Email	
Alternative Vehicle?	

Customer Concern/ Comments

[redacted] case.....The customer states that he was driving straight ahead at slow speeds in a parking lot when the passenger side door opened on its own. The customer stated that no warning indicators were illuminated and he heard no noises. The customer contacted the retailer who sent out a service representative who picked up the vehicle and took it in for service. The retailer diagnosed the door latch as having an internal failure, replaced it and returned the vehicle to the customer. The also mentioned that a "[redacted]" prior he was turning off of a highway in [redacted] travelling at [redacted] when he felt the driver's side begin to open, however then stopped and closed itself, presumably due to the soft door close feature.....[redacted] note: Car is back with customer. Dealer repaired it by replacing latch.

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted] / [redacted]
Engine	[redacted] Petrol
TIS	0
Miles/KM	499 Kilometres
VOR	No
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	[redacted]

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	
Symptom	Easy entry/exit not operating as expected
Suspect Part	Latch - Door Exterior Rear RH
Condition	Not operating
Outcome	Repaired
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted]
[redacted]	[redacted]
Alternative Vehicle?	

Customer Concern/ Comments

Passenger side door shows open on dash and car will not lock

Detailed Diagnostics

when fault on car we also found drivers seat inop,rear passenger door lamp inop, active seat belt inop, climate control for seat inop. no feed omn lin bus
Noter fault codes [redacted] not on list

Dialogue

called tech and was sent to [redacted] mail.left message for tech to call back.	[redacted] [redacted]	[redacted] [redacted] [redacted]	Respond to Dealer
Found poor ground i-drape1 [redacted] Close Request	[redacted] [redacted]	[redacted] [redacted] [redacted]	From CATS
Found poor ground	[redacted] [redacted]	[redacted] [redacted] [redacted]	Close Request
request to close T/A vehicle repaired.	[redacted] [redacted]	[redacted] [redacted] [redacted]	Closure
CATS closed case	system	[redacted] [redacted] [redacted]	From CATS

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted] / [redacted]
Engine	[redacted] Petrol
TIS	15
Miles/KM	[redacted] Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	01-JUL-2015
Symptom	No Door Latching Exterior Door is Closed
Suspect Part	Unknown
Condition	
Outcome	Repaired
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], [redacted] [redacted] [redacted]
Alternative Vehicle?	Courtesy Car

Customer Concern/ Comments

customer states driver door opened while driving and will not close

Detailed Diagnostics

verified concern driver front door will not latch closed. inspected door latch found it stuck in open position. vehicle does have open recall [redacted] for this concern.

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next [redacted]. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. ***Please refer to*** [redacted]	[redacted]	02-JUL-2015	Respond to [redacted] Dealer
REPLACED DOOR LATCH OK AT THIS TIME	[redacted]	06-JUL-2015	Respond to [redacted] Helpdesk
Please request closure of the TA	[redacted]	06-JUL-2015	Respond to [redacted] Dealer
REPLACED DOOR LATCH OK AT THIS TIME	[redacted]	[redacted]	Close [redacted] Request
REPLACED DOOR LATCH OK AT THIS TIME [redacted] [redacted] Close Request	[redacted]	[redacted]	Closure [redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] (2015)
Model	[redacted]
[redacted]	Petrol
TIS	10
Miles/KM	10738 Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Alleged unintended door opening
Suspect Part	Latch - Door Exterior Rear RH
Condition	Inaccurate
Outcome	Replaced Component
Diagnostic tool used	

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted], TT of [redacted]
Country	[redacted]
Alternative Vehicle?	Not Required

Customer Concern/ Comments

Customer states R/R door will open on its own while driving. Child locks are enabled due to grandson being in back seat.

Detailed Diagnostics

Unable to verify customer concern. Ran vehicle for faults, found code [redacted] right rear latch clutch switch - signal stuck low. Checked for short to ground on [redacted] and found wiring shorted inside passenger side b-pillar. Also found wire c8pk[redacted] shorted in same area. Could either of these wires cause the door to open on its own.

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Please perform wiring repair and replace the RR door latch assembly	[redacted]	23-DEC-2015 [redacted]	Respond to Dealer
Changed report status to 'Waiting for parts'	[redacted]	23-DEC-2015 [redacted]	Status Change
Urgent Message From The [redacted] Technical HelpLine **We have not received any feedback from you regarding the latest status of this TA case.** 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.	[redacted]	28-DEC-2015 [redacted]	Dialogue to Dealer

[redacted]

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

Urgent Message From The [redacted] HelpLine

[redacted] | 30-DEC-2015 [redacted] | Dialogue to Dealer

We have not received any feedback from you regarding the latest status of this TA case.

1. If you still require assistance, please respond to the TA providing the latest update.
2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure.

Your co-operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.

Based on your most recent update to this TA, you have indicated that this vehicle cannot be repaired due to awaiting parts. **Based on the number of days this TA has been open with the [redacted] HelpLine, we require you to provide us with parts order details.**

[redacted] | [redacted] 2015 [redacted] | Dialogue to Dealer

This information can be provided by your retailer Parts Specialist or Parts Manager. **Once known, please access the specific TA, selecting the Awaiting parts status at that time you will be prompted to enter the details in the applicable data fields.**

The information required is:

1. **SAP Order #**
2. **[redacted] # on order**
3. **Method of shipping i.e. Critical Parts Order, Stock Order, VOR Order.**

[redacted],
The information required is:

[redacted] | [redacted] | Dialogue to Dealer

1. **SAP Order #**
2. **[redacted] # on order**
3. **Method of shipping i.e. Critical Parts Order, Stock Order, VOR Order.**

Changed report status to 'Investigating'
Additonal Information: Part is here and going to be installed [redacted]
Customer has left vehicle for extended period of time due to them being out of town.

[redacted] | [redacted] | Status Change

Thank you. Update TA with findings.
Also
Please refer to Parts Return Request below and action as required
[redacted]

[redacted] | [redacted] | Dialogue to Dealer

Replaced latch and repaired wiring. Test drove vehicle. Vehicle performing as designed. I dont see any parts return request in the TA as requested

[redacted] | [redacted] | Close Request

Please provide parts return information in critical concern dialog.

[redacted] | [redacted] | Closure

Changed report status to 'Investigating'

[redacted] | [redacted] | Status Change

[redacted]

[redacted] View

CLOSURE	[redacted]	[redacted]	Close Request
CLOSURE [redacted] [redacted] Close Request Replaced latch and repaired wiring. Test drove vehicle. Vehicle performing as designed. I dont see any parts return request in the TA as requested [redacted] [redacted] Close Request	[redacted]	[redacted]	

White Alert Dialogue

Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Please refer to Parts Return Request below and action as required	[redacted]	[redacted]
Parts request made	[redacted]	[redacted]

[redacted]

Details for Technical Assistance: [redacted]

Closed - With Dealer

Vehicle

VIN	[redacted] ([redacted])
Model	[redacted]
[redacted]	[redacted] Petrol
TIS	11
Miles/ [redacted]	Miles
VOR	Yes
Roadside Assist?	No
Repeat Repair	No
Modifications:	No
CRC Case	No
DTC's	

Details

Reported	[redacted]
Total Time	[redacted]
Job Card Date:	[redacted]
Symptom	Exterior door handle is broken
Suspect Part	Handle - Door Exterior LH Rear
Condition	Factory Damage
Outcome	
Diagnostic tool used	SDD

Contact

Name	[redacted]
Phone	[redacted]
Email	[redacted]
Dealer Details	[redacted]
[redacted]	
Alternative Vehicle?	Unknown

Customer Concern/ Comments

owner reports the left rear outside door handle sticks in the open position after opening door

Detailed Diagnostics

check left rear door operation works at this time . checked for faults using sdd gad [redacted]. replaced left rear door latch and cable from latch to outside door handle customer came to pick vehicle up after repair. they say the out side door handle stuck in the open position. recheck for faults no faults in system . handle works at this time

Dialogue

Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance "TA" Request with your findings within the [redacted] hours. [redacted] [redacted] Respond to Dealer

INVESTIGATION:

- There are currently no other reports of this at this time.

ACTION:

- Please continue to attempt to duplicate the customer concern.
- Investigate the wiring to + From the latch.

Update the TA with findings.

---

customer pick vehicle up could not reproduce [redacted] [redacted] Close Request

---

[redacted] [redacted] Accept Closure

m-lil1 [redacted]
Close Request
customer pick vehicle up could not reproduce

[redacted]

This file represents a consolidation of [redacted] sent by the manufacturer. Please use the bookmarks to navigate to [redacted] [redacted] is the name of the original file.)

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	6[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	30-Jul-2015
Version Series Code		Load Date	01 -Aug-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0359
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SOUTHWEST HOUSTON
Non Causal Part Prefix-Base-Suffix		Dealer City	HOUSTON
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7135963000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<[redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Driver's door soft close is inoperative. <<<Jul 31 2015 3 46 18 690AM entered by [redacted] From TA or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] Technician Name [redacted] Dealer Diagnosis Checked DTCs, no related codes present, checked fuse for door latch motor, swapped known good door module, latch and latch motor, none resolved the problem. Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Unknown Condition Fails to initialise Modification No Vehicle Off Road No
CQIS Recommendations	

Tire Information

Tire Manufacturer	CONTINENTAL TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2013	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	08-Apr-2013	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	23-May-2013
Build Country Code		Transmission Serial Number	
Mileage	23645	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-interior-interior trim/panels-	Symptom	function-malfunction/inoperative
Commodity	body-interior-interior trim/panels-	Symptom	function-stays on
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-at cruise
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-while driving
Commodity	body-interior-interior trim/panels-	Symptom	mod-pre delivery
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-cold
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-wet
Commodity	body-interior-interior trim/panels-	Symptom	no problem found
Commodity	body-interior-interior trim/panels-	Symptom	nvh-noisy operation
Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	comfort issue
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-pinched/crimped
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-road hazard
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	improperly routed
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-cold
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-wet
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Commodity	body-seating—	Symptom	comfort issue
Commodity	body-seating—	Symptom	damage-pinched/crimped
Commodity	body-seating—	Symptom	function-malfunction/inoperative
Commodity	body-seating—	Symptom	function-stays on
Commodity	body-seating—	Symptom	improper assembly
Commodity	body-seating—	Symptom	improperly routed
Commodity	body-seating—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating—	Symptom	mod-driving condition-at cruise
Commodity	body-seating—	Symptom	mod-driving condition-while driving
Commodity	body-seating—	Symptom	mod-location-interior
Commodity	body-seating—	Symptom	mod-no indication (sudden)
Commodity	body-seating—	Symptom	mod-pre delivery
Commodity	body-seating—	Symptom	mod-weather-cold
Commodity	body-seating—	Symptom	mod-weather-wet
Commodity	body-seating—	Symptom	no problem found
Commodity	body-seating—	Symptom	nvh-noisy operation
Commodity	body-seating—	Symptom	plugged/restricted
Commodity	body-seating—	Symptom	repair-prior repair mentioned
Commodity	body-seating—	Symptom	weak/soft/sagged
Commodity	body-seating-track/tilt-power seat	Symptom	comfort issue
Commodity	body-seating-track/tilt-power seat	Symptom	damage-pinched/crimped
Commodity	body-seating-track/tilt-power seat	Symptom	function-malfunction/inoperative
Commodity	body-seating-track/tilt-power seat	Symptom	improperly routed
Commodity	body-seating-track/tilt-power seat	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating-track/tilt-power seat	Symptom	nvh-noisy operation
Commodity	body-seating-track/tilt-power seat	Symptom	plugged/restricted
Commodity	body-seating-track/tilt-power seat	Symptom	weak/soft/sagged
Commodity	body-structure/sheetmetal-door-door rear	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-door-door rear	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-hood-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-hood-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-hood-	Symptom	no problem found
Commodity	body-structure/sheetmetal-hood-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-tailgate-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-tailgate-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-tailgate-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-tailgate-	Symptom	nvh-noisy operation

Commodity	body-structure/sheetmetal-tailgate-	Symptom	separation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-pinched/crimped
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-road hazard
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improper assembly
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improperly routed
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-intermittent/random
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-location-interior
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-no indication (sudden)
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no problem found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	plugged/restricted
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	weak/soft/sagged
Commodity	chassis-parking brakes—	Symptom	administrative cost
Commodity	chassis-parking brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-parking brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-parking brakes—	Symptom	parking brake-does not engage/hold
Commodity	chassis-service brakes-abs/traction control-	Symptom	administrative cost
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-pinched/crimped
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-road hazard
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-terminal/connector
Commodity	chassis-service brakes-abs/traction control-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control-	Symptom	improperly routed
Commodity	chassis-service brakes-abs/traction control-	Symptom	loose
Commodity	chassis-service brakes-abs/traction control-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-abs/traction control-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control-	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-abs/traction control-	Symptom	plugged/restricted
Commodity	chassis-service brakes-abs/traction control-	Symptom	separation
Commodity	chassis-steering—	Symptom	appearance-scratches/nicks
Commodity	chassis-steering—	Symptom	mod-pre delivery
Commodity	chassis-steering—	Symptom	sticks/binds/grabs
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	improper assembly
Commodity	chassis-suspension—	Symptom	suspension-ride height/level concerns
Commodity	chassis-wheel assy-tires-	Symptom	damage-pinched/crimped
Commodity	chassis-wheel assy-tires-	Symptom	damage-road hazard
Commodity	chassis-wheel assy-tires-	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel assy-tires-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-wheel assy-tires-	Symptom	mod-driving condition-while driving
Commodity	chassis-wheel assy-tires-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-wheel assy-tires-	Symptom	mod-intermittent/random
Commodity	chassis-wheel assy-tires-	Symptom	mod-no indication (sudden)
Commodity	chassis-wheel assy-tires-	Symptom	nvh-noisy operation
Commodity	chassis-wheel assy-tires-	Symptom	plugged/restricted
Commodity	chassis-wheel assy-tires-	Symptom	repair-prior repair mentioned
Commodity	chassis-wheel assy-tires-	Symptom	weak/soft/sagged
Commodity	electrical-climate control-blower motor-	Symptom	comfort issue
Commodity	electrical-climate control-blower motor-	Symptom	damage-pinched/crimped
Commodity	electrical-climate control-blower motor-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-blower motor-	Symptom	improperly routed
Commodity	electrical-climate control-blower motor-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-climate control-blower motor-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-blower motor-	Symptom	plugged/restricted
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-stays on
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-at cruise
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-while driving
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-pre delivery
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-cold
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-wet
Commodity	electrical-climate control-controls/relays/switches-	Symptom	no problem found
Commodity	electrical-climate control-controls/relays/switches-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-controls/relays/switches-	Symptom	shift-will not shift/stuck in gear
Commodity	electrical-driving controls/multifunction switches-wiper/washer controls-	Symptom	administrative cost
Commodity	electrical-instrument/display—	Symptom	damage-road hazard
Commodity	electrical-instrument/display—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-instrument/display—	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display—	Symptom	mod-indicator light/warning chime on
Commodity	electrical-instrument/display—	Symptom	mod-intermittent/random
Commodity	electrical-instrument/display—	Symptom	mod-location-interior
Commodity	electrical-instrument/display—	Symptom	mod-no indication (sudden)
Commodity	electrical-instrument/display—	Symptom	plugged/restricted

Commodity	electrical-instrument/display—	Symptom	repair-prior repair mentioned
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	damage-road hazard
Commodity	electrical-lamps/bulbs—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-lamps/bulbs—	Symptom	mod-driving condition-while driving
Commodity	electrical-lamps/bulbs—	Symptom	mod-location-interior
Commodity	electrical-lamps/bulbs—	Symptom	mod-no indication (sudden)
Commodity	electrical-lamps/bulbs—	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	plugged/restricted
Commodity	electrical-lamps/bulbs—	Symptom	repair-prior repair mentioned
Commodity	electrical-lamps/bulbs—	Symptom	separation
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	function-malfunction/inoperative
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-wiring—	Symptom	damage-pinched/crimped
Commodity	electrical-wiring—	Symptom	damage-road hazard
Commodity	electrical-wiring—	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring—	Symptom	improperly routed
Commodity	electrical-wiring—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-wiring—	Symptom	nvh-noisy operation
Commodity	electrical-wiring—	Symptom	plugged/restricted
Commodity	electrical-wiring—	Symptom	weak/soft/sagged
Commodity	powertrain-engine-electronic engine control-	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	mod-driving condition-at cruise
Commodity	publications-owner manual—	Symptom	mod-driving condition-while driving
Commodity	publications-owner manual—	Symptom	mod-pre delivery
Commodity	unknown—	Symptom	damage-cut/torn/frayed
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	gauge error-not fuel
Commodity	unknown—	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	unknown—	Symptom	mod-indicator light/warning chime on
Commodity	unknown—	Symptom	mod-intermittent/random
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	separation
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	02	Tread Category Description	suspension
Tread Category Code	[redacted]	Tread Category Description	automatic brakes
Tread Category Code	05	Tread Category Description	parking brakes
Tread Category Code	[redacted]	Tread Category Description	engine and engine cooling
Tread Category Code	[redacted]	Tread Category Description	electrical
Tread Category Code	12	Tread Category Description	exterior lighting
Tread Category Code	[redacted]	Tread Category Description	visibility
Tread Category Code	16	Tread Category Description	structure
Tread Category Code	17	Tread Category Description	latch
Tread Category Code	[redacted]	Tread Category Description	tires
Tread Category Code		Tread Category Description	seats

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V [redacted] ([redacted])	
Source System Program Type		Repair/Report/Paid Date	[redacted]
Version Series Code		Load Date	[redacted]
Causal Part Prefix- Base - Suffix	- -	Dealer Code	[redacted]
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER PARAMUS
Non Causal Part Prefix-Base-Suffix		Dealer City	PARAMUS
Non Causal Part Numbers		Dealer State/Province	[redacted]
Fault Code	[redacted]	Dealer Country	[redacted]
Diagonstic Trouble Code		Dealer Phone Number	[redacted]
Labor Operation Code		Attachment	Y
Communication Type	[redacted]	[redacted] Component Description Code	

Customer Comment

Technician Comment	<<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Issue Received Email from Supervisor [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Fwd Blog To [redacted] <[redacted]> Please contact retailer to see if we can locate the customer. Thanks, [redacted] [redacted] [redacted] Customer Relationship Center Supervisor [redacted] Office [redacted] Fax [redacted] E mail [redacted] Our privacy policy can be accessed at [redacted] [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Re Blog To [redacted] <[redacted]>, [redacted] <[redacted]> [redacted] [redacted] <[redacted]>, [redacted] <[redacted]> [redacted], Could you please take a look at the blog and advise if we should be posting something on the site in response to this gentlemen's comments [redacted] I can not fully access the site from my phone. Can you please have someone from the team make contact and see what could be done to address the customer's concerns Thank you, [redacted] Sent from my [redacted] On [redacted] [redacted], [redacted] <[redacted]> wrote [redacted], Please see the link to a customers posting on the [redacted] Forum. Please r[redacted] out to him and offer our assistance right away... Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Blog To [redacted] <[redacted]> [redacted] just took delivery im having quality [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Customer wrote the following Blog on [redacted] Just took delivery and I'm having quality issues Well, I'm one of the first and it seems like there's a price to pay for that. Don't get me wrong, I love the car, which I received [redacted], but so far I've had a [redacted] that are driving me nuts. Also, this car is a superb driving car but is a bit quirky in terms of getting used to the front command panel and touch screen for everything and some other nuances...first car I would say its important to read the owners manual. My problems include the following (if anyone knows of a quick fix, I'd love to hear it) 1) windshield wiper fluid does not squirt fluid onto windshield. I check the fluid levels and they're fine. Strange thing is when I have the front hood open, they work great, but the minute I close the hood, it's back to being a problem. Tried to see if there was something blocking [redacted], but nothing found. Very frustrating and a bit dangerous in that the winter season is upon us and I just drove through a bit of rain. 2) the rear hatch has two moveable part to it, that are supposed to close automatically. Unfortunately on mine, the hatch starts to close, then beeps as if it has detected something is in the way and then stops. When you lift the small door inside while closing, it closes fine, but not without manual intervention. 3) driver seat keeps staying on massage mode unless I switch it off and heated seats are WAY too hot even at the lowest setting...feels like your back is on fire" The dealer has tried to fix the issue with the rear hatch but to no avail. They've sent messages to the tech at range rover to try to determine the problem and may take a [redacted] yet. The windshield issue is brand new, but I am in a rather remote area and will be here for [redacted] or so, so no land rover service to drive to and closest one [redacted] away. Ski weather with ice and snow here I am and not having wiper fluid is a bit of a dangerous situation. I'm sure they'll get it all figured out...just sucks spending [redacted] on the car and having these issues. Hoping quality control was up to par with this new rover. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Specialists>>>NOTE CASE SPECIALIST IS TO SEE [redacted] B. BEFORE CONTACTING THE CUSTOMER. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Case forwarded to [redacted] queue. Case will then be dispersed to rep for handling. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Case forwarded to CB for further handling. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per DDW Warranty Coverage Policy Expires Odometer Deductible Standard Factory Warranty [redacted] [redacted] No Open Field Service Actions. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per [redacted] No claims. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer ISSUE Customer states Vehicle purchased new. [redacted] [redacted] with vehicle. Rear hatch is not functioning properly and the vehicle was taken to [redacted] and [redacted] where it was purchased. Windshield wiper fluid not functioning properly but fixed by local mechanic who charged [redacted] by moving hoses. Weird quirks and quality. Does monitor in beep as vehicle is passing. Heated seats are extremely hot, no happy medium. Wish suspension would lower more. Love vehicle. [redacted]. REQUEST Customer requests Proper repair of vehicle. Document concern with quality. ADVISED I advised customer Provided reference number, my hours and my contact information. Recap issue and request. No other questions or concerns. Will follow up on [redacted]. Anything else I can assist you with, customer advised no. We [redacted] thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and left a voice mail advising Still researching concerns. Will follow up on [redacted]. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Seat concerns will be addressed internally. No sound as vehicles are passing side of vehicles.

Customer advised Main concern is rear hatch. I advised Will reach out to [redacted] and [redacted] in the morning and follow up with you. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customers' rear tailgate concern. VIN [redacted], [redacted] RR. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted] Service, [redacted] and advised Which [redacted] was working with customer on tail gate concern [redacted] advised Did not go to [redacted]. Calibrated uppper and lower tail gate but customer did not want to leave the vehicle for further diagnosis after purchase. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised [redacted], [redacted] is working with this customer. Faults were checked and tech case submitted ([redacted]). Accentuator replaced but it did not resolve the concern. Will transfer you to [redacted], [redacted] who can update you. [redacted], [redacted] advised [redacted] will be contacting customer [redacted] to setup time for [redacted] to further diagnose with [redacted], [redacted] I advised Will contact customer and let him know [redacted] will be contacting him. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted] [redacted], [redacted] will contact you [redacted] to setup an appointment for [redacted] for further diagnosis with the [redacted]. Customer advised Not happy. Been inconvenienced. [redacted] has cut me a check for my inconvenience. Concerned with quality. Why has it taken the retailer [redacted] to get the [redacted] I advised Understand your concern since this is a new vehicle. [redacted] services multiple retailers across different states and they appointment for [redacted] inspection has to be coordinated. Will look into any GW I can offer you for your inconvenience once the vehicle is diagnosed and repaired. Will follow up with you [redacted] and will be intouch with the retailer as well. Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] [redacted] [redacted], I see you are the [redacted] case owner for this [redacted] customer, Mr [redacted]. As you have noted in the case I am sending [redacted] of my PI team, [redacted] and also [redacted] a visiting [redacted] service engineer to [redacted] [redacted] [redacted] to work with the store on fixing the issue if we cam. I think there was a mix up over an engineer visit to the store that perhaps explains the 'delay' On [redacted] the customer did not allow the store to continue the diagnosis and took the car back. That is fine of course. The store were going to reschedule a visit to allow the store to continue diagnosis. On [redacted] our techline advised the store on what additional steps to take to help diagnose the car when it returned. We were then waiting for the store to get the car in and work on it and the helpline were waiting for the retailer to call back with the results of the diagnosis. I am not sure where the offer to send an engineer to look at the car first came from but when I heard of this just recently I asked [redacted] from the helpline to contact the store to set it up as we had been committed to this at this point. The customer is clearly update by a 'delay' in getting his car fixed and that is not their fault of course but I wanted you to understand the background. Regards <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] [redacted] advising Serious of problems with the vehicle. Appointment with service [redacted]. Emergency brake, stability contol, adaptive dynamics and ABS lights on. Back door opens. Considering a lemon with all of the issues. Please give me a call [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and he advised Will call you back in a [redacted] Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] Good Morning, FYI. The customer left me a message [redacted] informing me there are multiple lights on in the vehicle which include Emergency brake, ABS and dynamic stability control and at this point may file lemon. I called the customer [redacted] and await a call back from here. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and advised Not happy with vehicle. Vehicle has scared me. Drove the vehicle and warning lights, drive with care, parking brake, ABS, dynamic stability control and wiper washer fluid are on. Very concerned. Looking for another vehicle. Wife no longer drives this vehicle and is driving her [redacted]. Want this vehicle replaced for another one without the issues. Want an loaner, [redacted] RR while the vehicle is being serviced [redacted] I advised Understand concern with new vehicle. Would not expect these issues with the vehicle being new. Will inform internal contacts of concerns and request for replacement. Will speak with retailer regarding loaner request but I can't guarantee you will have a [redacted] RR loaner. Will give you a call back shortly. Will see how the service goes [redacted] and look towards next steps. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Want to speak with you regarding customer's request. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] PROACTIVE INITIATIVE I've had a number of quality control issues, back hatch will not close automatically, ive had abs fault come on, I've had adaptive dynamicse fault, i've had emergency brake unavailable, I've had

parking brake fault, I've had auto close feature malfunction on the rear doors, I've had roadside unsistance tell me there was nothing they could do. I think the system is far too complicated, which is dangerous due to the nested screens within screens. The number of quality issues is unacceptable for [redacted] A better number to r[redacted] me is [redacted]. There is a quality control issue, it was realesed without simple quality issues resolved and its a shame. The service employees dont know how to solve these issues as of yet and Ive had the vehicle for [redacted]. I am very frustrated. I would like have better answered <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and I advised Customer wants [redacted] RR loaner for service [redacted] advised Will check with [redacted] and give you a call back. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted], [redacted] Hi [redacted], Customer has a [redacted] and has experienced several concerns which include the rear tailgate not functioning properly, dynamic stability fault, emergency brake, ABS, wiper washer fluid warning lights and drive with care warning lights and heated seats to hot. Customer has an appointment [redacted] at [redacted] and there will be [redacted] from the PI team, [redacted] and also [redacted] a visiting [redacted] service engineer looking at the vehicle (Email chain included below). Customer is now requesting a replacement vehicle due to the issues. Provided below is the case/vehicle information. Customer name [redacted] VIN [redacted] Retail date [redacted] Vehicle [redacted] Case # [redacted] Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted]> Thanks. I am also alerting the Regional Aftersales manager and the [redacted]. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] I did [redacted] and the [redacted] called him as well to touch base. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] I'm scheduled to be there as well. I will review and let you know. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer's visit. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Vehicle arrived in at [redacted] with no warning indicators. Several repairs performed. 1) Adjustments made to rear hatch and it is working now. 2) Left rear door adjusted. 3) Await a response on light concern. 4) Await a response on keyless entry concern. 5) Driver side front seat heating is normal; seats air cooled so the temperature in the vehicle will be the temperature of the seat. To decrease temperature of seat, heat needs to be adjusted for vehicle. 6) Nail in tire plugged. 7) Front washer already repaired but is being checked to ensure it was repaired properly by independent. 8) Rear camera display corrected via settings. Vehicle is still here. Await final write up and repairs from [redacted]. Will try and have vehicle repaired by [redacted] per customer's request. I advised Can you email RO once completed [redacted] advised Yes. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] Vehicle is still being worked on. Several repairs performed. Adjustments made to rear hatch and it is working now. Left rear door adjusted. Await a response on light concern and keyless entry. Nail in tire plugged. Rear camera display corrected via settings. Await final repair order from [redacted]. Retaler informed me you would like the vehicle back by [redacted] Customer advised Warning lights are intermittent. This is my main concern. What if I am up in [redacted] and this happens Hope I don't have a lemon. I advised Understand concern. Will inform [redacted] Retailer needs to see the warning indicator on in order to determine the concern. Will follow up with you on [redacted]. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Give me a call. Retailer called and said lights were on. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised During test drive, lights came on. Vehicle is still here. Customer has been notified. Will keep you updated. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] and he informed me the lights came on. Retailer will look into concern and will update me [redacted]. Customer advised Concern with vehicle being repaired. I advised Will look into any options for [redacted] for your inconvenience. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Lights came on in the vehicle during test drive. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised This is first opportunity to repair vehicle. [redacted] will look at the vehicle [redacted] for ABS and other light concerns. Rear hatch, defective part replaced. Left rear door noise; soft touch close adjusted. Rear view camera setting updated.

No duplication of keyless entry concern or blower noise. Seat to hot; characteristic of climate control will be explained to customer when he picks the vehicle up. Nail in tire plugged. Front washer fluid pinched and rerouted wire. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted] will look at the vehicle [redacted] Will follow up with you on [redacted] Customer advised Alright. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and he advised Customer picked up the vehicle [redacted] ABS sensor replaced. Customer inquiried about [redacted] for inconvenience. I advised Will speak to [redacted]. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left voice mail advising Customer picked up vehicle [redacted] after ABS sensor was replaced. Want to discuss [redacted] Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Following up on repairs since you have picked the vehicle up. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Loose connection repaired with ABS. Loaner provided. I advised Customer did not provide specifics for [redacted] Can offer [redacted] via [redacted], [redacted] advised Sounds good. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Please give me a call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and I advised Understand you have picked up your vehicle and repairs are completed. How is the vehicle Customer advised Yes, everything is fine so far. I advised Understand the inconvenience with the new vehicle. Would like to offer your [redacted] in [redacted] to be used at an authorized retailer for future services or accessories with no expiration date. Customer advised This is a slap in the face. Offer is too low. Had an issue with [redacted] and they gave me [redacted]. I advised Understand concerns with new vehicle. [redacted] stands behind our SFW and it is our responsibility to repair the vehicle under the warranty. Understand it was an inconvenience but this is the offer. Customer advised Not happy. Want a supervisor. I advised Supervisor will inform you of the same position. Concern has been addressed internally and this offer is a corporate decision. Customer advised Well send me the certificates. Can I use it for my other LR I advised Yes. Customer advised Rear hatch is an issue and I am not the only [redacted] having issues according to blogs. Let you contacts know. Will go on blogs and bad mouth LR. Will respond back to [redacted] [redacted] Short sided offer. I advised Appreciate feedback and will pass it on internally. Is there anything else I can assist you with Customer advised No. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Submitted [redacted] request form to [redacted] bin. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer contact. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer at [redacted] advising New issue with vehicle. Navigation goes off and comes on with restart of vehicle. Will take the vehicle into [redacted]. Want to talk to you because the wife no longer wants the vehicle. [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer left me message with intermittent concerns with navigation. Customer will bring the vehicle back in. Thanked each other and call ended. <<<[redacted] [redacted] [redacted] entered by [redacted] Customer Assistance/Admin Staff>>>Forwarded cert #'s [redacted] for [redacted] to Rep <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Vehicle needs to be diagnosed at retailer. When will you be able to bring the vehicle in Customer advised Don't know, have to speak to wife because I am out of town. I advised When would be a good time to follow up with you Customer advised 2 or [redacted]. I advised Will follow up with you on [redacted] Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer has concern with navigation going off. Customer is out of town but wife may bring the vehicle in [redacted]. Customer communicated he wants out of vehicle. [redacted] advised Notfy [redacted]. Will see if [redacted] will be available to look at the vehicle. Will not repurchase vehicle. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Customer informed me of navigation concern. Notified [redacted], [redacted] who will see if [redacted] is available to look at the vehicle. Customer may have wife bring the vehicle in [redacted]. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Don't have [redacted] available but have a LR4. I advised Will notify customer. Thanked each other and call ended. <<<[redacted] entered by [redacted] [redacted] Customer Assistance/Representatives>>>Called customer and advised Retailer does not have [redacted] available only a LR4. Customer advised Disappointed. On the phone with [redacted], [redacted] right now. Let me get back on the phone with [redacted] Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer

	Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] Thanks, I assume he has alerted his retailer service depot on the new concern Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted], Yes, he did say he was bringing it in. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] OK [redacted], Does the customer still plan on bringing the car into [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Wife came in [redacted] No duplication of navigation concern. Will submit concern to [redacted] and await a response. Customer left with the vehicle after I informed her I would contact her once I have more information. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Concern is with navigation intermittingly going black. [redacted] will look into repair and follow up with customer. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>POSITION SUMMARY Customer requested proper repair and repurchase of vehicle. FINDINGS In SFW. Original owner. [redacted]. Per retailer, [redacted]/repair to vehicle. Per retailer, [redacted] looked at the vehicle for ABS and other light concerns, rear hatch, defective part replaced, left rear door noise; soft touch close adjusted, rear view camera setting updated. Per retailer, no duplication of keyless entry concern or blower noise, nail in tire plugged and front washer fluid pinched and rerouted wire.. Per [redacted], seat to hot; characteristic of climate control will be explained to customer. Per retailer, no duplication of navigation concern but will address with [redacted] and follow up with customer. POSITION [redacted] for repurchased denied. [redacted] approved for [redacted] in OLC. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>CLOSING CALL Called customer and advised Retailer will research navigation concern and [redacted], [redacted] will follow up with you directly. Will mail OLCs to you [redacted] Customer advised OK. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Signed, scanned and mailed certificates [redacted] and [redacted] to customer. See attachment tab. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>CASE CLOSED. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] JLRNA RECEIVED CERT #'S [redacted] FROM [redacted] FOR REDEMPTION <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Admin Staff>>>FORWARDED TO HB FOR SIGNATURE
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted] TYRE [redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI [redacted] GAS [redacted]
Transmission	AUTO 8 [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-interior-interior trim/panels-	Symptom	function-malfunction/inoperative
Commodity	body-interior-interior trim/panels-	Symptom	function-stays on
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-at cruise
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-while driving
Commodity	body-interior-interior trim/panels-	Symptom	mod-pre delivery
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-cold
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-wet
Commodity	body-interior-interior trim/panels-	Symptom	no problem found
Commodity	body-interior-interior trim/panels-	Symptom	nvh-noisy operation
Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	comfort issue
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-pinched/crimped
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-road hazard
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	improperly routed
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-cold
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-wet
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Commodity	body-seating—	Symptom	comfort issue
Commodity	body-seating—	Symptom	damage-pinched/crimped
Commodity	body-seating—	Symptom	function-malfunction/inoperative
Commodity	body-seating—	Symptom	function-stays on
Commodity	body-seating—	Symptom	improper assembly
Commodity	body-seating—	Symptom	improperly routed
Commodity	body-seating—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating—	Symptom	mod-driving condition-at cruise
Commodity	body-seating—	Symptom	mod-driving condition-while driving
Commodity	body-seating—	Symptom	mod-location-interior
Commodity	body-seating—	Symptom	mod-no indication (sudden)
Commodity	body-seating—	Symptom	mod-pre delivery
Commodity	body-seating—	Symptom	mod-weather-cold
Commodity	body-seating—	Symptom	mod-weather-wet
Commodity	body-seating—	Symptom	no problem found
Commodity	body-seating—	Symptom	nvh-noisy operation
Commodity	body-seating—	Symptom	plugged/restricted
Commodity	body-seating—	Symptom	repair-prior repair mentioned
Commodity	body-seating—	Symptom	weak/soft/sagged
Commodity	body-seating-track/tilt-power seat	Symptom	comfort issue
Commodity	body-seating-track/tilt-power seat	Symptom	damage-pinched/crimped
Commodity	body-seating-track/tilt-power seat	Symptom	function-malfunction/inoperative
Commodity	body-seating-track/tilt-power seat	Symptom	improperly routed
Commodity	body-seating-track/tilt-power seat	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating-track/tilt-power seat	Symptom	nvh-noisy operation
Commodity	body-seating-track/tilt-power seat	Symptom	plugged/restricted
Commodity	body-seating-track/tilt-power seat	Symptom	weak/soft/sagged
Commodity	body-structure/sheetmetal-door-door rear	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-door-door rear	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-hood-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-hood-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-hood-	Symptom	no problem found
Commodity	body-structure/sheetmetal-hood-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-tailgate-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-tailgate-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-tailgate-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-tailgate-	Symptom	nvh-noisy operation

Commodity	body-structure/sheetmetal-tailgate-	Symptom	separation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-pinched/crimped
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-road hazard
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improper assembly
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improperly routed
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-intermittent/random
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-location-interior
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-no indication (sudden)
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no problem found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	plugged/restricted
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	weak/soft/sagged
Commodity	chassis-parking brakes—	Symptom	administrative cost
Commodity	chassis-parking brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-parking brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-parking brakes—	Symptom	parking brake-does not engage/hold
Commodity	chassis-service brakes-abs/traction control-	Symptom	administrative cost
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-pinched/crimped
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-road hazard
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-terminal/connector
Commodity	chassis-service brakes-abs/traction control-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control-	Symptom	improperly routed
Commodity	chassis-service brakes-abs/traction control-	Symptom	loose
Commodity	chassis-service brakes-abs/traction control-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-abs/traction control-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control-	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-abs/traction control-	Symptom	plugged/restricted
Commodity	chassis-service brakes-abs/traction control-	Symptom	separation
Commodity	chassis-steering—	Symptom	appearance-scratches/nicks
Commodity	chassis-steering—	Symptom	mod-pre delivery
Commodity	chassis-steering—	Symptom	sticks/binds/grabs
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	improper assembly
Commodity	chassis-suspension—	Symptom	suspension-ride height/level concerns
Commodity	chassis-wheel assy-tires-	Symptom	damage-pinched/crimped
Commodity	chassis-wheel assy-tires-	Symptom	damage-road hazard
Commodity	chassis-wheel assy-tires-	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel assy-tires-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-wheel assy-tires-	Symptom	mod-driving condition-while driving
Commodity	chassis-wheel assy-tires-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-wheel assy-tires-	Symptom	mod-intermittent/random
Commodity	chassis-wheel assy-tires-	Symptom	mod-no indication (sudden)
Commodity	chassis-wheel assy-tires-	Symptom	nvh-noisy operation
Commodity	chassis-wheel assy-tires-	Symptom	plugged/restricted
Commodity	chassis-wheel assy-tires-	Symptom	repair-prior repair mentioned
Commodity	chassis-wheel assy-tires-	Symptom	weak/soft/sagged
Commodity	electrical-climate control-blower motor-	Symptom	comfort issue
Commodity	electrical-climate control-blower motor-	Symptom	damage-pinched/crimped
Commodity	electrical-climate control-blower motor-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-blower motor-	Symptom	improperly routed
Commodity	electrical-climate control-blower motor-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-climate control-blower motor-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-blower motor-	Symptom	plugged/restricted
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-stays on
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-at cruise
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-while driving
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-pre delivery
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-cold
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-wet
Commodity	electrical-climate control-controls/relays/switches-	Symptom	no problem found
Commodity	electrical-climate control-controls/relays/switches-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-controls/relays/switches-	Symptom	shift-will not shift/stuck in gear
Commodity	electrical-driving controls/multifunction switches-wiper/washer controls-	Symptom	administrative cost
Commodity	electrical-instrument/display—	Symptom	damage-road hazard
Commodity	electrical-instrument/display—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-instrument/display—	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display—	Symptom	mod-indicator light/warning chime on
Commodity	electrical-instrument/display—	Symptom	mod-intermittent/random
Commodity	electrical-instrument/display—	Symptom	mod-location-interior
Commodity	electrical-instrument/display—	Symptom	mod-no indication (sudden)
Commodity	electrical-instrument/display—	Symptom	plugged/restricted

Commodity	electrical-instrument/display—	Symptom	repair-prior repair mentioned
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	damage-road hazard
Commodity	electrical-lamps/bulbs—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-lamps/bulbs—	Symptom	mod-driving condition-while driving
Commodity	electrical-lamps/bulbs—	Symptom	mod-location-interior
Commodity	electrical-lamps/bulbs—	Symptom	mod-no indication (sudden)
Commodity	electrical-lamps/bulbs—	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	plugged/restricted
Commodity	electrical-lamps/bulbs—	Symptom	repair-prior repair mentioned
Commodity	electrical-lamps/bulbs—	Symptom	separation
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	function-malfunction/inoperative
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-wiring—	Symptom	damage-pinched/crimped
Commodity	electrical-wiring—	Symptom	damage-road hazard
Commodity	electrical-wiring—	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring—	Symptom	improperly routed
Commodity	electrical-wiring—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-wiring—	Symptom	nvh-noisy operation
Commodity	electrical-wiring—	Symptom	plugged/restricted
Commodity	electrical-wiring—	Symptom	weak/soft/sagged
Commodity	powertrain-engine-electronic engine control-	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	mod-driving condition-at cruise
Commodity	publications-owner manual—	Symptom	mod-driving condition-while driving
Commodity	publications-owner manual—	Symptom	mod-pre delivery
Commodity	unknown—	Symptom	damage-cut/torn/frayed
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	gauge error-not fuel
Commodity	unknown—	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	unknown—	Symptom	mod-indicator light/warning chime on
Commodity	unknown—	Symptom	mod-intermittent/random
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	separation
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	[redacted]
Version Series Code		Load Date	[redacted]
Causal Part Prefix- Base - Suffix	- -	Dealer Code	[redacted]
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER PARAMUS
Non Causal Part Prefix-Base-Suffix		Dealer City	PARAMUS
Non Causal Part Numbers		Dealer State/Province	[redacted]
Fault Code	[redacted]	Dealer Country	[redacted]
Diagonstic Trouble Code		Dealer Phone Number	[redacted]
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment

Technician Comment	<<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Submitted OLC request form to SJ bin. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Issue Received Email from Supervisor [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Fwd Blog To [redacted] <[redacted]> Please contact retailer to see if we can locate the customer. Thanks, [redacted] Customer Relationship Center Supervisor [redacted] Office [redacted] Fax [redacted] E mail [redacted] Our privacy policy can be accessed at [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Re Blog To [redacted] <[redacted]>, [redacted] <[redacted]> Cc [redacted] <[redacted]>, [redacted] <[redacted]> [redacted], Could you please take a look at the blog and advise if we should be posting something on the site in response to this gentlemen's comments [redacted] I can not fully access the site from my phone. Can you please have someone from the team make contact and see what could be done to address the customer's concerns Thank you, [redacted] Sent from my [redacted] On [redacted], [redacted] <[redacted]> wrote [redacted], Please see the link to a customers posting on the [redacted] Forum. Please r[redacted] out to him and offer our assistance right away... Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Blog To [redacted] <[redacted]> [redacted] just took delivery im having quality issues.html <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Specialists>>>Customer wrote the following Blog on [redacted] Just took delivery and I'm having quality issues Well, I'm [redacted] the first and it seems like there's a price to pay for that. Don't get me wrong, I love the car, which I received [redacted], but so far I've had a [redacted] that are driving me nuts. Also, this car is a superb driving car but is a bit quirky in terms of getting used to the front command panel and touch screen for everything and some other nuances...first car I would say its important to read the owners manual. My problems include the following (if anyone knows of a quick fix, I'd love to hear it) 1) windshield wiper fluid does not squirt fluid onto windshield. I check the fluid levels and they're fine. Strange thing is when I have the front hood open, they work great, but the minute I close the hood, it's back to being a problem. Tried to see if there was something blocking [redacted] the [redacted], but nothing found. Very frustrating and a bit dangerous in that the winter season is upon us and I just drove through a bit of rain. 2) the rear hatch has two moveable part to it, that are supposed to close automatically. Unfortunately on mine, the hatch starts to close, then beeps as if it has detected something is in the way and then stops. When you lift the small door inside while closing, it closes fine, but not without manual intervention. 3) driver seat keeps staying on massage mode unless I switch it off and heated seats are WAY too hot even at the lowest setting...feels like your back is on fire" The dealer has tried to fix the issue with the rear hatch but to no avail. They've sent messages to the tech at range rover to try to determine the problem and may take a [redacted] yet. The windshield issue is brand new, but I am in a rather remote area and will be here for [redacted] or so, so no land rover service to drive to and closest one [redacted] away. Ski weather with ice and snow here I am and not having wiper fluid is a bit of a dangerous situation. I'm sure they'll get it all figured out...just sucks spending [redacted] on the car and having these issues. Hoping quality control was up to par with this new rover. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>NOTE CASE SPECIALIST IS TO SEE [redacted] B. BEFORE CONTACTING THE CUSTOMER. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Case forwarded to [redacted] queue. Case will then be dispersed to rep for handling. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Case forwarded to CB for further handling. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per DDW Warranty Coverage Policy Expires Odometer Deductible Standard Factory Warranty [redacted] [redacted] No Open Field Service Actions. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per [redacted] No claims. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer ISSUE Customer states Vehicle purchased new. [redacted] with vehicle. Rear hatch is not functioning properly and the vehicle was taken to [redacted] and [redacted] where it was purchased. Windshield wiper fluid not functioning properly but fixed by local mechanic who charged [redacted] by moving [redacted]. Weird quirks and quality. Does monitor in beep as vehicle is passing. Heated seats are extremely hot, no happy medium. Wish suspension would lower more. Love vehicle. [redacted]. REQUEST Customer requests Proper repair of vehicle. Document concern with quality. ADVISED I advised customer Provided reference number, my hours and my contact information. Recap issue and request. No other questions or concerns. Will follow up on [redacted]. Anything else I can assist you with, customer advised no. We [redacted] thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and left a voice mail advising Still researching concerns. Will follow up on [redacted]. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer

Assistance/Representatives>>>Called customer and advised [redacted], [redacted] will contact you [redacted] to setup an appointment for [redacted] for further diagnosis with the [redacted]. Customer advised Not happy. Been inconvenienced. [redacted] has cut me a check for my inconvenience. Concerned with quality. Why has it taken the retailer [redacted] to get the [redacted] I advised Understand your concern since this is a new vehicle. [redacted] services multiple retailers across different states and they appointment for [redacted] inspection has to be coordinated. [redacted] look into any GW I can offer you for your inconvenience once the vehicle is diagnosed and repaired. [redacted] follow up with you [redacted] and will be intouch with the retailer as well. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject [redacted] Rear Lower tailgate concern [redacted] To [redacted], I see you are the [redacted] case owner for this [redacted] customer, Mr [redacted]. As you have noted in the case I am sending [redacted] of my PI team, [redacted] and also [redacted] a visiting [redacted] service engineer to [redacted] to work with the store on fixing the issue if we cam. I think there was a mix up over an engineer visit to the store that perhaps explains the 'delay' On [redacted] the customer did not allow the store to continue the diagnosis and took the car back. That is fine of course. The store were going to reschedule a visit to allow the store to continue diagnosis. On [redacted] our techline advised the store on what additional steps to take to help diagnose the car when it returned. We were then waiting for the store to get the car in and work on it and the helpline were waiting for the retailer to call back with the results of the diagnosis. I am not sure where the offer to send an engineer to look at the car first came from but when I heard of this just recently I asked [redacted] from the helpline to contact the store to set it up as we had been committed to this at this point. The customer is clearly update by a 'delay' in getting his car fixed and that is not their fault of course but I wanted you to understand the background. Regards <<<[redacted] 4 [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer's visit. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted] and left a voice mail advising Want to speak with you regarding customer's request. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and advised Not happy with vehicle. Vehicle has scared me. Drove the vehicle and warning lights, drive with care, parking brake, ABS, dynamic stability control and wiper washer fluid are on. Very concerned. Looking for another vehicle. Wife no longer drives this vehicle and is driving her [redacted]. Want this vehicle replaced for another one without the issues. Want an loaner, [redacted] while the vehicle is being serviced [redacted] I advised Understand concern with new vehicle. Would not expect these issues with the vehicle being new. [redacted] inform internal contacts of concerns and request for replacement. [redacted] speak with retailer regarding loaner request but I can't guarantee you will have a [redacted] loaner. [redacted] give you a call back shortly. [redacted] see how the service goes [redacted] and look towards next steps. Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] Good Morning, FYI. The customer left me a message [redacted] informing me there are multiple lights on in the vehicle which include Emergency brake, ABS and dynamic stability control and at this point may file lemon. I called the customer [redacted] and await a call back from here. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and he advised [redacted] call you back in a [redacted] Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] on [redacted] advising Serious of problems with the vehicle. Appointment with service [redacted]. Emergency brake, stability contol, adaptive dynamics and ABS lights on. Back door opens. Considering a lemon with all of the issues. Please give me a call [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] PROACTIVE INITIATIVE I've had a number of quality control issues, back hatch will not close automatically, ive had abs fault come on, I've had adaptive dynamicse fault, i've had emergency brake unavailable, I've had parking brake fault, I've had auto close feature malfunction on the rear doors, I've had roadside unsistance tell me there was nothing they could do. I think the system is far too complicated, which is dangerous due to the nested screens within screens. The number of quality issues is unacceptable for [redacted] A better number to reach me is [redacted]. There is a quality control issue, it was realesed without simple quality issues resolved and its a shame. The service employees dont know how to solve these issues as of yet and Ive had the vehicle for [redacted]. I am very frustrated. I would like have better answered <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and I advised Customer wants [redacted] loaner for service [redacted] [redacted] advised [redacted] check with [redacted] and give you a call back. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Don't have [redacted] available but have a LR4. I advised [redacted] notify customer. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised

Retailer does not have [redacted] RR available only a [redacted]. Customer advised Disappointed. On the phone with [redacted], [redacted] right now. Let me get back on the phone with [redacted] Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] Thanks, I assume he has alerted his retailer service depot on the new concern Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted], Yes, he did say he was bringing it in. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] OK [redacted], Does the customer still plan on bringing the car into LR [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] Cc [redacted], [redacted] Hi [redacted], Customer has a [redacted] [redacted] and has experienced several concerns which include the rear tailgate not functioning properly, dynamic stability fault, emergency brake, ABS, wiper washer fluid warning lights and drive with care warning lights and heated seats to hot. Customer has an appointment [redacted] at [redacted] and there will be [redacted] from the PI team, [redacted] and also [redacted] a visiting [redacted] service engineer looking at the vehicle (Email chain included below). Customer is now requesting a replacement vehicle due to the issues. Provided below is the case/vehicle information. Customer name [redacted] VIN [redacted] Retail date [redacted] Vehicle [redacted] [redacted] Case [redacted] Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] [redacted]> Thanks. I am also alerting the Regional Aftersales manager and the [redacted]. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] I did [redacted] and the [redacted] called him as well to touch base. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] I'm scheduled to be there as well. I will review and let you know. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised [redacted], [redacted] is working with this customer. Faults were checked and tech case submitted ([redacted]). Accentuator replaced but it did not resolve the concern. Will transfer you to [redacted], [redacted] who can update you. [redacted], [redacted] advised [redacted] will be contacting customer [redacted] to setup time for [redacted] to further diagnose with [redacted], [redacted] I advised Will contact customer and let him know [redacted] will be contacting him. Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Vehicle arrived in at [redacted] with no warning indicators. Several repairs performed. 1) Adjustments made to rear hatch and it is working now. 2) Left rear door adjusted. 3) Await a response on light concern. 4) Await a response on keyless entry concern. 5) Driver side front seat heating is normal; seats air cooled so the temperature in the vehicle will be the temperature of the seat. To decrease temperature of seat, heat needs to be adjusted for vehicle. 6) Nail in tire plugged. 7) Front washer already repaired but is being checked to ensure it was repaired properly by independent. 8) Rear camera display corrected via settings. Vehicle is still here. Await final write up and repairs from shop foreman. Will try and have vehicle repaired by [redacted] per customer's request. I advised Can you email RO once completed [redacted] advised Yes. Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer contact. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Give me a call. Retailer called and said lights were on. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Seat concerns will be addressed internally. No sound as vehicles are passing side of vehicles. Customer advised Main concern is rear hatch. I advised Will reach out to [redacted] and [redacted] in the morning and follow up with you. Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customers' rear tailgate concern. VIN [redacted], [redacted] RR. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted] Service, [redacted] and advised Which [redacted] was working with customer on tail gate concern [redacted] advised Did not go to [redacted]. Calibrated uppper and lower tail gate but customer did not want to leave the vehicle for further diagnosis after purchase. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised During test drive, lights came on. Vehicle is still here. Customer has been notified. Will keep you updated. Thanked each other and call ended. <<<[redacted] [redacted]

[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] and he informed me the lights came on. Retailer will look into concern and will update me [redacted]. Customer advised Concern with vehicle being repaired. I advised Will look into any options for [redacted] for your inconvenience. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Lights came on in the vehicle during test drive. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised This is first opportunity to repair vehicle. [redacted] will look at the vehicle [redacted] for ABS and other light concerns. Rear hatch, defective part replaced. Left rear door noise; soft touch close adjusted. Rear view camera setting updated. No duplication of keyless entry concern or blower noise. Seat to hot; characteristic of climate control will be explained to customer when he picks the vehicle up. Nail in tire plugged. Front washer fluid pinched and rerouted wire. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted] will look at the vehicle [redacted] Will follow up with you on [redacted] Customer advised Alright. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and he advised Customer picked up the vehicle [redacted] ABS sensor replaced. Customer inquiried about [redacted] for inconvenience. I advised Will speak to [redacted]. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left voice mail advising Customer picked up vehicle [redacted] after ABS sensor was replaced. Want to discuss [redacted] Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Following up on repairs since you have picked the vehicle up. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Loose connection repaired with ABS. Loaner provided. I advised Customer did not provide specifics for [redacted] Can offer [redacted] via OLCs. [redacted] advised Sounds good. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Please give me a call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer at [redacted] advising New issue with vehicle. Navigation goes off and comes on with restart of vehicle. Will take the vehicle into [redacted]. Want to talk to you because the wife no longer wants the vehicle. [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>FORWARDED TO HB FOR SIGNATURE <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] [redacted] RECEIVED CERT #'S [redacted] FROM [redacted] FOR REDEMPTION <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] Vehicle is still being worked on. Several repairs performed. Adjustments made to rear hatch and it is working now. Left rear door adjusted. Await a response on light concern and keyless entry. Nail in tire plugged. Rear camera display corrected via settings. Await final repair order from shop [redacted]. Retaler informed me you would like the vehicle back by [redacted] Customer advised Warning lights are intermittent. This is my main concern. What if I am up in [redacted] and this happens Hope I don't have a lemon. I advised Understand concern. Will inform [redacted] Retailer needs to see the warning indicator on in order to determine the concern. Will follow up with you on [redacted]. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer left me message with intermittent concerns with navigation. Customer will bring the vehicle back in. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>Forwarded cert #'s [redacted] for [redacted] to Rep <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Vehicle needs to be diagnosed at retailer. When will you be able to bring the vehicle in Customer advised Don't know, have to speak to wife because I am out of town. I advised When would be a good time to follow up with you Customer advised 2 or [redacted]. I advised Will follow up with you on [redacted] Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer has concern with navigation going off. Customer is out of town but wife may bring the vehicle in [redacted]. Customer communicated he wants out of vehicle. [redacted] advised Notfy [redacted]. Will see if [redacted] will be available to look at the vehicle. Will not repurchase vehicle. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Customer informed me of navigation concern. Notified [redacted], [redacted] who will see if [redacted] is available to look at the vehicle. Customer may have wife bring the vehicle in [redacted]. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Wife came in [redacted] No duplication of navigation concern. Will submit concern to [redacted] and await a response. Customer left with the vehicle after I informed her I would contact her once I have more

information. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>> [redacted], [redacted] called and advised Concern is with navigation intermittingly going black. [redacted] will look into repair and follow up with customer. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>POSITION SUMMARY Customer requested proper repair and repurchase of vehicle. FINDINGS In SFW. Original owner. [redacted]. Per retailer, [redacted]/repair to vehicle. Per retailer, [redacted] looked at the vehicle for ABS and other light concerns, rear hatch, defective part replaced, left rear door noise; soft touch close adjusted, rear view camera setting updated. Per retailer, no duplication of keyless entry concern or blower noise, nail in tire plugged and front washer fluid pinched and rerouted wire.. Per [redacted], seat to hot; characteristic of climate control will be explained to customer. Per retailer, no duplication of navigation concern but will address with [redacted] and follow up with customer. POSITION [redacted] for repurchased denied. [redacted] approved for [redacted] in [redacted]. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>CLOSING CALL Called customer and advised Retailer will research navigation concern and [redacted], [redacted] will follow up with you directly. Will mail OLCs to you [redacted] Customer advised OK. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Signed, scanned and mailed certificates [redacted] and [redacted] to customer. See attachment tab. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>CASE CLOSED. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and I advised Understand you have picked up your vehicle and repairs are completed. How is the vehicle Customer advised Yes, everything is fine so far. I advised Understand the inconvenience with the new vehicle. Would like to offer your [redacted] in [redacted] to be used at an authorized retailer for future services or accessories with no expiration date. Customer advised This is a slap in the face. Offer is too low. Had an issue with [redacted] and they gave me [redacted]. I advised Understand concerns with new vehicle. [redacted] stands behind our SFW and it is our responsibility to repair the vehicle under the warranty. Understand it was an inconvenience but this is the offer. Customer advised Not happy. Want a supervisor. I advised Supervisor will inform you of the same position. Concern has been addressed internally and this offer is a corporate decision. Customer advised Well send me the certificates. Can I use it for my other LR I advised Yes. Customer advised Rear hatch is an issue and I am not the only [redacted] having issues according to blogs. Let you contacts know. Will go on blogs and bad mouth LR. Will respond back to [redacted] [redacted] Short sided offer. I advised Appreciate feedback and will pass it on internally. Is there anything else I can assist you with Customer advised No. Thanked each other and call ended.

CQIS Recommendations

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI [redacted] GAS AJ133
Transmission	AUTO 8 [redacted] TRANS(AWD)	Vehicle Description	RANGE [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
[redacted]		Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-interior-interior trim/panels-	Symptom	function-malfunction/inoperative
Commodity	body-interior-interior trim/panels-	Symptom	function-stays on
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-at cruise
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-while driving
Commodity	body-interior-interior trim/panels-	Symptom	mod-pre delivery
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-cold
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-wet
Commodity	body-interior-interior trim/panels-	Symptom	no problem found
Commodity	body-interior-interior trim/panels-	Symptom	nvh-noisy operation
Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	comfort issue
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-pinched/crimped
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-road hazard
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	improperly routed
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-cold
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-wet
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Commodity	body-seating—	Symptom	comfort issue
Commodity	body-seating—	Symptom	damage-pinched/crimped
Commodity	body-seating—	Symptom	function-malfunction/inoperative
Commodity	body-seating—	Symptom	function-stays on
Commodity	body-seating—	Symptom	improper assembly
Commodity	body-seating—	Symptom	improperly routed
Commodity	body-seating—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating—	Symptom	mod-driving condition-at cruise
Commodity	body-seating—	Symptom	mod-driving condition-while driving
Commodity	body-seating—	Symptom	mod-location-interior
Commodity	body-seating—	Symptom	mod-no indication (sudden)
Commodity	body-seating—	Symptom	mod-pre delivery
Commodity	body-seating—	Symptom	mod-weather-cold
Commodity	body-seating—	Symptom	mod-weather-wet
Commodity	body-seating—	Symptom	no problem found
Commodity	body-seating—	Symptom	nvh-noisy operation
Commodity	body-seating—	Symptom	plugged/restricted
Commodity	body-seating—	Symptom	repair-prior repair mentioned
Commodity	body-seating—	Symptom	weak/soft/sagged
Commodity	body-seating-track/tilt-power seat	Symptom	comfort issue
Commodity	body-seating-track/tilt-power seat	Symptom	damage-pinched/crimped
Commodity	body-seating-track/tilt-power seat	Symptom	function-malfunction/inoperative
Commodity	body-seating-track/tilt-power seat	Symptom	improperly routed
Commodity	body-seating-track/tilt-power seat	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating-track/tilt-power seat	Symptom	nvh-noisy operation
Commodity	body-seating-track/tilt-power seat	Symptom	plugged/restricted
Commodity	body-seating-track/tilt-power seat	Symptom	weak/soft/sagged
Commodity	body-structure/sheetmetal-door-door rear	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-door-door rear	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-hood-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-hood-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-hood-	Symptom	no problem found
Commodity	body-structure/sheetmetal-hood-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-tailgate-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-tailgate-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-tailgate-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-tailgate-	Symptom	nvh-noisy operation

Commodity	body-structure/sheetmetal-tailgate-	Symptom	separation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-pinched/crimped
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-road hazard
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improper assembly
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improperly routed
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-intermittent/random
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-location-interior
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-no indication (sudden)
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no problem found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	plugged/restricted
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	weak/soft/sagged
Commodity	chassis-parking brakes—	Symptom	administrative cost
Commodity	chassis-parking brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-parking brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-parking brakes—	Symptom	parking brake-does not engage/hold
Commodity	chassis-service brakes-abs/traction control-	Symptom	administrative cost
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-pinched/crimped
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-road hazard
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-terminal/connector
Commodity	chassis-service brakes-abs/traction control-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control-	Symptom	improperly routed
Commodity	chassis-service brakes-abs/traction control-	Symptom	loose
Commodity	chassis-service brakes-abs/traction control-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-abs/traction control-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control-	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-abs/traction control-	Symptom	plugged/restricted
Commodity	chassis-service brakes-abs/traction control-	Symptom	separation
Commodity	chassis-steering—	Symptom	appearance-scratches/nicks
Commodity	chassis-steering—	Symptom	mod-pre delivery
Commodity	chassis-steering—	Symptom	sticks/binds/grabs
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	improper assembly
Commodity	chassis-suspension—	Symptom	suspension-ride height/level concerns
Commodity	chassis-wheel assy-tires-	Symptom	damage-pinched/crimped
Commodity	chassis-wheel assy-tires-	Symptom	damage-road hazard
Commodity	chassis-wheel assy-tires-	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel assy-tires-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-wheel assy-tires-	Symptom	mod-driving condition-while driving
Commodity	chassis-wheel assy-tires-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-wheel assy-tires-	Symptom	mod-intermittent/random
Commodity	chassis-wheel assy-tires-	Symptom	mod-no indication (sudden)
Commodity	chassis-wheel assy-tires-	Symptom	nvh-noisy operation
Commodity	chassis-wheel assy-tires-	Symptom	plugged/restricted
Commodity	chassis-wheel assy-tires-	Symptom	repair-prior repair mentioned
Commodity	chassis-wheel assy-tires-	Symptom	weak/soft/sagged
Commodity	electrical-climate control-blower motor-	Symptom	comfort issue
Commodity	electrical-climate control-blower motor-	Symptom	damage-pinched/crimped
Commodity	electrical-climate control-blower motor-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-blower motor-	Symptom	improperly routed
Commodity	electrical-climate control-blower motor-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-climate control-blower motor-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-blower motor-	Symptom	plugged/restricted
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-stays on
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-at cruise
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-while driving
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-pre delivery
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-cold
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-wet
Commodity	electrical-climate control-controls/relays/switches-	Symptom	no problem found
Commodity	electrical-climate control-controls/relays/switches-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-controls/relays/switches-	Symptom	shift-will not shift/stuck in gear
Commodity	electrical-driving controls/multifunction switches-wiper/washer controls-	Symptom	administrative cost
Commodity	electrical-instrument/display—	Symptom	damage-road hazard
Commodity	electrical-instrument/display—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-instrument/display—	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display—	Symptom	mod-indicator light/warning chime on
Commodity	electrical-instrument/display—	Symptom	mod-intermittent/random
Commodity	electrical-instrument/display—	Symptom	mod-location-interior
Commodity	electrical-instrument/display—	Symptom	mod-no indication (sudden)
Commodity	electrical-instrument/display—	Symptom	plugged/restricted

Commodity	electrical-instrument/display—	Symptom	repair-prior repair mentioned
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	damage-road hazard
Commodity	electrical-lamps/bulbs—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-lamps/bulbs—	Symptom	mod-driving condition-while driving
Commodity	electrical-lamps/bulbs—	Symptom	mod-location-interior
Commodity	electrical-lamps/bulbs—	Symptom	mod-no indication (sudden)
Commodity	electrical-lamps/bulbs—	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	plugged/restricted
Commodity	electrical-lamps/bulbs—	Symptom	repair-prior repair mentioned
Commodity	electrical-lamps/bulbs—	Symptom	separation
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	function-malfunction/inoperative
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-wiring—	Symptom	damage-pinched/crimped
Commodity	electrical-wiring—	Symptom	damage-road hazard
Commodity	electrical-wiring—	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring—	Symptom	improperly routed
Commodity	electrical-wiring—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-wiring—	Symptom	nvh-noisy operation
Commodity	electrical-wiring—	Symptom	plugged/restricted
Commodity	electrical-wiring—	Symptom	weak/soft/sagged
Commodity	powertrain-engine-electronic engine control-	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	mod-driving condition-at cruise
Commodity	publications-owner manual—	Symptom	mod-driving condition-while driving
Commodity	publications-owner manual—	Symptom	mod-pre delivery
Commodity	unknown—	Symptom	damage-cut/torn/frayed
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	gauge error-not fuel
Commodity	unknown—	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	unknown—	Symptom	mod-indicator light/warning chime on
Commodity	unknown—	Symptom	mod-intermittent/random
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	separation
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function [redacted] (VFG)	
Source System Program Type		Repair/Report/Paid Date	[redacted]
Version Series Code		Load Date	[redacted]
Causal Part Prefix- Base - Suffix	- -	Dealer Code	[redacted]
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER PARAMUS
Non Causal Part Prefix-Base-Suffix		Dealer City	PARAMUS
Non Causal Part Numbers		Dealer State/Province	[redacted]
Fault Code	[redacted]	Dealer Country	[redacted]
Diagonstic Trouble Code		Dealer Phone Number	[redacted]
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment

Technician Comment	<<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted] and left a voice mail advising Want to speak with you regarding customer's request. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] [redacted] RECEIVED CERT #'S [redacted] FROM [redacted] FOR REDEMPTION <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>CASE CLOSED. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Signed, scanned and mailed certificates [redacted] and [redacted] to customer. See attachment tab. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>CLOSING CALL Called customer and advised Retailer will research navigation concern and [redacted], [redacted] will follow up with you directly. Will mail OLCs to you [redacted] Customer advised OK. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>POSITION SUMMARY Customer requested proper repair and repurchase of vehicle. FINDINGS In SFW. Original owner. [redacted]. Per retailer, [redacted]/repair to vehicle. Per retailer, [redacted] looked at the vehicle for ABS and other light concerns, rear hatch, defective part replaced, left rear door noise; soft touch close adjusted, rear view camera setting updated. Per retailer, no duplication of keyless entry concern or blower noise, nail in tire plugged and front washer fluid pinched and rerouted wire.. Per [redacted], seat to hot; characteristic of climate control will be explained to customer. Per retailer, no duplication of navigation concern but will address with [redacted] and follow up with customer. POSITION [redacted] for repurchased denied. [redacted] approved for [redacted] in [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Concern is with navigation intermittingly going black. [redacted] will look into repair and follow up with customer. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Wife came in [redacted] No duplication of navigation concern. Will submit concern to [redacted] and await a response. Customer left with the vehicle after I informed her I would contact her once I have more information. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Customer informed me of navigation concern. Notified [redacted], [redacted] who will see if [redacted] is available to look at the vehicle. Customer may have wife bring the vehicle in [redacted]. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer has concern with navigation going off. Customer is out of town but wife may bring the vehicle in [redacted]. Customer communicated he wants out of vehicle. [redacted] advised Notfy [redacted]. Will see if [redacted] will be available to look at the vehicle. Will not repurchase vehicle. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Vehicle needs to be diagnosed at retailer. When will you be able to bring the vehicle in Customer advised Don't know, have to speak to wife because I am out of town. I advised When would be a good time to follow up with you Customer advised 2 or [redacted]. I advised Will follow up with you on [redacted] Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>Forwarded cert #'s [redacted] for [redacted] to Rep <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer left me message with intermittent concerns with navigation. Customer will bring the vehicle back in. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>FORWARDED TO HB FOR SIGNATURE <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer at [redacted] advising New issue with vehicle. Navigation goes off and comes on with restart of vehicle. Will take the vehicle into [redacted]. Want to talk to you because the wife no longer wants the vehicle. [redacted]. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer contact. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and I advised Understand you have picked up your vehicle and repairs are completed. How is the vehicle Customer advised Yes, everything is fine so far. I advised Understand the inconvenience with the new vehicle. Would like to offer your [redacted] in [redacted] to be used at an authorized retailer for future services or accessories with no expiration date. Customer advised This is a slap in the face. Offer is too low. Had an issue with [redacted] and they gave me [redacted]. I advised Understand concerns with new vehicle. [redacted] stands behind our SFW and it is our responsibility to repair the vehicle under the warranty. Understand it was an inconvenience but this is the offer. Customer advised Not happy. Want a supervisor. I advised Supervisor will inform you of the same position. Concern has been addressed internally and this offer is a corporate decision. Customer advised Well send me the certificates. Can I use it for my other LR I advised Yes. Customer advised Rear hatch is an issue and I am not the only [redacted] having issues according to blogs. Let you contacts know. Will go on blogs and bad mouth LR. Will respond back to [redacted] [redacted] Short sided offer. I advised Appreciate feedback and will pass it on internally. Is there anything else I can assist you with Customer advised No. Thanked each other and call ended. <<<[redacted] [redacted] 2

[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Please give me a call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Loose connection repaired with ABS. Loaner provided. I advised Customer did not provide specifics for [redacted] Can offer [redacted] via OLCs. [redacted] advised Sounds good. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Following up on repairs since you have picked the vehicle up. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left voice mail advising Customer picked up vehicle [redacted] after ABS sensor was replaced. Want to discuss [redacted] Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and he advised Customer picked up the vehicle [redacted] ABS sensor replaced. Customer inquiried about [redacted] for inconvenience. I advised Will speak to [redacted]. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted] will look at the vehicle [redacted] Will follow up with you on [redacted] Customer advised Alright. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised This is first opportunity to repair vehicle. [redacted] will look at the vehicle [redacted] for ABS and other light concerns. Rear hatch, defective part replaced. Left rear door noise; soft touch close adjusted. Rear view camera setting updated. No duplication of keyless entry concern or blower noise. Seat to hot; characteristic of climate control will be explained to customer when he picks the vehicle up. Nail in tire plugged. Front washer fluid pinched and rerouted wire. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Lights came on in the vehicle during test drive. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] and he informed me the lights came on. Retailer will look into concern and will update me [redacted]. Customer advised Concern with vehicle being repaired. I advised Will look into any options for [redacted] for your inconvenience. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised During test drive, lights came on. Vehicle is still here. Customer has been notified. Will keep you updated. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Give me a call. Retailer called and said lights were on. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] Vehicle is still being worked on. Several repairs performed. Adjustments made to rear hatch and it is working now. Left rear door adjusted. Await a response on light concern and keyless entry. Nail in tire plugged. Rear camera display corrected via settings. Await final repair order from shop foreman. Retaler informed me you would like the vehicle back by [redacted] Customer advised Warning lights are intermittent. This is my main concern. What if I am up in [redacted] and this happens Hope I don't have a lemon. I advised Understand concern. Will inform [redacted] Retailer needs to see the warning indicator on in order to determine the concern. Will follow up with you on [redacted]. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Vehicle arrived in at [redacted] with no warning indicators. Several repairs performed. 1) Adjustments made to rear hatch and it is working now. 2) Left rear door adjusted. 3) Await a response on light concern. 4) Await a response on keyless entry concern. 5) Driver side front seat heating is normal; seats air cooled so the temperature in the vehicle will be the temperature of the seat. To decrease temperature of seat, heat needs to be adjusted for vehicle. 6) Nail in tire plugged. 7) Front washer already repaired but is being checked to ensure it was repaired properly by independent. 8) Rear camera display corrected via settings. Vehicle is still here. Await final write up and repairs from shop foreman. Will try and have vehicle repaired by [redacted] per customer's request. I advised Can you email RO once completed [redacted] advised Yes. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer's visit. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] I'm scheduled to be there as well. I will review and let you know. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted], [redacted] Hi [redacted], Customer has a [redacted] and has experienced several concerns which include the rear tailgate not functioning properly, dynamic stability fault, emergency brake, ABS, wiper washer fluid warning lights and drive with care warning lights and heated seats to hot. Customer

has an appointment [redacted] at [redacted] and there will be [redacted] from the PI team, [redacted] and also [redacted] a visiting [redacted] service engineer looking at the vehicle (Email chain included below). Customer is now requesting a replacement vehicle due to the issues. Provided below is the case/ vehicle information. Customer name [redacted] VIN [redacted] Retail date [redacted] Vehicle [redacted] Case [redacted] Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] > Thanks. I am also alerting the Regional Aftersales manager and the [redacted]. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] I did [redacted] and the [redacted] called him as well to touch base. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] Thanks, I assume he has alerted his retailer service depot on the new concern Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted], Yes, he did say he was bringing it in. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] OK [redacted], Does the customer still plan on bringing the car into [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Retailer does not have [redacted] available only a LR4. Customer advised Disappointed. On the phone with [redacted], [redacted] right now. Let me get back on the phone with [redacted] Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Don't have [redacted] available but have a LR4. I advised [redacted] notify customer. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and I advised Customer wants [redacted] loaner for service [redacted] [redacted] advised [redacted] check with [redacted] and give you a call back. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/ Admin Staff>>>[redacted] PROACTIVE INITIATIVE I've had a number of quality control issues, back hatch will not close automatically, ive had abs fault come on, I've had adaptive dynamicse fault, i've had emergency brake unavailable, I've had parking brake fault, I've had auto close feature malfunction on the rear doors, I've had roadside unsistance tell me there was nothing they could do. I think the system is far too complicated, which is dangerous due to the nested screens within screens. The number of quality issues is unacceptable for [redacted] A better number to reach me is [redacted]. There is a quality control issue, it was realesed without simple quality issues resolved and its a shame. The service employees dont know how to solve these issues as of yet and Ive had the vehicle for [redacted]. I am very frustrated. I would like have better answered <<<[redacted] entered by [redacted] Customer Assistance/ Representatives>>>Received customer voice mail at [redacted] on [redacted] advising Serious of problems with the vehicle. Appointment with service [redacted]. Emergency brake, stability contol, adaptive dynamics and ABS lights on. Back door opens. Considering a lemon with all of the issues. Please give me a call #[redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and he advised [redacted] call you back in a [redacted] Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/ Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] Good Morning, FYI. The customer left me a message [redacted] informing me there are multiple lights on in the vehicle which include Emergency brake, ABS and dynamic stability control and at this point may file lemon. I called the customer [redacted] and await a call back from here. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and advised Not happy with vehicle. Vehicle has scared me. Drove the vehicle and warning lights, drive with care, parking brake, ABS, dynamic stability control and wiper washer fluid are on. Very concerned. Looking for another vehicle. Wife no longer drives this vehicle and is driving her [redacted]. Want this vehicle replaced for another one without the issues. Want an loaner, [redacted] while the vehicle is being serviced [redacted] I advised Understand concern with new vehicle. Would not expect these issues with the vehicle being new. [redacted] inform internal contacts of concerns and request for replacement. [redacted] speak with retailer regarding loaner request but I can't guarantee you will have a [redacted] loaner. [redacted] give you a call back shortly. [redacted] see how the service goes [redacted] and look towards next steps. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/ Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] [redacted], I see you are the [redacted] case owner for this [redacted] customer, Mr [redacted]. As you have noted in the case I am sending [redacted] of my PI team, [redacted] and also [redacted] a visiting [redacted] service engineer to [redacted] [redacted] to work with the store on fixing the issue if we cam. I think there was a mix up over an engineer visit to the store that

perhaps explains the 'delay' On [redacted] the customer did not allow the store to continue the diagnosis and took the car back. That is fine of course. The store were going to reschedule a visit to allow the store to continue diagnosis. On [redacted] our techline advised the store on what additional steps to take to help diagnose the car when it returned. We were then waiting for the store to get the car in and work on it and the helpline were waiting for the retailer to call back with the results of the diagnosis. I am not sure where the offer to send an engineer to look at the car first came from but when I heard of this just recently I asked [redacted] from the helpline to contact the store to set it up as we had been committed to this at this point. The customer is clearly update by a 'delay' in getting his car fixed and that is not their fault of course but I wanted you to understand the background. Regards <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted], [redacted] will contact you [redacted] to setup an appointment for [redacted] for further diagnosis with the [redacted]. Customer advised Not happy. Been inconvenienced. [redacted] has cut me a check for my inconvenience. Concerned with quality. Why has it taken the retailer [redacted] to get the [redacted] I advised Understand your concern since this is a new vehicle. [redacted] services multiple retailers across different states and they appointment for [redacted] inspection has to be coordinated. Will look into any GW I can offer you for your inconvenience once the vehicle is diagnosed and repaired. Will follow up with you [redacted] and will be intouch with the retailer as well. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Specialists>>>Issue Received Email from Supervisor [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Fwd Blog To [redacted] <[redacted]> Please contact retailer to see if we can locate the customer. Thanks, [redacted] [redacted] Customer Relationship Center Supervisor [redacted] Office [redacted] Fax [redacted] E mail [redacted] Our privacy policy can be accessed at [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Re Blog To [redacted] <[redacted]>, [redacted] <[redacted]> Cc [redacted] <[redacted]>, [redacted] <[redacted]> [redacted], Could you please take a look at the blog and advise if we should be posting something on the site in response to this gentlemen's comments [redacted] I can not fully access the site from my phone. Can you please have someone from the team make contact and see what could be done to address the customer's concerns Thank you, [redacted] Sent from my [redacted] On [redacted], [redacted] <[redacted]> wrote [redacted], Please see the link to a customers posting on the [redacted]. Please r[redacted] out to him and offer our assistance right away... Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Blog To [redacted] [redacted] <[redacted]> [redacted] just took delivery im having quality issues.html <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>SA, [redacted] called and advised SA, [redacted] is working with this customer. Faults were checked and tech case submitted ([redacted]). Accentuator replaced but it did not resolve the concern. Will transfer you to [redacted], [redacted] who can update you. [redacted], [redacted] advised [redacted] will be contacting customer [redacted] to setup time for [redacted] to further diagnose with [redacted], [redacted] I advised Will contact customer and let him know SA will be contacting him. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted] Service, [redacted] and advised Which SA was working with customer on tail gate concern [redacted] advised Did not go to SA. Calibrated uppper and lower tail gate but customer did not want to leave the vehicle for further diagnosis after purchase. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customers' rear tailgate concern. [redacted] [redacted], [redacted] RR. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Seat concerns will be addressed internally. No sound as vehicles are passing side of vehicles. Customer advised Main concern is rear hatch. I advised Will r[redacted] out to [redacted] and [redacted] in the morning and follow up with you. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and left a voice mail advising Still researching concerns. Will follow up on [redacted]. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer ISSUE Customer states Vehicle purchased new. [redacted] with vehicle. Rear hatch is not functioning properly and the vehicle was taken to [redacted] and [redacted] where it was purchased. Windshield wiper fluid not functioning properly but fixed by local mechanic who charged [redacted] by moving hoses. Weird quirks and quality. Does monitor in beep as vehicle is passing. Heated seats are extremely hot, no happy medium. Wish suspension would lower more. Love vehicle. [redacted]. REQUEST Customer requests Proper repair of vehicle. Document concern with quality. ADVISED I advised customer Provided reference number, my hours and my contact information. Recap issue and request. No other questions or concerns. Will follow up on [redacted]. Anything else I can assist you with,

	customer advised no. We [redacted] thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/ Representatives>>>Per [redacted] No claims. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per DDW Warranty Coverage Policy Expires Odometer Deductible Standard Factory Warranty [redacted] No Open Field Service Actions. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Case forwarded to CB for further handling. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Case forwarded to [redacted] queue. Case will then be dispersed to rep for handling. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>NOTE CASE SPECIALIST IS TO SEE HEATHER B. BEFORE CONTACTING THE CUSTOMER. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Customer wrote the following Blog on [redacted] Just took delivery and I'm having quality issues Well, I'm [redacted] of the first and it seems like there's a price to pay for that. Don't get me wrong, I love the car, which I received [redacted], but so far I've had a [redacted] that are driving me nuts. Also, this car is a superb driving car but is a bit quirky in terms of getting used to the front command panel and touch screen for everything and some other nuances...first car I would say its important to read the owners manual. My problems include the following (if anyone knows of a quick fix, I'd love to hear it) 1) windshield wiper fluid does not squirt fluid onto windshield. I check the fluid levels and they're fine. Strange thing is when I have the front hood open, they work great, but the minute I close the hood, it's back to being a problem. Tried to see if there was something blocking [redacted], but nothing found. Very frustrating and a bit dangerous in that the winter season is upon us and I just drove through a bit of rain. 2) the rear hatch has [redacted] to it, that are supposed to close automatically. Unfortunately on mine, the hatch starts to close, then beeps as if it has detected something is in the way and then stops. When you lift the small door inside while closing, it closes fine, but not without manual intervention. 3) driver seat keeps staying on massage mode unless I switch it off and heated seats are WAY too hot even at the lowest setting...feels like your back is on fire" The dealer has tried to fix the issue with the rear hatch but to no avail. They've sent messages to the tech at range rover to try to determine the problem and may take a [redacted] yet. The windshield issue is brand new, but I am in a rather remote area and will be here for [redacted] or so, so no land rover service to drive to and closest [redacted] away. Ski weather with ice and snow here I am and not having wiper fluid is a bit of a dangerous situation. I'm sure they'll get it all figured out...just sucks spending [redacted] on the car and having these issues. Hoping quality control was up to par with this new rover. <<<[redacted] entered by [redacted] Customer Assistance/ Representatives>>>Submitted OLC request form to SJ bin.
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI [redacted] AJ133
Transmission	AUTO 8 [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
[redacted]		Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-interior-interior trim/panels-	Symptom	function-malfunction/inoperative
Commodity	body-interior-interior trim/panels-	Symptom	function-stays on
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-at cruise
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-while driving
Commodity	body-interior-interior trim/panels-	Symptom	mod-pre delivery
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-cold
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-wet
Commodity	body-interior-interior trim/panels-	Symptom	no problem found
Commodity	body-interior-interior trim/panels-	Symptom	nvh-noisy operation
Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	comfort issue
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-pinched/crimped
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-road hazard
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	improperly routed
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-cold
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-wet
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Commodity	body-seating—	Symptom	comfort issue
Commodity	body-seating—	Symptom	damage-pinched/crimped
Commodity	body-seating—	Symptom	function-malfunction/inoperative
Commodity	body-seating—	Symptom	function-stays on
Commodity	body-seating—	Symptom	improper assembly
Commodity	body-seating—	Symptom	improperly routed
Commodity	body-seating—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating—	Symptom	mod-driving condition-at cruise
Commodity	body-seating—	Symptom	mod-driving condition-while driving
Commodity	body-seating—	Symptom	mod-location-interior
Commodity	body-seating—	Symptom	mod-no indication (sudden)
Commodity	body-seating—	Symptom	mod-pre delivery
Commodity	body-seating—	Symptom	mod-weather-cold
Commodity	body-seating—	Symptom	mod-weather-wet
Commodity	body-seating—	Symptom	no problem found
Commodity	body-seating—	Symptom	nvh-noisy operation
Commodity	body-seating—	Symptom	plugged/restricted
Commodity	body-seating—	Symptom	repair-prior repair mentioned
Commodity	body-seating—	Symptom	weak/soft/sagged
Commodity	body-seating-track/tilt-power seat	Symptom	comfort issue
Commodity	body-seating-track/tilt-power seat	Symptom	damage-pinched/crimped
Commodity	body-seating-track/tilt-power seat	Symptom	function-malfunction/inoperative
Commodity	body-seating-track/tilt-power seat	Symptom	improperly routed
Commodity	body-seating-track/tilt-power seat	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating-track/tilt-power seat	Symptom	nvh-noisy operation
Commodity	body-seating-track/tilt-power seat	Symptom	plugged/restricted
Commodity	body-seating-track/tilt-power seat	Symptom	weak/soft/sagged
Commodity	body-structure/sheetmetal-door-door rear	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-door-door rear	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-hood-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-hood-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-hood-	Symptom	no problem found
Commodity	body-structure/sheetmetal-hood-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-tailgate-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-tailgate-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-tailgate-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-tailgate-	Symptom	nvh-noisy operation

Commodity	body-structure/sheetmetal-tailgate-	Symptom	separation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-pinched/crimped
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-road hazard
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improper assembly
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improperly routed
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-intermittent/random
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-location-interior
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-no indication (sudden)
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no problem found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	plugged/restricted
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	weak/soft/sagged
Commodity	chassis-parking brakes—	Symptom	administrative cost
Commodity	chassis-parking brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-parking brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-parking brakes—	Symptom	parking brake-does not engage/hold
Commodity	chassis-service brakes-abs/traction control-	Symptom	administrative cost
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-pinched/crimped
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-road hazard
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-terminal/connector
Commodity	chassis-service brakes-abs/traction control-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control-	Symptom	improperly routed
Commodity	chassis-service brakes-abs/traction control-	Symptom	loose
Commodity	chassis-service brakes-abs/traction control-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-abs/traction control-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control-	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-abs/traction control-	Symptom	plugged/restricted
Commodity	chassis-service brakes-abs/traction control-	Symptom	separation
Commodity	chassis-steering—	Symptom	appearance-scratches/nicks
Commodity	chassis-steering—	Symptom	mod-pre delivery
Commodity	chassis-steering—	Symptom	sticks/binds/grabs
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	improper assembly
Commodity	chassis-suspension—	Symptom	suspension-ride height/level concerns
Commodity	chassis-wheel assy-tires-	Symptom	damage-pinched/crimped
Commodity	chassis-wheel assy-tires-	Symptom	damage-road hazard
Commodity	chassis-wheel assy-tires-	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel assy-tires-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-wheel assy-tires-	Symptom	mod-driving condition-while driving
Commodity	chassis-wheel assy-tires-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-wheel assy-tires-	Symptom	mod-intermittent/random
Commodity	chassis-wheel assy-tires-	Symptom	mod-no indication (sudden)
Commodity	chassis-wheel assy-tires-	Symptom	nvh-noisy operation
Commodity	chassis-wheel assy-tires-	Symptom	plugged/restricted
Commodity	chassis-wheel assy-tires-	Symptom	repair-prior repair mentioned
Commodity	chassis-wheel assy-tires-	Symptom	weak/soft/sagged
Commodity	electrical-climate control-blower motor-	Symptom	comfort issue
Commodity	electrical-climate control-blower motor-	Symptom	damage-pinched/crimped
Commodity	electrical-climate control-blower motor-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-blower motor-	Symptom	improperly routed
Commodity	electrical-climate control-blower motor-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-climate control-blower motor-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-blower motor-	Symptom	plugged/restricted
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-stays on
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-at cruise
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-while driving
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-pre delivery
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-cold
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-wet
Commodity	electrical-climate control-controls/relays/switches-	Symptom	no problem found
Commodity	electrical-climate control-controls/relays/switches-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-controls/relays/switches-	Symptom	shift-will not shift/stuck in gear
Commodity	electrical-driving controls/multifunction switches-wiper/washer controls-	Symptom	administrative cost
Commodity	electrical-instrument/display—	Symptom	damage-road hazard
Commodity	electrical-instrument/display—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-instrument/display—	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display—	Symptom	mod-indicator light/warning chime on
Commodity	electrical-instrument/display—	Symptom	mod-intermittent/random
Commodity	electrical-instrument/display—	Symptom	mod-location-interior
Commodity	electrical-instrument/display—	Symptom	mod-no indication (sudden)
Commodity	electrical-instrument/display—	Symptom	plugged/restricted

Commodity	electrical-instrument/display—	Symptom	repair-prior repair mentioned
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	damage-road hazard
Commodity	electrical-lamps/bulbs—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-lamps/bulbs—	Symptom	mod-driving condition-while driving
Commodity	electrical-lamps/bulbs—	Symptom	mod-location-interior
Commodity	electrical-lamps/bulbs—	Symptom	mod-no indication (sudden)
Commodity	electrical-lamps/bulbs—	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	plugged/restricted
Commodity	electrical-lamps/bulbs—	Symptom	repair-prior repair mentioned
Commodity	electrical-lamps/bulbs—	Symptom	separation
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	function-malfunction/inoperative
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-wiring—	Symptom	damage-pinched/crimped
Commodity	electrical-wiring—	Symptom	damage-road hazard
Commodity	electrical-wiring—	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring—	Symptom	improperly routed
Commodity	electrical-wiring—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-wiring—	Symptom	nvh-noisy operation
Commodity	electrical-wiring—	Symptom	plugged/restricted
Commodity	electrical-wiring—	Symptom	weak/soft/sagged
Commodity	powertrain-engine-electronic engine control-	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	mod-driving condition-at cruise
Commodity	publications-owner manual—	Symptom	mod-driving condition-while driving
Commodity	publications-owner manual—	Symptom	mod-pre delivery
Commodity	unknown—	Symptom	damage-cut/torn/frayed
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	gauge error-not fuel
Commodity	unknown—	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	unknown—	Symptom	mod-indicator light/warning chime on
Commodity	unknown—	Symptom	mod-intermittent/random
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	separation
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	[redacted]
Version Series Code		Load Date	[redacted]
Causal Part Prefix- Base - Suffix	- -	Dealer Code	[redacted]
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER PARAMUS
Non Causal Part Prefix-Base-Suffix		Dealer City	PARAMUS
Non Causal Part Numbers		Dealer State/Province	[redacted]
Fault Code	[redacted]	Dealer Country	[redacted]
Diagonstic Trouble Code		Dealer Phone Number	[redacted]
Labor Operation Code		Attachment	Y
Communication Type	null	[redacted] Component Description Code	

Customer Comment

Technician Comment	<<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Submitted OLC request form to SJ bin. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Specialists>>>Customer wrote the following Blog on [redacted] Just took delivery and I'm having quality issues Well, I'm one of the first and it seems like there's a price to pay for that. Don't get me wrong, I love the car, which I received [redacted], but so far I've had a [redacted] that are driving me nuts. Also, this car is a superb driving car but is a bit quirky in terms of getting used to the front command panel and touch screen for everything and some other nuances...first car I would say its important to read the owners manual. My problems include the following (if anyone knows of a quick fix, I'd love to hear it) 1) windshield wiper fluid does not squirt fluid onto windshield. I check the fluid levels and they're fine. Strange thing is when I have the front hood open, they work great, but the minute I close the hood, it's back to being a problem. Tried to see if there was something blocking [redacted], but nothing found. Very frustrating and a bit dangerous in that the winter season is upon us and I just drove through a bit of rain. 2) the rear hatch has [redacted] to it, that are supposed to close automatically. Unfortunately on mine, the hatch starts to close, then beeps as if it has detected something is in the way and then stops. When you lift the small door inside while closing, it closes fine, but not without manual intervention. 3) driver seat keeps staying on massage mode unless I switch it off and heated seats are WAY too hot even at the lowest setting...feels like your back is on fire" The dealer has tried to fix the issue with the rear hatch but to no avail. They've sent messages to the tech at range rover to try to determine the problem and may take a [redacted] yet. The windshield issue is brand new, but I am in a rather remote area and will be here for [redacted] or so, so no land rover service to drive to and closest one [redacted] away. Ski weather with ice and snow here I am and not having wiper fluid is a bit of a dangerous situation. I'm sure they'll get it all figured out...just sucks spending [redacted] on the car and having these issues. Hoping quality control was up to par with this new rover. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>NOTE CASE SPECIALIST IS TO SEE [redacted] B. BEFORE CONTACTING THE CUSTOMER. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Case forwarded to [redacted] queue. Case will then be dispersed to rep for handling. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Case forwarded to CB for further handling. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per DDW Warranty Coverage Policy Expires Odometer Deductible Standard Factory Warranty [redacted] No Open Field Service Actions. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per [redacted] No claims. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer ISSUE Customer states Vehicle purchased new. [redacted] with vehicle. Rear hatch is not functioning properly and the vehicle was taken to [redacted] and [redacted] where it was purchased. Windshield wiper fluid not functioning properly but fixed by local mechanic who charged [redacted] by moving hoses. Weird quirks and quality. Does monitor in beep as vehicle is passing. Heated seats are extremely hot, no happy medium. Wish suspension would lower more. Love vehicle. [redacted]. REQUEST Customer requests Proper repair of vehicle. Document concern with quality. ADVISED I advised customer Provided reference number, my hours and my contact information. Recap issue and request. No other questions or concerns. Will follow up on [redacted]. Anything else I can assist you with, customer advised no. We [redacted] thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and left a voice mail advising Still researching concerns. Will follow up on [redacted]. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Seat concerns will be addressed internally. No sound as vehicles are passing side of vehicles. Customer advised Main concern is rear hatch. I advised Will r[redacted] out to [redacted] and [redacted] in the morning and follow up with you. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customers' rear tailgate concern. [redacted] [redacted] [redacted]. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted] Service, [redacted] and advised Which [redacted] was working with customer on tail gate concern [redacted] advised Did not go to [redacted]. Calibrated uppper and lower tail gate but customer did not want to leave the vehicle for further diagnosis after purchase. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised [redacted], [redacted] is working with this customer. Faults were checked and tech case submitted ([redacted]). Accentuator replaced but it did not resolve the concern. Will transfer you to [redacted] who can update you. [redacted] advised [redacted] will be contacting customer [redacted] to setup time for [redacted] to further diagnose with [redacted], [redacted] I advised Will contact customer and let him know [redacted] will be contacting him. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted], [redacted] will contact you [redacted] to setup an appointment for [redacted] for further diagnosis with the [redacted]. Customer advised Not happy. Been inconvenienced. [redacted] has cut me a check for my inconvenience. Concerned with quality. Why has it taken the retailer [redacted] to get the [redacted] I advised

Understand your concern since this is a new vehicle. [redacted] services multiple retailers across different states and they appointment for [redacted] inspection has to be coordinated. Will look into any [redacted] I can offer you for your inconvenience once the vehicle is diagnosed and repaired. Will follow up with you [redacted] and will be intouch with the retailer as well. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject [redacted] Rear Lower tailgate concern [redacted] To [redacted] Cc [redacted], I see you are the [redacted] case owner for this [redacted] customer, Mr [redacted]. As you have noted in the case I am sending [redacted] of my PI team, [redacted] and also [redacted] a visiting [redacted] service engineer to [redacted] to work with the store on fixing the issue if we cam. I think there was a mix up over an engineer visit to the store that perhaps explains the 'delay' On [redacted] the customer did not allow the store to continue the diagnosis and took the car back. That is fine of course. The store were going to reschedule a visit to allow the store to continue diagnosis. On [redacted] our techline advised the store on what additional steps to take to help diagnose the car when it returned. We were then waiting for the store to get the car in and work on it and the helpline were waiting for the retailer to call back with the results of the diagnosis. I am not sure where the offer to send an engineer to look at the car first came from but when I heard of this just recently I asked [redacted] from the helpline to contact the store to set it up as we had been committed to this at this point. The customer is clearly update by a 'delay' in getting his car fixed and that is not their fault of course but I wanted you to understand the background. Regards <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] on [redacted] advising Serious of problems with the vehicle. Appointment with service [redacted]. Emergency brake, stability contol, adaptive dynamics and ABS lights on. Back door opens. Considering a lemon with all of the issues. Please give me a call [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] PROACTIVE INITIATIVE I've had a number of quality control issues, back hatch will not close automatically, ive had abs fault come on, I've had adaptive dynamicse fault, i've had emergency brake unavailable, I've had parking brake fault, I've had auto close feature malfunction on the rear doors, I've had roadside unsistance tell me there was nothing they could do. I think the system is far too complicated, which is dangerous due to the nested screens within screens. The number of quality issues is unacceptable for [redacted] A better number to reach me is [redacted]. There is a quality control issue, it was realesed without simple quality issues resolved and its a shame. The service employees dont know how to solve these issues as of yet and Ive had the vehicle for [redacted]. I am very frustrated. I would like have better answered <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Want to speak with you regarding customer's request. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and advised Not happy with vehicle. Vehicle has scared me. Drove the vehicle and warning lights, drive with care, parking brake, ABS, dynamic stability control and wiper washer fluid are on. Very concerned. Looking for another vehicle. Wife no longer drives this vehicle and is driving her [redacted]. Want this vehicle replaced for another one without the issues. Want an loaner, [redacted] while the vehicle is being serviced [redacted] I advised Understand concern with new vehicle. Would not expect these issues with the vehicle being new. Will inform internal contacts of concerns and request for replacement. Will speak with retailer regarding loaner request but I can't guarantee you will have a [redacted] loaner. Will give you a call back shortly. Will see how the service goes [redacted] and look towards next steps. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] Good Morning, FYI. The customer left me a message [redacted] informing me there are multiple lights on in the vehicle which include Emergency brake, ABS and dynamic stability control and at this point may file lemon. I called the customer [redacted] and await a call back from here. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Don't have [redacted] available but have a [redacted]. I advised Will notify customer. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Retailer does not have [redacted] available only a [redacted]. Customer advised Disappointed. On the phone with [redacted], [redacted] right now. Let me get back on the phone with [redacted] Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] Thanks, I assume he has alerted his retailer service depot on the new concern Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted], Yes, he did say he was bringing it in. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] OK [redacted], Does the customer still plan on bringing the car into

[redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] Cc [redacted], [redacted] Hi [redacted], Customer has a [redacted] and has experienced several concerns which include the rear tailgate not functioning properly, dynamic stability fault, emergency brake, ABS, wiper washer fluid warning lights and drive with care warning lights and heated seats to hot. Customer has an appointment [redacted] at [redacted] and there will be [redacted] from the PI team, [redacted] and also [redacted] a visiting [redacted] service engineer looking at the vehicle (Email chain included below). Customer is now requesting a replacement vehicle due to the issues. Provided below is the case/vehicle information. Customer name [redacted] VIN [redacted] Retail date [redacted] Vehicle [redacted] Case # [redacted] Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] Cc [redacted]> Thanks. I am also alerting the Regional Aftersales manager and the [redacted]. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] I did [redacted] and the [redacted] called him as well to touch base. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] I'm scheduled to be there as well. I will review and let you know. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer's visit. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Vehicle arrived in at [redacted] with no warning indicators. Several repairs performed. 1) Adjustments made to rear hatch and it is working now. 2) Left rear door adjusted. 3) Await a response on light concern. 4) Await a response on keyless entry concern. 5) Driver side front seat heating is normal; seats air cooled so the temperature in the vehicle will be the temperature of the seat. To decrease temperature of seat, heat needs to be adjusted for vehicle. 6) Nail in tire plugged. 7) Front washer already repaired but is being checked to ensure it was repaired properly by independent. 8) Rear camera display corrected via settings. Vehicle is still here. Await final write up and repairs from shop foreman. Will try and have vehicle repaired by [redacted] per customer's request. I advised Can you email RO once completed [redacted] advised Yes. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] Vehicle is still being worked on. Several repairs performed. Adjustments made to rear hatch and it is working now. Left rear door adjusted. Await a response on light concern and keyless entry. Nail in tire plugged. Rear camera display corrected via settings. Await final repair order from shop foreman. Retaler informed me you would like the vehicle back by [redacted] Customer advised Warning lights are intermittent. This is my main concern. What if I am up in [redacted] and this happens Hope I don't have a lemon. I advised Understand concern. Will inform [redacted] Retailer needs to see the warning indicator on in order to determine the concern. Will follow up with you on [redacted]. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer contact. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised During test drive, lights came on. Vehicle is still here. Customer has been notified. Will keep you updated. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] and he informed me the lights came on. Retailer will look into concern and will update me [redacted]. Customer advised Concern with vehicle being repaired. I advised Will look into any options for [redacted] for your inconvenience. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Lights came on in the vehicle during test drive. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised This is first opportunity to repair vehicle. [redacted] will look at the vehicle [redacted] for ABS and other light concerns. Rear hatch, defective part replaced. Left rear door noise; soft touch close adjusted. Rear view camera setting updated. No duplication of keyless entry concern or blower noise. Seat to hot; characteristic of climate control will be explained to customer when he picks the vehicle up. Nail in tire plugged. Front washer fluid pinched and rerouted wire. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted] will look at the vehicle [redacted] Will follow up with you on [redacted] Customer advised Alright. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and he advised Customer picked up the vehicle [redacted] ABS sensor replaced. Customer inquiried about [redacted] for inconvenience. I advised Will speak to [redacted].

Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left voice mail advising Customer picked up vehicle [redacted] after ABS sensor was replaced. Want to discuss [redacted] Provided contact information and disconnected call. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Following up on repairs since you have picked the vehicle up. Provided contact information and disconnected call. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>> [redacted], [redacted] called and advised Loose connection repaired with ABS. Loaner provided. I advised Customer did not provide specifics for [redacted] Can offer [redacted] via OLCs. [redacted] advised Sounds good. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Please give me a call. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and I advised Understand you have picked up your vehicle and repairs are completed. How is the vehicle Customer advised Yes, everything is fine so far. I advised Understand the inconvenience with the new vehicle. Would like to offer your [redacted] in [redacted] to be used at an authorized retailer for future services or accessories with no expiration date. Customer advised This is a slap in the face. Offer is too low. Had an issue with [redacted] and they gave me [redacted]. I advised Understand concerns with new vehicle. [redacted] stands behind our SFW and it is our responsibility to repair the vehicle under the warranty. Understand it was an inconvenience but this is the offer. Customer advised Not happy. Want a supervisor. I advised Supervisor will inform you of the same position. Concern has been addressed internally and this offer is a corporate decision. Customer advised Well send me the certificates. Can I use it for my other [redacted] I advised Yes. Customer advised Rear hatch is an issue and I am not the only one having issues according to blogs. Let you contacts know. [redacted] go on blogs and bad mouth [redacted]. [redacted] respond back to [redacted] [redacted] Short sided offer. I advised Appreciate feedback and will pass it on internally. Is there anything else I can assist you with Customer advised No. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer at [redacted] advising New issue with vehicle. Navigation goes off and comes on with restart of vehicle. [redacted] take the vehicle into [redacted]. Want to talk to you because the wife no longer wants the vehicle. [redacted]. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called SA, [redacted] and advised Customer left me message with intermittent concerns with navigation. Customer will bring the vehicle back in. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Admin Staff>>>FORWARDED TO HB FOR SIGNATURE <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Give me a call. Retailer called and said lights were on. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and he advised [redacted] call you back in a [redacted] Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>SA, [redacted] called and I advised Customer wants [redacted] RR loaner for service [redacted] [redacted] advised [redacted] check with [redacted] and give you a call back. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Admin Staff>>>Forwarded cert #'s [redacted] for [redacted] to Rep <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Vehicle needs to be diagnosed at retailer. When will you be able to bring the vehicle in Customer advised Don't know, have to speak to wife because I am out of town. I advised When would be a good time to follow up with you Customer advised 2 or [redacted]. I advised [redacted] follow up with you on [redacted] Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer has concern with navigation going off. Customer is out of town but wife may bring the vehicle in [redacted]. Customer communicated he wants out of vehicle. [redacted] advised Notfy [redacted]. [redacted] see if [redacted] will be available to look at the vehicle. [redacted] not repurchase vehicle. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Customer informed me of navigation concern. Notified [redacted], [redacted] who will see if [redacted] is available to look at the vehicle. Customer may have wife bring the vehicle in [redacted]. Provided contact information and disconnected call. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>> [redacted], [redacted] called and advised Wife came in [redacted] No duplication of navigation concern. [redacted] submit concern to [redacted] and await a response. Customer left with the vehicle after I informed her I would contact her once I have more information. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>> [redacted], [redacted] called and advised Concern is with navigation intermittingly going black. [redacted] will look into repair and follow up with customer. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>POSITION SUMMARY Customer requested proper repair and repurchase of vehicle. FINDINGS In SFW. Original owner. [redacted]. Per retailer, [redacted]/repair to vehicle. Per retailer, [redacted] looked at the vehicle for ABS and other light concerns, rear hatch, defective part replaced, left

	rear door noise; soft touch close adjusted, rear view camera setting updated. Per retailer, no duplication of keyless entry concern or blower noise, nail in tire plugged and front washer fluid pinched and rerouted wire.. Per AMM, seat to hot; characteristic of climate control will be explained to customer. Per retailer, no duplication of navigation concern but will address with [redacted] and follow up with customer. POSITION [redacted] for repurchased denied. [redacted] approved for [redacted] in OLC. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>CLOSING CALL Called customer and advised Retailer will research navigation concern and SM, [redacted] will follow up with you directly. Will mail OLCs to you [redacted] Customer advised OK. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Signed, scanned and mailed certificates [redacted] and [redacted] to customer. See attachment tab. <<<[redacted] entered by [redacted] Customer Assistance/ Representatives>>>CASE CLOSED. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] JLRNA RECEIVED CERT #'S [redacted] FROM [redacted] FOR REDEMPTION <<<[redacted] entered by [redacted] Customer Assistance/ Specialists>>>Issue Received Email from Supervisor [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Fwd Blog To [redacted] <[redacted]> Please contact retailer to see if we can locate the customer. Thanks, [redacted] Customer Relationship Center Supervisor [redacted] Office [redacted] Fax [redacted] E mail [redacted] Our privacy policy can be accessed at [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Re Blog To [redacted] <[redacted]>, [redacted] <[redacted]> Cc [redacted] <[redacted]>, [redacted] <[redacted]> [redacted], Could you please take a look at the blog and advise if we should be posting something on the site in response to this gentlemen's comments [redacted] I can not fully access the site from my phone. Can you please have someone from the team make contact and see what could be done to address the customer's concerns Thank you, [redacted] Sent from my [redacted] On [redacted] at [redacted], [redacted] <[redacted]> wrote [redacted], Please see the link to a customers posting on the [redacted] [redacted]. Please reach out to him and offer our assistance right away... Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Blog To [redacted] <[redacted]> [redacted] just took delivery im having quality [redacted]
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI NA [redacted] GAS AJ133
Transmission	AUTO [redacted] ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-interior-interior trim/panels-	Symptom	function-malfunction/inoperative
Commodity	body-interior-interior trim/panels-	Symptom	function-stays on
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-at cruise
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-while driving
Commodity	body-interior-interior trim/panels-	Symptom	mod-pre delivery
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-cold
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-wet
Commodity	body-interior-interior trim/panels-	Symptom	no problem found
Commodity	body-interior-interior trim/panels-	Symptom	nvh-noisy operation
Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	comfort issue
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-pinched/crimped
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-road hazard
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	improperly routed
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-cold
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-wet
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Commodity	body-seating—	Symptom	comfort issue
Commodity	body-seating—	Symptom	damage-pinched/crimped
Commodity	body-seating—	Symptom	function-malfunction/inoperative
Commodity	body-seating—	Symptom	function-stays on
Commodity	body-seating—	Symptom	improper assembly
Commodity	body-seating—	Symptom	improperly routed
Commodity	body-seating—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating—	Symptom	mod-driving condition-at cruise
Commodity	body-seating—	Symptom	mod-driving condition-while driving
Commodity	body-seating—	Symptom	mod-location-interior
Commodity	body-seating—	Symptom	mod-no indication (sudden)
Commodity	body-seating—	Symptom	mod-pre delivery
Commodity	body-seating—	Symptom	mod-weather-cold
Commodity	body-seating—	Symptom	mod-weather-wet
Commodity	body-seating—	Symptom	no problem found
Commodity	body-seating—	Symptom	nvh-noisy operation
Commodity	body-seating—	Symptom	plugged/restricted
Commodity	body-seating—	Symptom	repair-prior repair mentioned
Commodity	body-seating—	Symptom	weak/soft/sagged
Commodity	body-seating-track/tilt-power seat	Symptom	comfort issue
Commodity	body-seating-track/tilt-power seat	Symptom	damage-pinched/crimped
Commodity	body-seating-track/tilt-power seat	Symptom	function-malfunction/inoperative
Commodity	body-seating-track/tilt-power seat	Symptom	improperly routed
Commodity	body-seating-track/tilt-power seat	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating-track/tilt-power seat	Symptom	nvh-noisy operation
Commodity	body-seating-track/tilt-power seat	Symptom	plugged/restricted
Commodity	body-seating-track/tilt-power seat	Symptom	weak/soft/sagged
Commodity	body-structure/sheetmetal-door-door rear	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-door-door rear	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-hood-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-hood-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-hood-	Symptom	no problem found
Commodity	body-structure/sheetmetal-hood-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-tailgate-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-tailgate-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-tailgate-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-tailgate-	Symptom	nvh-noisy operation

Commodity	body-structure/sheetmetal-tailgate-	Symptom	separation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-pinched/crimped
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-road hazard
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improper assembly
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improperly routed
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-intermittent/random
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-location-interior
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-no indication (sudden)
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no problem found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	plugged/restricted
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	weak/soft/sagged
Commodity	chassis-parking brakes—	Symptom	administrative cost
Commodity	chassis-parking brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-parking brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-parking brakes—	Symptom	parking brake-does not engage/hold
Commodity	chassis-service brakes-abs/traction control-	Symptom	administrative cost
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-pinched/crimped
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-road hazard
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-terminal/connector
Commodity	chassis-service brakes-abs/traction control-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control-	Symptom	improperly routed
Commodity	chassis-service brakes-abs/traction control-	Symptom	loose
Commodity	chassis-service brakes-abs/traction control-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-abs/traction control-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control-	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-abs/traction control-	Symptom	plugged/restricted
Commodity	chassis-service brakes-abs/traction control-	Symptom	separation
Commodity	chassis-steering—	Symptom	appearance-scratches/nicks
Commodity	chassis-steering—	Symptom	mod-pre delivery
Commodity	chassis-steering—	Symptom	sticks/binds/grabs
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	improper assembly
Commodity	chassis-suspension—	Symptom	suspension-ride height/level concerns
Commodity	chassis-wheel assy-tires-	Symptom	damage-pinched/crimped
Commodity	chassis-wheel assy-tires-	Symptom	damage-road hazard
Commodity	chassis-wheel assy-tires-	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel assy-tires-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-wheel assy-tires-	Symptom	mod-driving condition-while driving
Commodity	chassis-wheel assy-tires-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-wheel assy-tires-	Symptom	mod-intermittent/random
Commodity	chassis-wheel assy-tires-	Symptom	mod-no indication (sudden)
Commodity	chassis-wheel assy-tires-	Symptom	nvh-noisy operation
Commodity	chassis-wheel assy-tires-	Symptom	plugged/restricted
Commodity	chassis-wheel assy-tires-	Symptom	repair-prior repair mentioned
Commodity	chassis-wheel assy-tires-	Symptom	weak/soft/sagged
Commodity	electrical-climate control-blower motor-	Symptom	comfort issue
Commodity	electrical-climate control-blower motor-	Symptom	damage-pinched/crimped
Commodity	electrical-climate control-blower motor-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-blower motor-	Symptom	improperly routed
Commodity	electrical-climate control-blower motor-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-climate control-blower motor-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-blower motor-	Symptom	plugged/restricted
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-stays on
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-at cruise
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-while driving
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-pre delivery
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-cold
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-wet
Commodity	electrical-climate control-controls/relays/switches-	Symptom	no problem found
Commodity	electrical-climate control-controls/relays/switches-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-controls/relays/switches-	Symptom	shift-will not shift/stuck in gear
Commodity	electrical-driving controls/multifunction switches-wiper/washer controls-	Symptom	administrative cost
Commodity	electrical-instrument/display—	Symptom	damage-road hazard
Commodity	electrical-instrument/display—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-instrument/display—	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display—	Symptom	mod-indicator light/warning chime on
Commodity	electrical-instrument/display—	Symptom	mod-intermittent/random
Commodity	electrical-instrument/display—	Symptom	mod-location-interior
Commodity	electrical-instrument/display—	Symptom	mod-no indication (sudden)
Commodity	electrical-instrument/display—	Symptom	plugged/restricted

Commodity	electrical-instrument/display—	Symptom	repair-prior repair mentioned
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	damage-road hazard
Commodity	electrical-lamps/bulbs—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-lamps/bulbs—	Symptom	mod-driving condition-while driving
Commodity	electrical-lamps/bulbs—	Symptom	mod-location-interior
Commodity	electrical-lamps/bulbs—	Symptom	mod-no indication (sudden)
Commodity	electrical-lamps/bulbs—	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	plugged/restricted
Commodity	electrical-lamps/bulbs—	Symptom	repair-prior repair mentioned
Commodity	electrical-lamps/bulbs—	Symptom	separation
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	function-malfunction/inoperative
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-wiring—	Symptom	damage-pinched/crimped
Commodity	electrical-wiring—	Symptom	damage-road hazard
Commodity	electrical-wiring—	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring—	Symptom	improperly routed
Commodity	electrical-wiring—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-wiring—	Symptom	nvh-noisy operation
Commodity	electrical-wiring—	Symptom	plugged/restricted
Commodity	electrical-wiring—	Symptom	weak/soft/sagged
Commodity	powertrain-engine-electronic engine control-	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	mod-driving condition-at cruise
Commodity	publications-owner manual—	Symptom	mod-driving condition-while driving
Commodity	publications-owner manual—	Symptom	mod-pre delivery
Commodity	unknown—	Symptom	damage-cut/torn/frayed
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	gauge error-not fuel
Commodity	unknown—	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	unknown—	Symptom	mod-indicator light/warning chime on
Commodity	unknown—	Symptom	mod-intermittent/random
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	separation
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	[redacted]
Version Series Code		Load Date	[redacted]
Causal Part Prefix- Base - Suffix	- -	Dealer Code	[redacted]
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER PARAMUS
Non Causal Part Prefix-Base-Suffix		Dealer City	PARAMUS
Non Causal Part Numbers		Dealer State/Province	[redacted]
Fault Code	[redacted]	Dealer Country	[redacted]
Diagonstic Trouble Code		Dealer Phone Number	[redacted]
Labor Operation Code		Attachment	Y
Communication Type	null	[redacted] Component Description Code	

Customer Comment

Technician Comment	<<< [redacted] entered by [redacted] Customer Assistance/Specialists>>>Issue Received Email from Supervisor [redacted] Forwarded message From [redacted] < [redacted] > Date [redacted] Subject Fwd Blog To [redacted] < [redacted] > Please contact retailer to see if we can locate the customer. Thanks, [redacted] [redacted] [redacted] Customer Relationship Center Supervisor [redacted] Office [redacted] Fax [redacted] E mail [redacted] Our privacy policy can be accessed at [redacted] [redacted] Forwarded message From [redacted] < [redacted] > Date [redacted] Subject Re Blog To [redacted] < [redacted] >, [redacted] < [redacted] > [redacted] [redacted] < [redacted] >, [redacted] < [redacted] > [redacted], Could you please take a look at the blog and advise if we should be posting something on the site in response to this gentlemen's comments [redacted] I can not fully access the site from my phone. Can you please have someone from the team make contact and see what could be done to address the customer's concerns Thank you, [redacted] Sent from my [redacted] On [redacted] [redacted], [redacted] < [redacted] > wrote [redacted], Please see the link to a customers posting on the [redacted] Forum. Please r[redacted] out to him and offer our assistance right away... Forwarded message From [redacted] < [redacted] > Date [redacted] Subject Blog To [redacted] < [redacted] > [redacted] just took delivery im having quality [redacted] <<< [redacted] entered by [redacted] Customer Assistance/Specialists>>>Customer wrote the following Blog on [redacted] Just took delivery and I'm having quality issues Well, I'm one of the first and it seems like there's a price to pay for that. Don't get me wrong, I love the car, which I received [redacted], but so far I've had a [redacted] that are driving me nuts. Also, this car is a superb driving car but is a bit quirky in terms of getting used to the front command panel and touch screen for everything and some other nuances...first car I would say its important to read the owners manual. My problems include the following (if anyone knows of a quick fix, I'd love to hear it) 1) windshield wiper fluid does not squirt fluid onto windshield. I check the fluid levels and they're fine. Strange thing is when I have the front hood open, they work great, but the minute I close the hood, it's back to being a problem. Tried to see if there was something blocking [redacted], but nothing found. Very frustrating and a bit dangerous in that the winter season is upon us and I just drove through a bit of rain. 2) the rear hatch has two moveable part to it, that are supposed to close automatically. Unfortunately on mine, the hatch starts to close, then beeps as if it has detected something is in the way and then stops. When you lift the small door inside while closing, it closes fine, but not without manual intervention. 3) driver seat keeps staying on massage mode unless I switch it off and heated seats are WAY too hot even at the lowest setting...feels like your back is on fire" The dealer has tried to fix the issue with the rear hatch but to no avail. They've sent messages to the tech at range rover to try to determine the problem and may take a [redacted] yet. The windshield issue is brand new, but I am in a rather remote area and will be here for [redacted] or so, so no land rover service to drive to and closest one [redacted] away. Ski weather with ice and snow here I am and not having wiper fluid is a bit of a dangerous situation. I'm sure they'll get it all figured out...just sucks spending [redacted] on the car and having these issues. Hoping quality control was up to par with this new rover. <<< [redacted] [redacted] entered by [redacted] Customer Assistance/Specialists>>>NOTE CASE SPECIALIST IS TO SEE [redacted] B. BEFORE CONTACTING THE CUSTOMER. <<< [redacted] entered by [redacted] Customer Assistance/Specialists>>>Case forwarded to [redacted] queue. Case will then be dispersed to rep for handling. <<< [redacted] entered by [redacted] Customer Assistance/ Representatives>>>Case forwarded to CB for further handling. <<< [redacted] entered by [redacted] Customer Assistance/ Representatives>>>Per DDW Warranty Coverage Policy Expires Odometer Deductible Standard Factory Warranty [redacted] [redacted] No Open Field Service Actions. <<< [redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per [redacted] No claims. <<< [redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer ISSUE Customer states Vehicle purchased new. [redacted] [redacted] with vehicle. Rear hatch is not functioning properly and the vehicle was taken to [redacted] and [redacted] where it was purchased. Windshield wiper fluid not functioning properly but fixed by local mechanic who charged [redacted] by moving hoses. Weird quirks and quality. Does monitor in beep as vehicle is passing. Heated seats are extremely hot, no happy medium. Wish suspension would lower more. Love vehicle. [redacted]. REQUEST Customer requests Proper repair of vehicle. Document concern with quality. ADVISED I advised customer Provided reference number, my hours and my contact information. Recap issue and request. No other questions or concerns. Will follow up on [redacted]. Anything else I can assist you with, customer advised no. We [redacted] thanked [redacted] other and call ended. <<< [redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and left a voice mail advising Still researching concerns. Will follow up on [redacted]. Provided contact information and disconnected call. <<< [redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Seat concerns will be addressed internally. No sound as vehicles are passing side of vehicles.

Customer advised Main concern is rear hatch. I advised Will reach out to [redacted] and [redacted] in the morning and follow up with you. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customers' rear tailgate concern. VIN [redacted], [redacted] RR. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted] Service, [redacted] and advised Which [redacted] was working with customer on tail gate concern [redacted] advised Did not go to [redacted]. Calibrated uppper and lower tail gate but customer did not want to leave the vehicle for further diagnosis after purchase. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised [redacted], [redacted] is working with this customer. Faults were checked and tech case submitted ([redacted]). Accentuator replaced but it did not resolve the concern. Will transfer you to [redacted], [redacted] who can update you. [redacted], [redacted] advised [redacted] will be contacting customer [redacted] to setup time for [redacted] to further diagnose with [redacted], [redacted] I advised Will contact customer and let him know [redacted] will be contacting him. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted] [redacted], [redacted] will contact you [redacted] to setup an appointment for [redacted] for further diagnosis with the [redacted]. Customer advised Not happy. Been inconvenienced. [redacted] has cut me a check for my inconvenience. Concerned with quality. Why has it taken the retailer [redacted] to get the [redacted] I advised Understand your concern since this is a new vehicle. [redacted] services multiple retailers across different states and they appointment for [redacted] inspection has to be coordinated. Will look into any GW I can offer you for your inconvenience once the vehicle is diagnosed and repaired. Will follow up with you [redacted] and will be intouch with the retailer as well. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted], I see you are the [redacted] case owner for this [redacted] customer, Mr [redacted]. As you have noted in the case I am sending [redacted] of my PI team, [redacted] and also [redacted] a visiting [redacted] service engineer to [redacted] to work with the store on fixing the issue if we cam. I think there was a mix up over an engineer visit to the store that perhaps explains the 'delay' On [redacted] the customer did not allow the store to continue the diagnosis and took the car back. That is fine of course. The store were going to reschedule a visit to allow the store to continue diagnosis. On [redacted] our techline advised the store on what additional steps to take to help diagnose the car when it returned. We were then waiting for the store to get the car in and work on it and the helpline were waiting for the retailer to call back with the results of the diagnosis. I am not sure where the offer to send an engineer to look at the car first came from but when I heard of this just recently I asked [redacted] from the helpline to contact the store to set it up as we had been committed to this at this point. The customer is clearly update by a 'delay' in getting his car fixed and that is not their fault of course but I wanted you to understand the background. Regards <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer's visit. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Want to speak with you regarding customer's request. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and advised Not happy with vehicle. Vehicle has scared me. Drove the vehicle and warning lights, drive with care, parking brake, ABS, dynamic stability control and wiper washer fluid are on. Very concerned. Looking for another vehicle. Wife no longer drives this vehicle and is driving her [redacted]. Want this vehicle replaced for another one without the issues. Want an loaner, [redacted] RR while the vehicle is being serviced [redacted] I advised Understand concern with new vehicle. Would not expect these issues with the vehicle being new. Will inform internal contacts of concerns and request for replacement. Will speak with retailer regarding loaner request but I can't guarantee you will have a [redacted] RR loaner. Will give you a call back shortly. Will see how the service goes [redacted] and look towards next steps. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] Good Morning, FYI. The customer left me a message [redacted] informing me there are multiple lights on in the vehicle which include Emergency brake, ABS and dynamic stability control and at this point may file lemon. I called the customer [redacted] and await a call back from here. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and he advised Will call you back in a [redacted] Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] [redacted] advising Serious of problems with the vehicle. Appointment with service [redacted]. Emergency brake, stability contol, adaptive dynamics and ABS lights on. Back door opens. Considering a lemon with all of the issues. Please give me a call [redacted]. <<<[redacted] entered by [redacted] Customer

Assistance/Admin Staff>>>[redacted] PROACTIVE INITIATIVE I've had a number of quality control issues, back hatch will not close automatically, ive had abs fault come on, I've had adaptive dynamicse fault, i've had emergency brake unavailable, I've had parking brake fault, I've had auto close feature malfunction on the rear doors, I've had roadside unsistance tell me there was nothing they could do. I think the system is far too complicated, which is dangerous due to the nested screens within screens. The number of quality issues is unacceptable for [redacted] A better number to r[redacted] me is [redacted]. There is a quality control issue, it was realesed without simple quality issues resolved and its a shame. The service employees dont know how to solve these issues as of yet and Ive had the vehicle for [redacted]. I am very frustrated. I would like have better answered <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted] called and I advised Customer wants [redacted] RR loaner for service [redacted] [redacted] advised Will check with SM and give you a call back. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted] called and advised Don't have [redacted] available but have a LR4. I advised Will notify customer. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Retailer does not have [redacted] RR available only a LR4. Customer advised Disappointed. On the phone with [redacted] right now. Let me get back on the phone with [redacted] Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] Thanks, I assume he has alerted his retailer service depot on the new concern Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted], Yes, he did say he was bringing it in. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] OK [redacted], Does the customer still plan on bringing the car into [redacted] [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted], [redacted] Hi [redacted], Customer has a [redacted] [redacted] and has experienced several concerns which include the rear tailgate not functioning properly, dynamic stability fault, emergency brake, ABS, wiper washer fluid warning lights and drive with care warning lights and heated seats to hot. Customer has an appointment [redacted] at [redacted] and there will be [redacted] from the PI team, [redacted] and also [redacted] a visiting [redacted] service engineer looking at the vehicle (Email chain included below). Customer is now requesting a replacement vehicle due to the issues. Provided below is the case/vehicle information. Customer name [redacted] VIN [redacted] Retail date [redacted] Vehicle [redacted] [redacted] Case # [redacted] Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted]> Thanks. I am also alerting the Regional Aftersales manager and the [redacted]. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] I did [redacted] and the [redacted] called him as well to touch base. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] I'm scheduled to be there as well. I will review and let you know. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted] called and advised Vehicle arrived in at [redacted] with no warning indicators. Several repairs performed. 1) Adjustments made to rear hatch and it is working now. 2) Left rear door adjusted. 3) Await a response on light concern. 4) Await a response on keyless entry concern. 5) Driver side front seat heating is normal; seats air cooled so the temperature in the vehicle will be the temperature of the seat. To decrease temperature of seat, heat needs to be adjusted for vehicle. 6) Nail in tire plugged. 7) Front washer already repaired but is being checked to ensure it was repaired properly by independent. 8) Rear camera display corrected via settings. Vehicle is still here. Await final write up and repairs from shop foreman. Will try and have vehicle repaired by [redacted] per customer's request. I advised Can you email RO once completed [redacted] advised Yes. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted] Vehicle is still being worked on. Several repairs performed. Adjustments made to rear hatch and it is working now. Left rear door adjusted. Await a response on light concern and keyless entry. Nail in tire plugged. Rear camera display corrected via settings. Await final repair order from shop foreman. Retaler informed me you would like the vehicle back by [redacted] Customer advised Warning lights are intermittent. This is my main concern. What if I am up in [redacted] and this happens Hope I don't have a lemon. I advised Understand concern. Will inform [redacted] Retailer needs to see the warning indicator on in order to determine the concern. Will follow up with you on [redacted]. Thanked [redacted] other and call ended. <<<[redacted] 2

[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer left me message with intermittent concerns with navigation. Customer will bring the vehicle back in. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Give me a call. Retailer called and said lights were on. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised During test drive, lights came on. Vehicle is still here. Customer has been notified. Will keep you updated. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] and he informed me the lights came on. Retailer will look into concern and will update me [redacted]. Customer advised Concern with vehicle being repaired. I advised Will look into any options for [redacted] for your inconvenience. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Lights came on in the vehicle during test drive. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised This is first opportunity to repair vehicle. [redacted] will look at the vehicle [redacted] for ABS and other light concerns. Rear hatch, defective part replaced. Left rear door noise; soft touch close adjusted. Rear view camera setting updated. No duplication of keyless entry concern or blower noise. Seat to hot; characteristic of climate control will be explained to customer when he picks the vehicle up. Nail in tire plugged. Front washer fluid pinched and rerouted wire. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted] will look at the vehicle [redacted] Will follow up with you on [redacted] Customer advised Alright. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and he advised Customer picked up the vehicle [redacted] ABS sensor replaced. Customer inquiried about [redacted] for inconvenience. I advised Will speak to [redacted]. Thanked [redacted] other and call ended. <<<[redacted] 000PM entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left voice mail advising Customer picked up vehicle [redacted] after ABS sensor was replaced. Want to discuss [redacted] Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Following up on repairs since you have picked the vehicle up. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Loose connection repaired with ABS. Loaner provided. I advised Customer did not provide specifics for [redacted] Can offer [redacted] via OLCs. [redacted] advised Sounds good. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Please give me a call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and I advised Understand you have picked up your vehicle and repairs are completed. How is the vehicle Customer advised Yes, everything is fine so far. I advised Understand the inconvenience with the new vehicle. Would like to offer your [redacted] in [redacted] to be used at an authorized retailer for future services or accessories with no expiration date. Customer advised This is a slap in the face. Offer is too low. Had an issue with [redacted] and they gave me [redacted]. I advised Understand concerns with new vehicle. [redacted] stands behind our SFW and it is our responsibility to repair the vehicle under the warranty. Understand it was an inconvenience but this is the offer. Customer advised Not happy. Want a supervisor. I advised Supervisor will inform you of the same position. Concern has been addressed internally and this offer is a corporate decision. Customer advised Well send me the certificates. Can I use it for my other LR I advised Yes. Customer advised Rear hatch is an issue and I am not the only [redacted] having issues according to blogs. Let you contacts know. Will go on blogs and bad mouth LR. Will respond back to [redacted] [redacted] Short sided offer. I advised Appreciate feedback and will pass it on internally. Is there anything else I can assist you with Customer advised No. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Submitted [redacted] request form to SJ bin. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer contact. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer at [redacted] advising New issue with vehicle. Navigation goes off and comes on with restart of vehicle. Will take the vehicle into [redacted]. Want to talk to you because the wife no longer wants the vehicle. [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>Forwarded cert #'s [redacted] for [redacted] to Rep <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Vehicle needs to be diagnosed at retailer. When will you be able to bring the vehicle in Customer advised Don't know, have to speak to wife because I am out of town. I advised When would be a good time to follow up with you Customer advised 2 or [redacted]. I advised Will follow up with you on [redacted] Thanked [redacted] other and call ended.

<<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer has concern with navigation going off. Customer is out of town but wife may bring the vehicle in [redacted]. Customer communicated he wants out of vehicle. [redacted] advised Notfy [redacted]. Will see if [redacted] will be available to look at the vehicle. Will not repurchase vehicle. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Customer informed me of navigation concern. Notified [redacted], [redacted] who will see if [redacted] is available to look at the vehicle. Customer may have wife bring the vehicle in [redacted]. Provided contact information and disconnected call. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Wife came in [redacted] No duplication of navigation concern. Will submit concern to [redacted] and await a response. Customer left with the vehicle after I informed her I would contact her once I have more information. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Concern is with navigation intermittingly going black. [redacted] will look into repair and follow up with customer. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>POSITION SUMMARY Customer requested proper repair and repurchase of vehicle. FINDINGS In SFW. Original owner. [redacted]. Per retailer, [redacted]/repair to vehicle. Per retailer, [redacted] looked at the vehicle for ABS and other light concerns, rear hatch, defective part replaced, left rear door noise; soft touch close adjusted, rear view camera setting updated. Per retailer, no duplication of keyless entry concern or blower noise, nail in tire plugged and front washer fluid pinched and rerouted wire.. Per [redacted], seat to hot; characteristic of climate control will be explained to customer. Per retailer, no duplication of navigation concern but will address with [redacted] and follow up with customer. POSITION [redacted] for repurchased denied. [redacted] approved for [redacted] in OLC. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>CLOSING CALL Called customer and advised Retailer will research navigation concern and [redacted], [redacted] will follow up with you directly. Will mail OLCs to you [redacted] Customer advised OK. Thanked each other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Signed, scanned and mailed certificates [redacted] and [redacted] to customer. See attachment tab. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>CASE CLOSED. <<< [redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] JLRNA RECEIVED CERT #'S [redacted] FROM [redacted] FOR REDEMPTION <<< [redacted] entered by [redacted] Customer Assistance/Admin Staff>>>FORWARDED TO HB FOR SIGNATURE

CQIS Recommendations

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI [redacted] GAS AJ133
Transmission	AUTO 8 [redacted] TRANS([redacted])	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-interior-interior trim/panels-	Symptom	function-malfunction/inoperative
Commodity	body-interior-interior trim/panels-	Symptom	function-stays on
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-at cruise
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-while driving
Commodity	body-interior-interior trim/panels-	Symptom	mod-pre delivery
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-cold
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-wet
Commodity	body-interior-interior trim/panels-	Symptom	no problem found
Commodity	body-interior-interior trim/panels-	Symptom	nvh-noisy operation
Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	comfort issue
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-pinched/crimped
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-road hazard
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	improperly routed
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-cold
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-wet
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Commodity	body-seating—	Symptom	comfort issue
Commodity	body-seating—	Symptom	damage-pinched/crimped
Commodity	body-seating—	Symptom	function-malfunction/inoperative
Commodity	body-seating—	Symptom	function-stays on
Commodity	body-seating—	Symptom	improper assembly
Commodity	body-seating—	Symptom	improperly routed
Commodity	body-seating—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating—	Symptom	mod-driving condition-at cruise
Commodity	body-seating—	Symptom	mod-driving condition-while driving
Commodity	body-seating—	Symptom	mod-location-interior
Commodity	body-seating—	Symptom	mod-no indication (sudden)
Commodity	body-seating—	Symptom	mod-pre delivery
Commodity	body-seating—	Symptom	mod-weather-cold
Commodity	body-seating—	Symptom	mod-weather-wet
Commodity	body-seating—	Symptom	no problem found
Commodity	body-seating—	Symptom	nvh-noisy operation
Commodity	body-seating—	Symptom	plugged/restricted
Commodity	body-seating—	Symptom	repair-prior repair mentioned
Commodity	body-seating—	Symptom	weak/soft/sagged
Commodity	body-seating-track/tilt-power seat	Symptom	comfort issue
Commodity	body-seating-track/tilt-power seat	Symptom	damage-pinched/crimped
Commodity	body-seating-track/tilt-power seat	Symptom	function-malfunction/inoperative
Commodity	body-seating-track/tilt-power seat	Symptom	improperly routed
Commodity	body-seating-track/tilt-power seat	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating-track/tilt-power seat	Symptom	nvh-noisy operation
Commodity	body-seating-track/tilt-power seat	Symptom	plugged/restricted
Commodity	body-seating-track/tilt-power seat	Symptom	weak/soft/sagged
Commodity	body-structure/sheetmetal-door-door rear	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-door-door rear	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-hood-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-hood-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-hood-	Symptom	no problem found
Commodity	body-structure/sheetmetal-hood-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-tailgate-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-tailgate-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-tailgate-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-tailgate-	Symptom	nvh-noisy operation

Commodity	body-structure/sheetmetal-tailgate-	Symptom	separation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-pinched/crimped
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-road hazard
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improper assembly
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improperly routed
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-intermittent/random
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-location-interior
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-no indication (sudden)
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no problem found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	plugged/restricted
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	weak/soft/sagged
Commodity	chassis-parking brakes—	Symptom	administrative cost
Commodity	chassis-parking brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-parking brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-parking brakes—	Symptom	parking brake-does not engage/hold
Commodity	chassis-service brakes-abs/traction control-	Symptom	administrative cost
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-pinched/crimped
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-road hazard
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-terminal/connector
Commodity	chassis-service brakes-abs/traction control-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control-	Symptom	improperly routed
Commodity	chassis-service brakes-abs/traction control-	Symptom	loose
Commodity	chassis-service brakes-abs/traction control-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-abs/traction control-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control-	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-abs/traction control-	Symptom	plugged/restricted
Commodity	chassis-service brakes-abs/traction control-	Symptom	separation
Commodity	chassis-steering—	Symptom	appearance-scratches/nicks
Commodity	chassis-steering—	Symptom	mod-pre delivery
Commodity	chassis-steering—	Symptom	sticks/binds/grabs
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	improper assembly
Commodity	chassis-suspension—	Symptom	suspension-ride height/level concerns
Commodity	chassis-wheel assy-tires-	Symptom	damage-pinched/crimped
Commodity	chassis-wheel assy-tires-	Symptom	damage-road hazard
Commodity	chassis-wheel assy-tires-	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel assy-tires-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-wheel assy-tires-	Symptom	mod-driving condition-while driving
Commodity	chassis-wheel assy-tires-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-wheel assy-tires-	Symptom	mod-intermittent/random
Commodity	chassis-wheel assy-tires-	Symptom	mod-no indication (sudden)
Commodity	chassis-wheel assy-tires-	Symptom	nvh-noisy operation
Commodity	chassis-wheel assy-tires-	Symptom	plugged/restricted
Commodity	chassis-wheel assy-tires-	Symptom	repair-prior repair mentioned
Commodity	chassis-wheel assy-tires-	Symptom	weak/soft/sagged
Commodity	electrical-climate control-blower motor-	Symptom	comfort issue
Commodity	electrical-climate control-blower motor-	Symptom	damage-pinched/crimped
Commodity	electrical-climate control-blower motor-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-blower motor-	Symptom	improperly routed
Commodity	electrical-climate control-blower motor-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-climate control-blower motor-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-blower motor-	Symptom	plugged/restricted
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-stays on
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-at cruise
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-while driving
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-pre delivery
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-cold
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-wet
Commodity	electrical-climate control-controls/relays/switches-	Symptom	no problem found
Commodity	electrical-climate control-controls/relays/switches-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-controls/relays/switches-	Symptom	shift-will not shift/stuck in gear
Commodity	electrical-driving controls/multifunction switches-wiper/washer controls-	Symptom	administrative cost
Commodity	electrical-instrument/display—	Symptom	damage-road hazard
Commodity	electrical-instrument/display—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-instrument/display—	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display—	Symptom	mod-indicator light/warning chime on
Commodity	electrical-instrument/display—	Symptom	mod-intermittent/random
Commodity	electrical-instrument/display—	Symptom	mod-location-interior
Commodity	electrical-instrument/display—	Symptom	mod-no indication (sudden)
Commodity	electrical-instrument/display—	Symptom	plugged/restricted

Commodity	electrical-instrument/display—	Symptom	repair-prior repair mentioned
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	damage-road hazard
Commodity	electrical-lamps/bulbs—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-lamps/bulbs—	Symptom	mod-driving condition-while driving
Commodity	electrical-lamps/bulbs—	Symptom	mod-location-interior
Commodity	electrical-lamps/bulbs—	Symptom	mod-no indication (sudden)
Commodity	electrical-lamps/bulbs—	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	plugged/restricted
Commodity	electrical-lamps/bulbs—	Symptom	repair-prior repair mentioned
Commodity	electrical-lamps/bulbs—	Symptom	separation
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	function-malfunction/inoperative
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-wiring—	Symptom	damage-pinched/crimped
Commodity	electrical-wiring—	Symptom	damage-road hazard
Commodity	electrical-wiring—	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring—	Symptom	improperly routed
Commodity	electrical-wiring—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-wiring—	Symptom	nvh-noisy operation
Commodity	electrical-wiring—	Symptom	plugged/restricted
Commodity	electrical-wiring—	Symptom	weak/soft/sagged
Commodity	powertrain-engine-electronic engine control-	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	mod-driving condition-at cruise
Commodity	publications-owner manual—	Symptom	mod-driving condition-while driving
Commodity	publications-owner manual—	Symptom	mod-pre delivery
Commodity	unknown—	Symptom	damage-cut/torn/frayed
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	gauge error-not fuel
Commodity	unknown—	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	unknown—	Symptom	mod-indicator light/warning chime on
Commodity	unknown—	Symptom	mod-intermittent/random
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	separation
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function [redacted] (VFG)	
Source System Program Type		Repair/Report/Paid Date	[redacted]
Version Series Code		Load Date	[redacted]
Causal Part Prefix- Base - Suffix	- -	Dealer Code	[redacted]
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER PARAMUS
Non Causal Part Prefix-Base-Suffix		Dealer City	PARAMUS
Non Causal Part Numbers		Dealer State/Province	[redacted]
Fault Code	[redacted]	Dealer Country	[redacted]
Diagonstic Trouble Code		Dealer Phone Number	[redacted]
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment

Technician Comment	<<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Received customer at [redacted] advising New issue with vehicle. Navigation goes off and comes on with restart of vehicle. Will take the vehicle into [redacted]. Want to talk to you because the wife no longer wants the vehicle. [redacted]. <<<[redacted] entered by [redacted] Customer [redacted]/Admin Staff>>>FORWARDED TO HB FOR SIGNATURE <<<[redacted] entered by [redacted] Customer [redacted]/Admin Staff>>>[redacted] [redacted] RECEIVED CERT #'S [redacted] FROM [redacted] FOR REDEMPTION <<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>CASE CLOSED. <<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Signed, scanned and mailed certificates [redacted] and [redacted] to customer. See attachment tab. <<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>CLOSING CALL Called customer and advised Retailer will research navigation concern and [redacted], [redacted] will follow up with you directly. Will mail OLCs to you [redacted] Customer advised OK. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] [redacted] Customer [redacted]/[redacted]>>>POSITION SUMMARY Customer requested proper repair and repurchase of vehicle. FINDINGS In SFW. Original owner. [redacted]. Per retailer, [redacted]/repair to vehicle. Per retailer, [redacted] looked at the vehicle for ABS and other light concerns, rear hatch, defective part replaced, left rear door noise; soft touch close adjusted, rear view camera setting updated. Per retailer, no duplication of keyless entry concern or blower noise, nail in tire plugged and front washer fluid pinched and rerouted wire.. Per [redacted], seat to hot; characteristic of climate control will be explained to customer. Per retailer, no duplication of navigation concern but will address with [redacted] and follow up with customer. POSITION [redacted] [redacted] for repurchased denied. [redacted] approved for [redacted] in [redacted]. <<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>[redacted], [redacted] called and advised Concern is with navigation intermittingly going black. [redacted] will look into repair and follow up with customer. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>[redacted], [redacted] called and advised Wife came in [redacted] No duplication of navigation concern. Will submit concern to [redacted] and await a response. Customer left with the vehicle after I informed her I would contact her once I have more information. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Called [redacted]. [redacted] and left a voice mail advising Customer informed me of navigation concern. Notified [redacted], [redacted] who will see if [redacted] is available to look at the vehicle. Customer may have wife bring the vehicle in [redacted]. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Called [redacted], [redacted] and advised Customer has concern with navigation going off. Customer is out of town but wife may bring the vehicle in [redacted]. Customer communicated he wants out of vehicle. [redacted] advised Notfy [redacted]. Will see if [redacted] will be available to look at the vehicle. Will not repurchase vehicle. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Called customer and advised Vehicle needs to be diagnosed at retailer. When will you be able to bring the vehicle in Customer advised Don't know, have to speak to wife because I am out of town. I advised When would be a good time to follow up with you Customer advised 2 or [redacted]. I advised Will follow up with you on [redacted] Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer [redacted]/Admin Staff>>>Forwarded cert #'s [redacted] for [redacted] to Rep <<<[redacted] [redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer contact. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Received customer voice mail at [redacted] [redacted] advising Give me a call. Retailer called and said lights were on. <<<[redacted] [redacted] entered by [redacted] Customer [redacted]/[redacted]>>>SA, [redacted] called and advised Vehicle arrived in at [redacted] with no warning indicators. Several repairs performed. 1) Adjustments made to rear hatch and it is working now. 2) Left rear door adjusted. 3) Await a response on light concern. 4) Await a response on keyless entry concern. 5) Driver side front seat heating is normal; seats air cooled so the temperature in the vehicle will be the temperature of the seat. To decrease temperature of seat, heat needs to be adjusted for vehicle. 6) Nail in tire plugged. 7) Front washer already repaired but is being checked to ensure it was repaired properly by independent. 8) Rear camera display corrected via settings. Vehicle is still here. Await final write up and repairs from shop foreman. Will try and have vehicle repaired by [redacted] per customer's request. I advised Can you email RO once completed [redacted] advised Yes. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Submitted [redacted] request form to SJ bin. <<<[redacted] [redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Customer called and I advised Understand you have picked up your vehicle and repairs are completed. How is the vehicle Customer advised Yes, everything is fine so far. I advised Understand the inconvenience with the new vehicle. Would like to offer your [redacted] in [redacted] to be used at an authorized retailer for future services or accessories with no expiration date. Customer advised This is a slap in the face. Offer is too low. Had an issue with [redacted] and they gave me [redacted]. I advised Understand concerns with new vehicle. [redacted] stands behind

our SFW and it is our responsibility to repair the vehicle under the warranty. Understand it was an inconvenience but this is the offer. Customer advised Not happy. Want a supervisor. I advised Supervisor will inform you of the same position. Concern has been addressed internally and this offer is a corporate decision. Customer advised Well send me the certificates. Can I use it for my other LR I advised Yes. Customer advised Rear hatch is an issue and I am not the only [redacted] having issues according to blogs. Let you contacts know. Will go on blogs and bad mouth LR. Will respond back to [redacted] Short sided offer. I advised Appreciate feedback and will pass it on internally. Is there anything else I can assist you with Customer advised No. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Please give me a call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Loose connection repaired with ABS. Loaner provided. I advised Customer did not provide specifics for [redacted] Can offer [redacted] via OLCs. [redacted] advised Sounds good. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Following up on repairs since you have picked the vehicle up. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left voice mail advising Customer picked up vehicle [redacted] after ABS sensor was replaced. Want to discuss [redacted] Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and he advised Customer picked up the vehicle [redacted] ABS sensor replaced. Customer inquiried about [redacted] for inconvenience. I advised Will speak to [redacted]. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted] will look at the vehicle [redacted] Will follow up with you on [redacted] Customer advised Alright. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised This is first opportunity to repair vehicle. [redacted] will look at the vehicle [redacted] for ABS and other light concerns. Rear hatch, defective part replaced. Left rear door noise; soft touch close adjusted. Rear view camera setting updated. No duplication of keyless entry concern or blower noise. Seat to hot; characteristic of climate control will be explained to customer when he picks the vehicle up. Nail in tire plugged. Front washer fluid pinched and rerouted wire. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Lights came on in the vehicle during test drive. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] and he informed me the lights came on. Retailer will look into concern and will update me [redacted]. Customer advised Concern with vehicle being repaired. I advised Will look into any options for [redacted] for your inconvenience. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised During test drive, lights came on. Vehicle is still here. Customer has been notified. Will keep you updated. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer left me message with intermittent concerns with navigation. Customer will bring the vehicle back in. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] Vehicle is still being worked on. Several repairs performed. Adjustments made to rear hatch and it is working now. Left rear door adjusted. Await a response on light concern and keyless entry. Nail in tire plugged. Rear camera display corrected via settings. Await final repair order from shop foreman. Retaler informed me you would like the vehicle back by [redacted] Customer advised Warning lights are intermittent. This is my main concern. What if I am up in [redacted] and this happens Hope I don't have a lemon. I advised Understand concern. Will inform [redacted] Retailer needs to see the warning indicator on in order to determine the concern. Will follow up with you on [redacted]. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and advised Not happy with vehicle. Vehicle has scared me. Drove the vehicle and warning lights, drive with care, parking brake, ABS, dynamic stability control and wiper washer fluid are on. Very concerned. Looking for another vehicle. Wife no longer drives this vehicle and is driving her [redacted]. Want this vehicle replaced for another [redacted] without the issues. Want an loaner, [redacted] RR while the vehicle is being serviced [redacted] I advised Understand concern with new vehicle. Would not expect these issues with the vehicle being new. Will inform internal contacts of concerns and request for replacement. Will speak with retailer regarding loaner request but I can't guarantee you will have a [redacted] RR loaner. Will give you a call back shortly. Will see how the service goes [redacted] and look towards next steps. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer's visit. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email

Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] I'm scheduled to be there as well. I will review and let you know. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] Cc [redacted], [redacted] Hi [redacted], Customer has a [redacted] and has experienced several concerns which include the rear tailgate not functioning properly, dynamic stability fault, emergency brake, ABS, wiper washer fluid warning lights and drive with care warning lights and heated seats to hot. Customer has an appointment [redacted] at [redacted] and there will be [redacted] from the PI team, [redacted] and also [redacted] a visiting [redacted] service engineer looking at the vehicle (Email chain included below). Customer is now requesting a replacement vehicle due to the issues. Provided below is the case/vehicle information. Customer name [redacted] VIN [redacted] Retail date [redacted] Vehicle [redacted] Case # [redacted] Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted]> Thanks. I am also alerting the Regional Aftersales manager and the [redacted]. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] I did [redacted] and the [redacted] called him as well to touch base. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] Thanks, I assume he has alerted his retailer service depot on the new concern Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted], Yes, he did say he was bringing it in. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] OK [redacted], Does the customer still plan on bringing the car into [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Retailer does not have [redacted] RR available only a LR4. Customer advised Disappointed. On the phone with [redacted], [redacted] right now. Let me get back on the phone with [redacted] Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Don't have [redacted] available but have a LR4. I advised Will notify customer. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and I advised Customer wants [redacted] RR loaner for service [redacted] [redacted] advised Will check with [redacted] and give you a call back. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] PROACTIVE INITIATIVE I've had a number of quality control issues, back hatch will not close automatically, ive had abs fault come on, I've had adaptive dynamicse fault, i've had emergency brake unavailable, I've had parking brake fault, I've had auto close feature malfunction on the rear doors, I've had roadside unsistance tell me there was nothing they could do. I think the system is far too complicated, which is dangerous due to the nested screens within screens. The number of quality issues is unacceptable for [redacted] A better number to reach me is [redacted]. There is a quality control issue, it was realesed without simple quality issues resolved and its a shame. The service employees dont know how to solve these issues as of yet and Ive had the vehicle for [redacted]. I am very frustrated. I would like have better answered <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] on [redacted] advising Serious of problems with the vehicle. Appointment with service [redacted]. Emergency brake, stability contol, adaptive dynamics and ABS lights on. Back door opens. Considering a lemon with all of the issues. Please give me a call [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and he advised Will call you back in a [redacted] Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] Good Morning, FYI. The customer left me a message [redacted] informing me there are multiple lights on in the vehicle which include Emergency brake, ABS and dynamic stability control and at this point may file lemon. I called the customer [redacted] and await a call back from here. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Want to speak with you regarding customer's request. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] Cc [redacted] [redacted], I see you are the [redacted] case owner for this [redacted] customer, Mr [redacted]. As you have noted in the case I am sending [redacted] of my PI team, [redacted] and also [redacted] a visiting [redacted] service engineer to

[redacted] [redacted] to work with the store on fixing the issue if we cam. I think there was a mix up over an engineer visit to the store that perhaps explains the 'delay' On [redacted] the customer did not allow the store to continue the diagnosis and took the car back. That is fine of course. The store were going to reschedule a visit to allow the store to continue diagnosis. On [redacted] our techline advised the store on what additional steps to take to help diagnose the car when it returned. We were then waiting for the store to get the car in and work on it and the helpline were waiting for the retailer to call back with the results of the diagnosis. I am not sure where the offer to send an engineer to look at the car first came from but when I heard of this just recently I asked [redacted] from the helpline to contact the store to set it up as we had been committed to this at this point. The customer is clearly update by a 'delay' in getting his car fixed and that is not their fault of course but I wanted you to understand the background. Regards <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted], [redacted] will contact you [redacted] to setup an appointment for [redacted] for further diagnosis with the [redacted]. Customer advised Not happy. Been inconvenienced. [redacted] has cut me a check for my inconvenience. Concerned with quality. Why has it taken the retailer [redacted] to get the [redacted] I advised Understand your concern since this is a new vehicle. [redacted] services multiple retailers across different states and they appointment for [redacted] inspection has to be coordinated. Will look into any GW I can offer you for your inconvenience once the vehicle is diagnosed and repaired. Will follow up with you [redacted] and will be intouch with the retailer as well. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Issue Received Email from Supervisor [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Fwd Blog To [redacted] <[redacted]> Please contact retailer to see if we can locate the customer. Thanks, [redacted] [redacted] Customer Relationship Center Supervisor [redacted] Office [redacted] Fax [redacted] E mail [redacted] Our privacy policy can be accessed at [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Re Blog To [redacted] <[redacted]>, [redacted] <[redacted]> [redacted] <[redacted]>, [redacted] <[redacted]> [redacted], Could you please take a look at the blog and advise if we should be posting something on the site in response to this gentlemen's comments [redacted] I can not fully access the site from my phone. Can you please have someone from the team make contact and see what could be done to address the customer's concerns Thank you, [redacted] Sent from my [redacted] On [redacted], [redacted] <[redacted]> wrote [redacted], Please see the link to a customers posting on the [redacted]. Please reach out to him and offer our assistance right away... Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Blog To [redacted] <[redacted]> [redacted] just took delivery im having quality [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised [redacted], [redacted] is working with this customer. Faults were checked and tech case submitted ([redacted]). Accentuator replaced but it did not resolve the concern. Will transfer you to [redacted], [redacted] who can update you. [redacted], [redacted] advised [redacted] will be contacting customer [redacted] to setup time for [redacted] to further diagnose with [redacted], [redacted] advised Will contact customer and let him know [redacted] will be contacting him. Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted] Service, [redacted] and advised Which [redacted] was working with customer on tail gate concern [redacted] advised Did not go to [redacted]. Calibrated uppper and lower tail gate but customer did not want to leave the vehicle for further diagnosis after purchase. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customers' rear tailgate concern. [redacted] [redacted] [redacted]. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Seat concerns will be addressed internally. No sound as vehicles are passing side of vehicles. Customer advised Main concern is rear hatch. I advised Will reach out to [redacted] and [redacted] in the morning and follow up with you. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and left a voice mail advising Still researching concerns. Will follow up on [redacted]. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer ISSUE Customer states Vehicle purchased new. [redacted] with vehicle. Rear hatch is not functioning properly and the vehicle was taken to [redacted] and [redacted] where it was purchased. Windshield wiper fluid not functioning properly but fixed by local mechanic who charged [redacted] by moving hoses. Weird quirks and quality. Does monitor in beep as vehicle is passing. Heated seats are extremely hot, no happy medium. Wish suspension would lower more. Love vehicle. [redacted]. REQUEST Customer requests Proper repair of vehicle. Document concern with quality. ADVISED I advised customer Provided reference number, my hours and my contact

	information. Recap issue and request. No other questions or concerns. Will follow up on [redacted]. Anything else I can assist you with, customer advised no. We [redacted] thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per [redacted] No claims. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Customer wrote the following Blog on [redacted] Just took delivery and I'm having quality issues Well, I'm [redacted] of the first and it seems like there's a price to pay for that. Don't get me wrong, I love the car, which I received [redacted], but so far I've had a [redacted] that are driving me nuts. Also, this car is a superb driving car but is a bit quirky in terms of getting used to the front command panel and touch screen for everything and some other nuances...first car I would say its important to read the owners manual. My problems include the following (if anyone knows of a quick fix, I'd love to hear it) 1) windshield wiper fluid does not squirt fluid onto windshield. I check the fluid levels and they're fine. Strange thing is when I have the front hood open, they work great, but the minute I close the hood, it's back to being a problem. Tried to see if there was something blocking [redacted], but nothing found. Very frustrating and a bit dangerous in that the winter season is upon us and I just drove through a bit of rain. 2) the rear hatch has [redacted] to it, that are supposed to close automatically. Unfortunately on mine, the hatch starts to close, then beeps as if it has detected something is in the way and then stops. When you lift the small door inside while closing, it closes fine, but not without manual intervention. 3) driver seat keeps staying on massage mode unless I switch it off and heated seats are WAY too hot even at the lowest setting...feels like your back is on fire" The dealer has tried to fix the issue with the rear hatch but to no avail. They've sent messages to the tech at range rover to try to determine the problem and may take a [redacted] yet. The windshield issue is brand new, but I am in a rather remote area and will be here for [redacted] or so, so no land rover service to drive to and closest [redacted] [redacted] away. Ski weather with ice and snow here I am and not having wiper fluid is a bit of a dangerous situation. I'm sure they'll get it all figured out...just sucks spending [redacted] on the car and having these issues. Hoping quality control was up to par with this new rover. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>NOTE CASE SPECIALIST IS TO SEE [redacted] B. BEFORE CONTACTING THE CUSTOMER. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Case forwarded to [redacted] queue. Case will then be dispersed to rep for handling. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Case forwarded to CB for further handling. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per DDW Warranty Coverage Policy Expires Odometer Deductible Standard Factory Warranty [redacted] No Open Field Service Actions.
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI [redacted] [redacted] AJ133
Transmission	AUTO 8 [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
[redacted]		Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-interior-interior trim/panels-	Symptom	function-malfunction/inoperative
Commodity	body-interior-interior trim/panels-	Symptom	function-stays on
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-at cruise
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-while driving
Commodity	body-interior-interior trim/panels-	Symptom	mod-pre delivery
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-cold
Commodity	body-interior-interior trim/panels-	Symptom	mod-weather-wet
Commodity	body-interior-interior trim/panels-	Symptom	no problem found
Commodity	body-interior-interior trim/panels-	Symptom	nvh-noisy operation
Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	comfort issue
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-pinched/crimped
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-road hazard
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	improperly routed
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-cold
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-wet
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Commodity	body-seating—	Symptom	comfort issue
Commodity	body-seating—	Symptom	damage-pinched/crimped
Commodity	body-seating—	Symptom	function-malfunction/inoperative
Commodity	body-seating—	Symptom	function-stays on
Commodity	body-seating—	Symptom	improper assembly
Commodity	body-seating—	Symptom	improperly routed
Commodity	body-seating—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating—	Symptom	mod-driving condition-at cruise
Commodity	body-seating—	Symptom	mod-driving condition-while driving
Commodity	body-seating—	Symptom	mod-location-interior
Commodity	body-seating—	Symptom	mod-no indication (sudden)
Commodity	body-seating—	Symptom	mod-pre delivery
Commodity	body-seating—	Symptom	mod-weather-cold
Commodity	body-seating—	Symptom	mod-weather-wet
Commodity	body-seating—	Symptom	no problem found
Commodity	body-seating—	Symptom	nvh-noisy operation
Commodity	body-seating—	Symptom	plugged/restricted
Commodity	body-seating—	Symptom	repair-prior repair mentioned
Commodity	body-seating—	Symptom	weak/soft/sagged
Commodity	body-seating-track/tilt-power seat	Symptom	comfort issue
Commodity	body-seating-track/tilt-power seat	Symptom	damage-pinched/crimped
Commodity	body-seating-track/tilt-power seat	Symptom	function-malfunction/inoperative
Commodity	body-seating-track/tilt-power seat	Symptom	improperly routed
Commodity	body-seating-track/tilt-power seat	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating-track/tilt-power seat	Symptom	nvh-noisy operation
Commodity	body-seating-track/tilt-power seat	Symptom	plugged/restricted
Commodity	body-seating-track/tilt-power seat	Symptom	weak/soft/sagged
Commodity	body-structure/sheetmetal-door-door rear	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-door-door rear	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-hood-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-hood-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-hood-	Symptom	no problem found
Commodity	body-structure/sheetmetal-hood-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-tailgate-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-tailgate-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-tailgate-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-tailgate-	Symptom	nvh-noisy operation

Commodity	body-structure/sheetmetal-tailgate-	Symptom	separation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	comfort issue
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-pinched/crimped
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-road hazard
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-stays on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improper assembly
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	improperly routed
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-intermittent/random
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-location-interior
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-no indication (sudden)
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-pre delivery
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no problem found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	plugged/restricted
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	weak/soft/sagged
Commodity	chassis-parking brakes—	Symptom	administrative cost
Commodity	chassis-parking brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-parking brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-parking brakes—	Symptom	parking brake-does not engage/hold
Commodity	chassis-service brakes-abs/traction control-	Symptom	administrative cost
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-pinched/crimped
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-road hazard
Commodity	chassis-service brakes-abs/traction control-	Symptom	damage-terminal/connector
Commodity	chassis-service brakes-abs/traction control-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control-	Symptom	improperly routed
Commodity	chassis-service brakes-abs/traction control-	Symptom	loose
Commodity	chassis-service brakes-abs/traction control-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-abs/traction control-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control-	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-abs/traction control-	Symptom	plugged/restricted
Commodity	chassis-service brakes-abs/traction control-	Symptom	separation
Commodity	chassis-steering—	Symptom	appearance-scratches/nicks
Commodity	chassis-steering—	Symptom	mod-pre delivery
Commodity	chassis-steering—	Symptom	sticks/binds/grabs
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	improper assembly
Commodity	chassis-suspension—	Symptom	suspension-ride height/level concerns
Commodity	chassis-wheel assy-tires-	Symptom	damage-pinched/crimped
Commodity	chassis-wheel assy-tires-	Symptom	damage-road hazard
Commodity	chassis-wheel assy-tires-	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel assy-tires-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-wheel assy-tires-	Symptom	mod-driving condition-while driving
Commodity	chassis-wheel assy-tires-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-wheel assy-tires-	Symptom	mod-intermittent/random
Commodity	chassis-wheel assy-tires-	Symptom	mod-no indication (sudden)
Commodity	chassis-wheel assy-tires-	Symptom	nvh-noisy operation
Commodity	chassis-wheel assy-tires-	Symptom	plugged/restricted
Commodity	chassis-wheel assy-tires-	Symptom	repair-prior repair mentioned
Commodity	chassis-wheel assy-tires-	Symptom	weak/soft/sagged
Commodity	electrical-climate control-blower motor-	Symptom	comfort issue
Commodity	electrical-climate control-blower motor-	Symptom	damage-pinched/crimped
Commodity	electrical-climate control-blower motor-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-blower motor-	Symptom	improperly routed
Commodity	electrical-climate control-blower motor-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-climate control-blower motor-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-blower motor-	Symptom	plugged/restricted
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-controls/relays/switches-	Symptom	function-stays on
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-at cruise
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-driving condition-while driving
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-pre delivery
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-cold
Commodity	electrical-climate control-controls/relays/switches-	Symptom	mod-weather-wet
Commodity	electrical-climate control-controls/relays/switches-	Symptom	no problem found
Commodity	electrical-climate control-controls/relays/switches-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-controls/relays/switches-	Symptom	shift-will not shift/stuck in gear
Commodity	electrical-driving controls/multifunction switches-wiper/washer controls-	Symptom	administrative cost
Commodity	electrical-instrument/display—	Symptom	damage-road hazard
Commodity	electrical-instrument/display—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-instrument/display—	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display—	Symptom	mod-indicator light/warning chime on
Commodity	electrical-instrument/display—	Symptom	mod-intermittent/random
Commodity	electrical-instrument/display—	Symptom	mod-location-interior
Commodity	electrical-instrument/display—	Symptom	mod-no indication (sudden)
Commodity	electrical-instrument/display—	Symptom	plugged/restricted

Commodity	electrical-instrument/display—	Symptom	repair-prior repair mentioned
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	damage-road hazard
Commodity	electrical-lamps/bulbs—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-lamps/bulbs—	Symptom	mod-driving condition-while driving
Commodity	electrical-lamps/bulbs—	Symptom	mod-location-interior
Commodity	electrical-lamps/bulbs—	Symptom	mod-no indication (sudden)
Commodity	electrical-lamps/bulbs—	Symptom	no keyword found
Commodity	electrical-lamps/bulbs—	Symptom	plugged/restricted
Commodity	electrical-lamps/bulbs—	Symptom	repair-prior repair mentioned
Commodity	electrical-lamps/bulbs—	Symptom	separation
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	function-malfunction/inoperative
Commodity	electrical-lamps/bulbs-interior lighting-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-wiring—	Symptom	damage-pinched/crimped
Commodity	electrical-wiring—	Symptom	damage-road hazard
Commodity	electrical-wiring—	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring—	Symptom	improperly routed
Commodity	electrical-wiring—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-wiring—	Symptom	nvh-noisy operation
Commodity	electrical-wiring—	Symptom	plugged/restricted
Commodity	electrical-wiring—	Symptom	weak/soft/sagged
Commodity	powertrain-engine-electronic engine control-	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	function-malfunction/inoperative
Commodity	publications-owner manual—	Symptom	mod-driving condition-at cruise
Commodity	publications-owner manual—	Symptom	mod-driving condition-while driving
Commodity	publications-owner manual—	Symptom	mod-pre delivery
Commodity	unknown—	Symptom	damage-cut/torn/frayed
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	gauge error-not fuel
Commodity	unknown—	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	unknown—	Symptom	mod-indicator light/warning chime on
Commodity	unknown—	Symptom	mod-intermittent/random
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	separation
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function [redacted] (VFG)	
Source System Program Type		Repair/Report/Paid Date	[redacted]
Version Series Code		Load Date	[redacted]
Causal Part Prefix- Base - Suffix	- -	Dealer Code	[redacted]
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER PARAMUS
Non Causal Part Prefix-Base-Suffix		Dealer City	PARAMUS
Non Causal Part Numbers		Dealer State/Province	[redacted]
Fault Code	[redacted]	Dealer Country	[redacted]
Diagonstic Trouble Code		Dealer Phone Number	[redacted]
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment

Technician Comment	<<< [redacted] entered by [redacted] Customer Assistance/Specialists>>>Customer wrote the following Blog on [redacted] Just took delivery and I'm having quality issues Well, I'm [redacted] the first and it seems like there's a price to pay for that. Don't get me wrong, I love the car, which I received [redacted], but so far I've had a [redacted] that are driving me nuts. Also, this car is a superb driving car but is a bit quirky in terms of getting used to the front command panel and touch screen for everything and some other nuances...first car I would say its important to read the owners manual. My problems include the following (if anyone knows of a quick fix, I'd love to hear it) 1) windshield wiper fluid does not squirt fluid onto windshield. I check the fluid levels and they're fine. Strange thing is when I have the front hood open, they work great, but the minute I close the hood, it's back to being a problem. Tried to see if there was something blocking [redacted] the hoses, but nothing found. Very frustrating and a bit dangerous in that the winter season is upon us and I just drove through a bit of rain. 2) the rear hatch has [redacted] to it, that are supposed to close automatically. Unfortunately on mine, the hatch starts to close, then beeps as if it has detected something is in the way and then stops. When you lift the small door inside while closing, it closes fine, but not without manual intervention. 3) driver seat keeps staying on massage mode unless I switch it off and heated seats are WAY too hot even at the lowest setting...feels like your back is on fire" The dealer has tried to fix the issue with the rear hatch but to no avail. They've sent messages to the tech at range rover to try to determine the problem and may take a [redacted] yet. The windshield issue is brand new, but I am in a rather remote area and will be here for [redacted] or so, so no land rover service to drive to and closest [redacted] [redacted] away. Ski weather with ice and snow here I am and not having wiper fluid is a bit of a dangerous situation. I'm sure they'll get it all figured out...just sucks spending [redacted] on the car and having these issues. Hoping quality control was up to par with this new rover. <<< [redacted] entered by [redacted] Customer Assistance/Specialists>>>NOTE CASE SPECIALIST IS TO SEE [redacted] B. BEFORE CONTACTING THE CUSTOMER. <<< [redacted] entered by [redacted] Customer Assistance/Specialists>>>Case forwarded to [redacted] queue. Case will then be dispersed to rep for handling. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Case forwarded to CB for further handling. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per DDW Warranty Coverage Policy Expires Odometer Deductible Standard Factory Warranty [redacted] No Open Field Service Actions. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per [redacted] No claims. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer ISSUE Customer states Vehicle purchased new. [redacted] with vehicle. Rear hatch is not functioning properly and the vehicle was taken to [redacted] and [redacted] where it was purchased. Windshield wiper fluid not functioning properly but fixed by local mechanic who charged [redacted] by moving hoses. Weird quirks and quality. Does monitor in beep as vehicle is passing. Heated seats are extremely hot, no happy medium. Wish suspension would lower more. Love vehicle. [redacted]. REQUEST Customer requests Proper repair of vehicle. Document concern with quality. ADVISED I advised customer Provided reference number, my hours and my contact information. Recap issue and request. No other questions or concerns. Will follow up on [redacted]. Anything else I can assist you with, customer advised no. We [redacted] thanked [redacted] other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and left a voice mail advising Still researching concerns. Will follow up on [redacted]. Provided contact information and disconnected call. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Seat concerns will be addressed internally. No sound as vehicles are passing side of vehicles. Customer advised Main concern is rear hatch. I advised Will r[redacted] out to [redacted] and [redacted] in the morning and follow up with you. Thanked [redacted] other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customers' rear tailgate concern. VIN [redacted], [redacted] RR. Provided contact information and disconnected call. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted] Service, [redacted] and advised Which [redacted] was working with customer on tail gate concern [redacted] advised Did not go to [redacted]. Calibrated uppper and lower tail gate but customer did not want to leave the vehicle for further diagnosis after purchase. Thanked [redacted] other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised [redacted], [redacted] is working with this customer. Faults were checked and tech case submitted ([redacted]). Accentuator replaced but it did not resolve the concern. Will transfer you to [redacted], [redacted] who can update you. [redacted], [redacted] advised [redacted] will be contacting customer [redacted] to setup time for [redacted] to further diagnose with [redacted], [redacted] I advised Will contact customer and let him know [redacted] will be contacting him. Thanked [redacted] other and call ended. <<< [redacted] entered by [redacted] Customer Assistance/Specialists>>>Issue Received Email from Supervisor [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Fwd Blog To [redacted] <[redacted]> Please contact retailer to see if we can locate the customer. Thanks, [redacted] [redacted] Customer Relationship Center Supervisor [redacted] Office [redacted] Fax [redacted]

mail [redacted] Our privacy policy can be accessed at [redacted] Forwarded message From [redacted] Date [redacted] Subject Re Blog To [redacted], [redacted] Cc [redacted], [redacted] Could you please take a look at the blog and advise if we should be posting something on the site in response to this gentlemen's comments [redacted] I can not fully access the site from my phone. Can you please have someone from the team make contact and see what could be done to address the customer's concerns Thank you, [redacted] Sent from my [redacted] On [redacted], [redacted] wrote [redacted], Please see the link to a customers posting on the [redacted]. Please reach out to him and offer our assistance right away... Forwarded message From [redacted] Date [redacted] Subject Blog To [redacted] just took delivery im having quality issues.html <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted], [redacted] will contact you [redacted] to setup an appointment for [redacted] for further diagnosis with the [redacted]. Customer advised Not happy. Been inconvenienced. [redacted] has cut me a check for my inconvenience. Concerned with quality. Why has it taken the retailer [redacted] to get the [redacted] I advised Understand your concern since this is a new vehicle. [redacted] services multiple retailers across different states and they appointment for [redacted] inspection has to be coordinated. Will look into any GW I can offer you for your inconvenience once the vehicle is diagnosed and repaired. Will follow up with you [redacted] and will be intouch with the retailer as well. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject [redacted] Rear Lower tailgate concern [redacted] To [redacted] Cc [redacted], I see you are the [redacted] case owner for this [redacted] customer, Mr [redacted]. As you have noted in the case I am sending [redacted] of my PI team, [redacted] and also [redacted] a visiting [redacted] service engineer to [redacted] to work with the store on fixing the issue if we cam. I think there was a mix up over an engineer visit to the store that perhaps explains the 'delay' On [redacted] the customer did not allow the store to continue the diagnosis and took the car back. That is fine of course. The store were going to reschedule a visit to allow the store to continue diagnosis. On [redacted] our techline advised the store on what additional steps to take to help diagnose the car when it returned. We were then waiting for the store to get the car in and work on it and the helpline were waiting for the retailer to call back with the results of the diagnosis. I am not sure where the offer to send an engineer to look at the car first came from but when I heard of this just recently I asked [redacted] from the helpline to contact the store to set it up as we had been committed to this at this point. The customer is clearly update by a 'delay' in getting his car fixed and that is not their fault of course but I wanted you to understand the background. Regards <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and advised Not happy with vehicle. Vehicle has scared me. Drove the vehicle and warning lights, drive with care, parking brake, ABS, dynamic stability control and wiper washer fluid are on. Very concerned. Looking for another vehicle. Wife no longer drives this vehicle and is driving her [redacted]. Want this vehicle replaced for another one without the issues. Want an loaner, [redacted] RR while the vehicle is being serviced [redacted] I advised Understand concern with new vehicle. Would not expect these issues with the vehicle being new. Will inform internal contacts of concerns and request for replacement. Will speak with retailer regarding loaner request but I can't guarantee you will have a [redacted] RR loaner. Will give you a call back shortly. Will see how the service goes [redacted] and look towards next steps. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] Good Morning, FYI. The customer left me a message [redacted] informing me there are multiple lights on in the vehicle which include Emergency brake, ABS and dynamic stability control and at this point may file lemon. I called the customer [redacted] and await a call back from here. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and he advised Will call you back in a [redacted] Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] on [redacted] advising Serious of problems with the vehicle. Appointment with service [redacted]. Emergency brake, stability contol, adaptive dynamics and ABS lights on. Back door opens. Considering a lemon with all of the issues. Please give me a call [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] PROACTIVE INITIATIVE I've had a number of quality control issues, back hatch will not close automatically, ive had abs fault come on, I've had adaptive dynamicse fault, i've had emergency brake unavailable, I've had parking brake fault, I've had auto close feature malfunction on the rear doors, I've had roadside unsistance tell me there was nothing they could do. I think the system is far too complicated, which is dangerous due to the nested screens within screens. The number of quality

issues is unacceptable for [redacted] A better number to reach me is [redacted]. There is a quality control issue, it was realesed without simple quality issues resolved and its a shame. The service employees dont know how to solve these issues as of yet and Ive had the vehicle for [redacted]. I am very frustrated. I would like have better answered <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and I advised Customer wants [redacted] loaner for service [redacted] [redacted] advised Will check with [redacted] and give you a call back. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Don't have [redacted] available but have a [redacted]. I advised Will notify customer. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Retailer does not have [redacted] available only a [redacted]. Customer advised Disappointed. On the phone with [redacted], [redacted] right now. Let me get back on the phone with [redacted] Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] Thanks, I assume he has alerted his retailer service depot on the new concern Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted], Yes, he did say he was bringing it in. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] OK [redacted], Does the customer still plan on bringing the car into [redacted] [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] Cc [redacted], [redacted] Hi [redacted], Customer has a [redacted] [redacted] and has experienced several concerns which include the rear tailgate not functioning properly, dynamic stability fault, emergency brake, ABS, wiper washer fluid warning lights and drive with care warning lights and heated seats to hot. Customer has an appointment [redacted] at [redacted] and there will be [redacted] from the PI team, [redacted] and also [redacted] a visiting [redacted] service engineer looking at the vehicle (Email chain included below). Customer is now requesting a replacement vehicle due to the issues. Provided below is the case/vehicle information. Customer name [redacted] VIN [redacted] Retail date [redacted] Vehicle [redacted] Case # [redacted] Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted]> Thanks. I am also alerting the Regional Aftersales manager and the [redacted]. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] I did [redacted] and the [redacted] called him as well to touch base. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] I'm scheduled to be there as well. I will review and let you know. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer's visit. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Vehicle arrived in at [redacted] with no warning indicators. Several repairs performed. 1) Adjustments made to rear hatch and it is working now. 2) Left rear door adjusted. 3) Await a response on light concern. 4) Await a response on keyless entry concern. 5) Driver side front seat heating is normal; seats air cooled so the temperature in the vehicle will be the temperature of the seat. To decrease temperature of seat, heat needs to be adjusted for vehicle. 6) Nail in tire plugged. 7) Front washer already repaired but is being checked to ensure it was repaired properly by independent. 8) Rear camera display corrected via settings. Vehicle is still here. Await final write up and repairs from [redacted]. Will try and have vehicle repaired by [redacted] per customer's request. I advised Can you email RO once completed [redacted] advised Yes. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] Vehicle is still being worked on. Several repairs performed. Adjustments made to rear hatch and it is working now. Left rear door adjusted. Await a response on light concern and keyless entry. Nail in tire plugged. Rear camera display corrected via settings. Await final repair order from [redacted]. Retaler informed me you would like the vehicle back by [redacted] Customer advised Warning lights are intermittent. This is my main concern. What if I am up in [redacted] and this happens Hope I don't have a lemon. I advised Understand concern. Will inform [redacted] Retailer needs to see the warning indicator on in order to determine the concern. Will follow up with you on [redacted]. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer left me message with intermittent concerns with navigation. Customer will bring the vehicle back in. Thanked each other and call ended.

<<< [redacted] entered by [redacted] Customer [redacted]/Representatives>>> [redacted], [redacted] called and advised During test drive, lights came on. Vehicle is still here. Customer has been notified. Will keep you updated. Thanked [redacted] other and call ended. <<< [redacted] entered by [redacted] Customer [redacted]/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] and he informed me the lights came on. Retailer will look into concern and will update me [redacted]. Customer advised Concern with vehicle being repaired. I advised Will look into any options for [redacted] for your inconvenience. Thanked [redacted] other and call ended. <<< [redacted] entered by [redacted] Customer [redacted]/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Lights came on in the vehicle during test drive. Provided contact information and disconnected call. <<< [redacted] entered by [redacted] Customer [redacted]/Representatives>>> [redacted], [redacted] called and advised This is first opportunity to repair vehicle. [redacted] will look at the vehicle [redacted] for ABS and other light concerns. Rear hatch, defective part replaced. Left rear door noise; soft touch close adjusted. Rear view camera setting updated. No duplication of keyless entry concern or blower noise. Seat to hot; characteristic of climate control will be explained to customer when he picks the vehicle up. Nail in tire plugged. Front washer fluid pinched and rerouted wire. Thanked [redacted] other and call ended. <<< [redacted] [redacted] entered by [redacted] Customer [redacted]/Representatives>>>Called customer and advised [redacted] will look at the vehicle [redacted] Will follow up with you on [redacted] Customer advised Alright. Thanked [redacted] other and call ended. <<< [redacted] [redacted] entered by [redacted] Customer [redacted]/Representatives>>>Called [redacted], [redacted] and he advised Customer picked up the vehicle [redacted] ABS sensor replaced. Customer inquiried about [redacted] for inconvenience. I advised Will speak to [redacted]. Thanked [redacted] other and call ended. <<< [redacted] [redacted] entered by [redacted] Customer [redacted]/Representatives>>>Called [redacted], [redacted] and left voice mail advising Customer picked up vehicle [redacted] after ABS sensor was replaced. Want to discuss [redacted] Provided contact information and disconnected call. <<< [redacted] entered by [redacted] [redacted] Customer [redacted]/Representatives>>>Called customer and advised Following up on repairs since you have picked the vehicle up. Provided contact information and disconnected call. <<< [redacted] entered by [redacted] Customer [redacted]/Representatives>>> [redacted], [redacted] called and advised Loose connection repaired with ABS. Loaner provided. I advised Customer did not provide specifics for [redacted] Can offer [redacted] via OLCs. [redacted] advised Sounds good. Thanked [redacted] other and call ended. <<< [redacted] entered by [redacted] Customer [redacted]/Representatives>>>Received customer voice mail at [redacted] advising Please give me a call. <<< [redacted] entered by [redacted] Customer [redacted]/Representatives>>>Customer called and I advised Understand you have picked up your vehicle and repairs are completed. How is the vehicle Customer advised Yes, everything is fine so far. I advised Understand the inconvenience with the new vehicle. Would like to offer your [redacted] in [redacted] to be used at an authorized retailer for future services or accessories with no expiration date. Customer advised This is a slap in the face. Offer is too low. Had an issue with [redacted] and they gave me [redacted]. I advised Understand concerns with new vehicle. [redacted] stands behind our SFW and it is our responsibility to repair the vehicle under the warranty. Understand it was an inconvenience but this is the offer. Customer advised Not happy. Want a supervisor. I advised Supervisor will inform you of the same position. Concern has been addressed internally and this offer is a corporate decision. Customer advised Well send me the certificates. Can I use it for my other LR I advised Yes. Customer advised Rear hatch is an issue and I am not the only [redacted] having issues according to blogs. Let you contacts know. Will go on blogs and bad mouth LR. Will respond back to [redacted] [redacted] Short sided offer. I advised Appreciate feedback and will pass it on internally. Is there anything else I can assist you with Customer advised No. Thanked [redacted] other and call ended. <<< [redacted] entered by [redacted] Customer [redacted]/Representatives>>>Submitted [redacted] request form to SJ bin. <<< [redacted] entered by [redacted] [redacted] Customer [redacted]/Representatives>>>Received customer voice mail at [redacted] advising Give me a call. Retailer called and said lights were on. <<< [redacted] [redacted] entered by [redacted] Customer [redacted]/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer contact. Provided contact information and disconnected call. <<< [redacted] entered by [redacted] Customer [redacted]/Representatives>>>Received customer at [redacted] advising New issue with vehicle. Navigation goes off and comes on with restart of vehicle. Will take the vehicle into [redacted]. Want to talk to you because the wife no longer wants the vehicle. [redacted]. <<< [redacted] entered by [redacted] Customer [redacted]/Admin Staff>>>Forwarded cert #'s [redacted] for [redacted] to Rep <<< [redacted] entered by [redacted] Customer [redacted]/Representatives>>>Called customer and advised Vehicle needs to be diagnosed at retailer. When will you be able to bring the vehicle in Customer advised Don't know, have to speak to wife because I am out of town. I advised When would be a good time to follow up with you Customer advised 2 or [redacted]. I advised Will follow up with you on [redacted] Thanked [redacted] other and call ended. <<< [redacted] entered by [redacted] Customer [redacted]/Representatives>>>Called [redacted], [redacted] and advised Customer has concern with navigation going off. Customer is out of town but wife may bring the vehicle in [redacted].

	Customer communicated he wants out of vehicle. [redacted] advised Notfy [redacted]. Will see if [redacted] will be available to look at the vehicle. Will not repurchase vehicle. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Customer informed me of navigation concern. Notified [redacted], [redacted] who will see if [redacted] is available to look at the vehicle. Customer may have wife bring the vehicle in [redacted]. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Wife came in [redacted] No duplication of navigation concern. Will submit concern to [redacted] and await a response. Customer left with the vehicle after I informed her I would contact her once I have more information. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Concern is with navigation intermittingly going black. [redacted] will look into repair and follow up with customer. Thanked [redacted] other and call ended. <<<[redacted] [redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>POSITION SUMMARY Customer requested proper repair and repurchase of vehicle. FINDINGS In SFW. Original owner. [redacted]. Per retailer, [redacted]/repair to vehicle. Per retailer, [redacted] looked at the vehicle for ABS and other light concerns, rear hatch, defective part replaced, left rear door noise; soft touch close adjusted, rear view camera setting updated. Per retailer, no duplication of keyless entry concern or blower noise, nail in tire plugged and front washer fluid pinched and rerouted wire.. Per [redacted], seat to hot; characteristic of climate control will be explained to customer. Per retailer, no duplication of navigation concern but will address with [redacted] and follow up with customer. POSITION [redacted] for repurchased denied. [redacted] approved for [redacted] in OLC. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>CLOSING CALL Called customer and advised Retailer will research navigation concern and [redacted], [redacted] will follow up with you directly. Will mail OLCs to you [redacted] Customer advised OK. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Signed, scanned and mailed certificates [redacted] and [redacted] to customer. See attachment tab. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>CASE CLOSED. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] [redacted] RECEIVED CERT #'S [redacted] FROM [redacted] FOR REDEMPTION <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>FORWARDED TO HB FOR SIGNATURE <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Want to speak with you regarding customer's request. Provided contact information and disconnected call.
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI [redacted] AJ133
Transmission	AUTO 8 [redacted] TRANS([redacted])	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches—	Symptom	administrative cost
Commodity	body-locks/latches—	Symptom	appearance-scratches/nicks
Commodity	body-locks/latches—	Symptom	comfort issue
Commodity	body-locks/latches—	Symptom	damage-cut/torn/frayed
Commodity	body-locks/latches—	Symptom	damage-terminal/connector
Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	gauge error-not fuel
Commodity	body-locks/latches—	Symptom	improper assembly
Commodity	body-locks/latches—	Symptom	latching-does not latch/close
Commodity	body-locks/latches—	Symptom	loose
Commodity	body-locks/latches—	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	body-locks/latches—	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches—	Symptom	mod-intermittent/random
Commodity	body-locks/latches—	Symptom	mod-pre delivery
Commodity	body-locks/latches—	Symptom	no keyword found
Commodity	body-locks/latches—	Symptom	nvh-noisy operation
Commodity	body-locks/latches—	Symptom	separation
Commodity	body-locks/latches—	Symptom	sticks/binds/grabs
Commodity	body-locks/latches-power locks/rke-	Symptom	comfort issue
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-pinched/crimped
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-road hazard
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	improperly routed
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-cold
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-wet
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	10-Jan-2013
Version Series Code		Load Date	31 -Jan-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0110
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER PARAMUS
Non Causal Part Prefix-Base-Suffix		Dealer City	PARAMUS
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code	673	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	2019878900
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

Technician Comment	<<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Submitted OLC request form to SJ bin. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Issue Received Email from Supervisor [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Fwd Blog To [redacted] <[redacted]> Please contact retailer to see if we can locate the customer. Thanks, [redacted] [redacted] Customer Relationship Center Supervisor [redacted] Office [redacted] Fax [redacted] E mail [redacted] Our privacy policy can be accessed at [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Re Blog To [redacted] <[redacted]>, [redacted] <[redacted]> Cc [redacted] <[redacted]>, [redacted] <[redacted]> [redacted], Could you please take a look at the blog and advise if we should be posting something on the site in response to this gentlemen's comments [redacted] I can not fully access the site from my phone. Can you please have someone from the team make contact and see what could be done to address the customer's concerns Thank you, [redacted] Sent from my [redacted] On [redacted], [redacted] <[redacted]> wrote [redacted], Please see the link to a customers posting on the [redacted] Forum. Please r[redacted] out to him and offer our assistance right away... Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Blog To [redacted] <[redacted]> [redacted] just took delivery im having quality issues.html <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Specialists>>>Customer wrote the following Blog on [redacted] Just took delivery and I'm having quality issues Well, I'm [redacted] the first and it seems like there's a price to pay for that. Don't get me wrong, I love the car, which I received [redacted], but so far I've had a [redacted] that are driving me nuts. Also, this car is a superb driving car but is a bit quirky in terms of getting used to the front command panel and touch screen for everything and some other nuances...first car I would say its important to read the owners manual. My problems include the following (if anyone knows of a quick fix, I'd love to hear it) 1) windshield wiper fluid does not squirt fluid onto windshield. I check the fluid levels and they're fine. Strange thing is when I have the front hood open, they work great, but the minute I close the hood, it's back to being a problem. Tried to see if there was something blocking [redacted] the [redacted], but nothing found. Very frustrating and a bit dangerous in that the winter season is upon us and I just drove through a bit of rain. 2) the rear hatch has two moveable part to it, that are supposed to close automatically. Unfortunately on mine, the hatch starts to close, then beeps as if it has detected something is in the way and then stops. When you lift the small door inside while closing, it closes fine, but not without manual intervention. 3) driver seat keeps staying on massage mode unless I switch it off and heated seats are WAY too hot even at the lowest setting...feels like your back is on fire" The dealer has tried to fix the issue with the rear hatch but to no avail. They've sent messages to the tech at range rover to try to determine the problem and may take a [redacted] yet. The windshield issue is brand new, but I am in a rather remote area and will be here for [redacted] or so, so no land rover service to drive to and closest one [redacted] away. Ski weather with ice and snow here I am and not having wiper fluid is a bit of a dangerous situation. I'm sure they'll get it all figured out...just sucks spending [redacted] on the car and having these issues. Hoping quality control was up to par with this new rover. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>NOTE CASE SPECIALIST IS TO SEE [redacted] B. BEFORE CONTACTING THE CUSTOMER. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Case forwarded to [redacted] queue. Case will then be dispersed to rep for handling. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Case forwarded to CB for further handling. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per DDW Warranty Coverage Policy Expires Odometer Deductible Standard Factory Warranty [redacted] [redacted] No Open Field Service Actions. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per [redacted] No claims. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer ISSUE Customer states Vehicle purchased new. [redacted] [redacted] with vehicle. Rear hatch is not functioning properly and the vehicle was taken to [redacted] and [redacted] where it was purchased. Windshield wiper fluid not functioning properly but fixed by local mechanic who charged [redacted] by moving [redacted]. Weird quirks and quality. Does monitor in beep as vehicle is passing. Heated seats are extremely hot, no happy medium. Wish suspension would lower more. Love vehicle. [redacted]. REQUEST Customer requests Proper repair of vehicle. Document concern with quality. ADVISED I advised customer Provided reference number, my hours and my contact information. Recap issue and request. No other questions or concerns. Will follow up on [redacted]. Anything else I can assist you with, customer advised no. We [redacted] thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and left a voice mail advising Still researching concerns. Will follow up on [redacted]. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer

Assistance/Representatives>>>Called customer and advised Seat concerns will be addressed internally. No sound as vehicles are passing side of vehicles. Customer advised Main concern is rear hatch. I advised Will r[redacted] out to [redacted] and [redacted] in the morning and follow up with you. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customers' rear tailgate concern. VIN [redacted] RR. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted] Service, [redacted] and advised Which [redacted] was working with customer on tail gate concern [redacted] advised Did not go to [redacted]. Calibrated uppper and lower tail gate but customer did not want to leave the vehicle for further diagnosis after purchase. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/ Representatives>>>Called customer and advised [redacted], [redacted] will contact you [redacted] to setup an appointment for [redacted] for further diagnosis with the [redacted]. Customer advised Not happy. Been inconvenienced. [redacted] has cut me a check for my inconvenience. Concerned with quality. Why has it taken the retailer [redacted] to get the [redacted] I advised Understand your concern since this is a new vehicle. [redacted] services multiple retailers across different states and they appointment for [redacted] inspection has to be coordinated. Will look into any GW I can offer you for your inconvenience once the vehicle is diagnosed and repaired. Will follow up with you [redacted] and will be intouch with the retailer as well. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] [redacted] Subject [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] Cc [redacted] [redacted], I see you are the [redacted] case owner for this [redacted] customer, Mr [redacted]. As you have noted in the case I am sending [redacted] of my PI team, [redacted] and also [redacted] a visiting [redacted] service engineer to [redacted] [redacted] to work with the store on fixing the issue if we cam. I think there was a mix up over an engineer visit to the store that perhaps explains the 'delay' On [redacted] the customer did not allow the store to continue the diagnosis and took the car back. That is fine of course. The store were going to reschedule a visit to allow the store to continue diagnosis. On [redacted] our techline advised the store on what additional steps to take to help diagnose the car when it returned. We were then waiting for the store to get the car in and work on it and the helpline were waiting for the retailer to call back with the results of the diagnosis. I am not sure where the offer to send an engineer to look at the car first came from but when I heard of this just recently I asked [redacted] from the helpline to contact the store to set it up as we had been committed to this at this point. The customer is clearly update by a 'delay' in getting his car fixed and that is not their fault of course but I wanted you to understand the background. Regards <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and advised Not happy with vehicle. Vehicle has scared me. Drove the vehicle and warning lights, drive with care, parking brake, ABS, dynamic stability control and wiper washer fluid are on. Very concerned. Looking for another vehicle. Wife no longer drives this vehicle and is driving her [redacted]. Want this vehicle replaced for another one without the issues. Want an loaner, [redacted] RR while the vehicle is being serviced [redacted] I advised Understand concern with new vehicle. Would not expect these issues with the vehicle being new. Will inform internal contacts of concerns and request for replacement. Will speak with retailer regarding loaner request but I can't guarantee you will have a [redacted] RR loaner. Will give you a call back shortly. Will see how the service goes [redacted] and look towards next steps. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] Good Morning, FYI. The customer left me a message [redacted] informing me there are multiple lights on in the vehicle which include Emergency brake, ABS and dynamic stability control and at this point may file [redacted]. I called the customer [redacted] and await a call back from here. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and he advised Will call you back in a [redacted] Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] [redacted] advising Serious of problems with the vehicle. Appointment with service [redacted]. Emergency brake, stability contol, adaptive dynamics and ABS lights on. Back door opens. Considering a [redacted] with all of the issues. Please give me a call [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] PROACTIVE INITIATIVE I've had a number of quality control issues, back hatch will not close automatically, ive had abs fault come on, I've had adaptive dynamicse fault, i've had emergency brake unavailable, I've had parking brake fault, I've had auto close feature malfunction on the rear doors, I've had roadside unsistance tell me there was nothing they could do. I think the system is far too complicated, which is dangerous due to the nested screens within screens. The number of quality issues is unacceptable for [redacted] A better number to r[redacted] me is [redacted]. There is a quality control issue, it was realesed without simple quality issues resolved and its a shame. The service employees dont know how to solve these issues as of yet and Ive had the vehicle for [redacted]. I am very frustrated. I would like have better answered <<<[redacted] entered by [redacted] Customer

[redacted]/[redacted]>>>[redacted] called and I advised Customer wants [redacted] RR loaner for service [redacted] [redacted] advised [redacted] check with [redacted] and give you a call back. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>[redacted] called and advised Don't have [redacted] available but have a LR4. I advised [redacted] notify customer. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Called customer and advised Retailer does not have [redacted] RR available only a LR4. Customer advised Disappointed. On the phone with [redacted] right now. Let me get back on the phone with [redacted] Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] [redacted] Thanks, I assume he has alerted his retailer service depot on the new concern Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted], Yes, he did say he was bringing it in. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] OK [redacted], Does the customer still plan on bringing the car into [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted], [redacted] Hi [redacted], Customer has a [redacted] [redacted] and has experienced several concerns which include the rear tailgate not functioning properly, dynamic stability fault, emergency brake, ABS, wiper washer fluid warning lights and drive with care warning lights and heated seats to hot. Customer has an appointment [redacted] at [redacted] and there will be [redacted] from the PI team, [redacted] and also [redacted] a visiting [redacted] service engineer looking at the vehicle (Email chain included below). Customer is now requesting a replacement vehicle due to the issues. Provided below is the case/vehicle information. Customer name [redacted] VIN [redacted] Retail date [redacted] Vehicle [redacted] [redacted] Case # [redacted] Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted]> Thanks. I am also alerting the Regional Aftersales manager and the [redacted]. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted] I did [redacted] and the [redacted] called him as well to touch base. <<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] I'm scheduled to be there as well. I will review and let you know. <<<[redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Called [redacted] and left a voice mail advising Following up on customer's visit. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer [redacted]/[redacted]>>>[redacted], [redacted] called and advised [redacted] is working with this customer. Faults were checked and tech case submitted ([redacted]). Accentuator replaced but it did not resolve the concern. [redacted] transfer you to [redacted], [redacted] who can update you. [redacted], [redacted] advised [redacted] will be contacting customer [redacted] to setup time for [redacted] to further diagnose with [redacted], [redacted] I advised [redacted] contact customer and let him know [redacted] will be contacting him. Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer [redacted]/[redacted]>>>[redacted] called and advised Vehicle arrived in at [redacted] with no warning indicators. Several repairs performed. 1) Adjustments made to rear hatch and it is working now. 2) Left rear door adjusted. 3) Await a response on light concern. 4) Await a response on keyless entry concern. 5) Driver side front seat heating is normal; seats air cooled so the temperature in the vehicle will be the temperature of the seat. To decrease temperature of seat, heat needs to be adjusted for vehicle. 6) Nail in tire plugged. 7) Front washer already repaired but is being checked to ensure it was repaired properly by independent. 8) Rear camera display corrected via settings. Vehicle is still here. Await final write up and repairs from shop [redacted]. [redacted] try and have vehicle repaired by [redacted] per customer's request. I advised Can you email [redacted] once completed [redacted] advised Yes. Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Called customer and advised Spoke to [redacted] Vehicle is still being worked on. Several repairs performed. Adjustments made to rear hatch and it is working now. Left rear door adjusted. Await a response on light concern and keyless entry. Nail in tire plugged. Rear camera display corrected via settings. Await final repair order from shop [redacted]. Retaler informed me you would like the vehicle back by [redacted] Customer advised Warning lights are intermittent. This is my main concern. What if I am up in [redacted] and this happens Hope I don't have a lemon. I advised Understand concern. [redacted] inform [redacted] Retailer needs to see the warning indicator on in order to determine the concern. [redacted] follow up with you on [redacted]. Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer [redacted]/[redacted]>>>Called

[redacted], [redacted] and left a voice mail advising Following up on customer contact. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Give me a call. Retailer called and said lights were on. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised During test drive, lights came on. Vehicle is still here. Customer has been notified. Will keep you updated. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] and he informed me the lights came on. Retailer will look into concern and will update me [redacted]. Customer advised Concern with vehicle being repaired. I advised Will look into any options for [redacted] for your inconvenience. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Lights came on in the vehicle during test drive. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised This is first opportunity to repair vehicle. [redacted] will look at the vehicle [redacted] for ABS and other light concerns. Rear hatch, defective part replaced. Left rear door noise; soft touch close adjusted. Rear view camera setting updated. No duplication of keyless entry concern or blower noise. Seat to hot; characteristic of climate control will be explained to customer when he picks the vehicle up. Nail in tire plugged. Front washer fluid pinched and rerouted wire. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted] will look at the vehicle [redacted] Will follow up with you on [redacted] Customer advised Alright. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and he advised Customer picked up the vehicle [redacted] ABS sensor replaced. Customer inquiried about [redacted] for inconvenience. I advised Will speak to [redacted]. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left voice mail advising Customer picked up vehicle [redacted] after ABS sensor was replaced. Want to discuss [redacted] Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Following up on repairs since you have picked the vehicle up. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Loose connection repaired with ABS. Loaner provided. I advised Customer did not provide specifics for [redacted] Can offer [redacted] via OLCs. [redacted] advised Sounds good. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Please give me a call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer at [redacted] advising New issue with vehicle. Navigation goes off and comes on with restart of vehicle. Will take the vehicle into [redacted]. Want to talk to you because the wife no longer wants the vehicle. [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>FORWARDED TO HB FOR SIGNATURE <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer left me message with intermittent concerns with navigation. Customer will bring the vehicle back in. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>Forwarded cert #'s [redacted] for [redacted] to Rep <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Vehicle needs to be diagnosed at retailer. When will you be able to bring the vehicle in Customer advised Don't know, have to speak to wife because I am out of town. I advised When would be a good time to follow up with you Customer advised 2 or [redacted]. I advised Will follow up with you on [redacted] Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer has concern with navigation going off. Customer is out of town but wife may bring the vehicle in [redacted]. Customer communicated he wants out of vehicle. [redacted] advised Notfy [redacted]. Will see if [redacted] will be available to look at the vehicle. Will not repurchase vehicle. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Customer informed me of navigation concern. Notified [redacted], [redacted] who will see if [redacted] is available to look at the vehicle. Customer may have wife bring the vehicle in [redacted]. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Wife came in [redacted] No duplication of navigation concern. Will submit concern to [redacted] and await a response. Customer left with the vehicle after I informed her I would contact her once I have more information. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Concern is with navigation intermittingly going black. [redacted] will look into repair and follow up with customer. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer

	Assistance/Representatives>>>POSITION SUMMARY Customer requested proper repair and repurchase of vehicle. FINDINGS In [redacted] Original owner. [redacted]. Per retailer, [redacted]/repair to vehicle. Per retailer, [redacted] looked at the vehicle for ABS and other light concerns, rear hatch, defective part replaced, left rear door noise; soft touch close adjusted, rear view camera setting updated. Per retailer, no duplication of keyless entry concern or blower noise, nail in tire plugged and front washer fluid pinched and rerouted wire.. Per AMM, seat to hot; characteristic of climate control will be explained to customer. Per retailer, no duplication of navigation concern but will address with [redacted] and follow up with customer. POSITION [redacted] for repurchased denied. [redacted] approved for [redacted] in [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>CLOSING CALL Called customer and advised Retailer will research navigation concern and SM, [redacted] will follow up with you directly. Will mail OLCs to you [redacted] Customer advised OK. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Signed, scanned and mailed certificates [redacted] and [redacted] to customer. See attachment tab. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>CASE CLOSED. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] JLRNA RECEIVED CERT #'S [redacted] FROM [redacted] FOR REDEMPTION <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted] and left a voice mail advising Want to speak with you regarding customer's request. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and I advised Understand you have picked up your vehicle and repairs are completed. How is the vehicle Customer advised Yes, everything is fine so far. I advised Understand the inconvenience with the new vehicle. Would like to offer your [redacted] in [redacted] to be used at an authorized retailer for future services or accessories with no expiration date. Customer advised This is a slap in the face. Offer is too low. Had an issue with [redacted] and they gave me [redacted]. I advised Understand concerns with new vehicle. [redacted] stands behind our [redacted] and it is our responsibility to repair the vehicle under the warranty. Understand it was an inconvenience but this is the offer. Customer advised Not happy. Want a supervisor. I advised Supervisor will inform you of the same position. Concern has been addressed internally and this offer is a corporate decision. Customer advised Well send me the certificates. Can I use it for my other LR I advised Yes. Customer advised Rear hatch is an issue and I am not the only [redacted] having issues according to blogs. Let you contacts know. Will go on blogs and bad mouth LR. Will respond back to [redacted] [redacted] Short sided offer. I advised Appreciate feedback and will pass it on internally. Is there anything else I can assist you with Customer advised No. Thanked each other and call ended.
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI [redacted] GAS AJ133
Transmission	AUTO 8 [redacted] TRANS([redacted])	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	administrative cost
Commodity	body-locks/latches-power locks/rke-	Symptom	appearance-scratches/nicks
Commodity	body-locks/latches-power locks/rke-	Symptom	comfort issue
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-cut/torn/frayed
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-pinched/crimped
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-road hazard
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-terminal/connector
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	improper assembly
Commodity	body-locks/latches-power locks/rke-	Symptom	improperly routed
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	loose
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-cold
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-wet
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	Y

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	10-Jan-2013
Version Series Code		Load Date	31 -Jan-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0110
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER PARAMUS
Non Causal Part Prefix-Base-Suffix		Dealer City	PARAMUS
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code	19729	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	2019878900
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

Technician Comment	<<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Submitted [redacted] request form to SJ bin. <<<Feb 15 2013 4 18 51 847PM entered by [redacted] Customer Assistance/Representatives>>>CASE CLOSED. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Signed, scanned and mailed certificates [redacted] and [redacted] to customer. See attachment tab. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>CLOSING CALL Called customer and advised Retailer will research navigation concern and [redacted], [redacted] will follow up with you directly. Will mail OLCs to you [redacted] Customer advised OK. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>POSITION SUMMARY Customer requested proper repair and repurchase of vehicle. FINDINGS In SFW. Original owner. [redacted]. Per retailer, [redacted]/repair to vehicle. Per retailer, [redacted] looked at the vehicle for [redacted] and other light concerns, rear hatch, defective part replaced, left rear door noise; soft touch close adjusted, rear view camera setting updated. Per retailer, no duplication of keyless entry concern or blower noise, nail in tire plugged and front washer fluid pinched and rerouted wire.. Per [redacted], seat to hot; characteristic of climate control will be explained to customer. Per retailer, no duplication of navigation concern but will address with [redacted] and follow up with customer. POSITION [redacted] for repurchased denied. [redacted] approved for [redacted] in [redacted]. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Concern is with navigation intermittingly going black. [redacted] will look into repair and follow up with customer. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Wife came in [redacted] No duplication of navigation concern. Will submit concern to [redacted] and await a response. Customer left with the vehicle after I informed her I would contact her once I have more information. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Customer informed me of navigation concern. Notified [redacted], [redacted] who will see if [redacted] is available to look at the vehicle. Customer may have wife bring the vehicle in [redacted]. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer has concern with navigation going off. Customer is out of town but wife may bring the vehicle in [redacted]. Customer communicated he wants out of vehicle. [redacted] advised Notfy [redacted]. Will see if [redacted] will be available to look at the vehicle. Will not repurchase vehicle. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Vehicle needs to be diagnosed at retailer. When will you be able to bring the vehicle in Customer advised Don't know, have to speak to wife because I am out of town. I advised When would be a good time to follow up with you Customer advised 2 or [redacted]. I advised Will follow up with you on [redacted] Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>Forwarded cert #'s [redacted] for [redacted] to Rep <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and advised Customer left me message with intermittent concerns with navigation. Customer will bring the vehicle back in. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] Vehicle is still being worked on. Several repairs performed. Adjustments made to rear hatch and it is working now. Left rear door adjusted. Await a response on light concern and keyless entry. Nail in tire plugged. Rear camera display corrected via settings. Await final repair order from shop foreman. Retaler informed me you would like the vehicle back by [redacted] Customer advised Warning lights are intermittent. This is my main concern. What if I am up in [redacted] and this happens Hope I don't have a lemon. I advised Understand concern. Will inform [redacted] Retailer needs to see the warning indicator on in order to determine the concern. Will follow up with you on [redacted]. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] [redacted] RECEIVED CERT #'S [redacted] FROM [redacted] FOR REDEMPTION <<<[redacted] entered by [redacted] [redacted] Customer Assistance/Admin Staff>>>FORWARDED TO HB FOR SIGNATURE <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer at [redacted] advising New issue with vehicle. Navigation goes off and comes on with restart of vehicle. Will take the vehicle into [redacted]. Want to talk to you because the wife no longer wants the vehicle. [redacted]. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Please give me a call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Loose connection repaired with [redacted]. Loaner provided. I advised Customer did not provide specifics for GW. Can offer [redacted] via OLCs. [redacted] advised Sounds good. Thanked [redacted] other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Following up on repairs since you have picked the vehicle up. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left voice mail advising Customer picked up vehicle [redacted] after [redacted]

sensor was replaced. Want to discuss [redacted] Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and he advised Customer picked up the vehicle [redacted] ABS sensor replaced. Customer inquiried about [redacted] for inconvenience. I advised Will speak to [redacted]. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted] will look at the vehicle [redacted] Will follow up with you on [redacted] Customer advised Alright. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised This is first opportunity to repair vehicle. [redacted] will look at the vehicle [redacted] for ABS and other light concerns. Rear hatch, defective part replaced. Left rear door noise; soft touch close adjusted. Rear view camera setting updated. No duplication of keyless entry concern or blower noise. Seat to hot; characteristic of climate control will be explained to customer when he picks the vehicle up. Nail in tire plugged. Front washer fluid pinched and rerouted wire. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Lights came on in the vehicle during test drive. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Spoke to [redacted], [redacted] and he informed me the lights came on. Retailer will look into concern and will update me [redacted]. Customer advised Concern with vehicle being repaired. I advised Will look into any options for [redacted] for your inconvenience. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised During test drive, lights came on. Vehicle is still here. Customer has been notified. Will keep you updated. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] advising Give me a call. Retailer called and said lights were on. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer contact. Provided contact information and disconnected call. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Vehicle arrived in at [redacted] with no warning indicators. Several repairs performed. 1) Adjustments made to rear hatch and it is working now. 2) Left rear door adjusted. 3) Await a response on light concern. 4) Await a response on keyless entry concern. 5) Driver side front seat heating is normal; seats air cooled so the temperature in the vehicle will be the temperature of the seat. To decrease temperature of seat, heat needs to be adjusted for vehicle. 6) Nail in tire plugged. 7) Front washer already repaired but is being checked to ensure it was repaired properly by independent. 8) Rear camera display corrected via settings. Vehicle is still here. Await final write up and repairs from shop foreman. Will try and have vehicle repaired by [redacted] per customer's request. I advised Can you email [redacted] once completed [redacted] advised Yes. Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised [redacted], [redacted] is working with this customer. Faults were checked and tech case submitted ([redacted]). Accentuator replaced but it did not resolve the concern. Will transfer you to [redacted], [redacted] who can update you. [redacted], [redacted] advised [redacted] will be contacting customer [redacted] to setup time for [redacted] to further diagnose with [redacted], [redacted] I advised Will contact customer and let him know [redacted] will be contacting him. Thanked each other and call ended. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted] Service, [redacted] and advised Which [redacted] was working with customer on tail gate concern [redacted] advised Did not go to [redacted]. Calibrated uppper and lower tail gate but customer did not want to leave the vehicle for further diagnosis after purchase. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] Cc [redacted], [redacted] Hi [redacted], Customer has a [redacted] [redacted] and has experienced several concerns which include the rear tailgate not functioning properly, dynamic stability fault, emergency brake, ABS, wiper washer fluid warning lights and drive with care warning lights and heated seats to hot. Customer has an appointment [redacted] at [redacted] and there will be [redacted] from the PI team, [redacted] and also [redacted] a visiting [redacted] service engineer looking at the vehicle (Email chain included below). Customer is now requesting a replacement vehicle due to the issues. Provided below is the case/vehicle information. Customer name [redacted] [redacted] [redacted] Retail date [redacted] Vehicle [redacted] [redacted] Case # [redacted] Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] [redacted]> Thanks. I am also alerting the Regional Aftersales manager and the [redacted]. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] [redacted] Rear Lower tailgate concern [redacted] To [redacted] I did [redacted] and the [redacted] called him as well to touch base. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject

Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] Thanks, I assume he has alerted his retailer service depot on the new concern Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted], Yes, he did say he was bringing it in. Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] OK [redacted], Does the customer still plan on bringing the car into [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Retailer does not have [redacted] available only a LR4. Customer advised Disappointed. On the phone with [redacted], [redacted] right now. Let me get back on the phone with [redacted] Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and advised Don't have [redacted] available but have a LR4. I advised Will notify customer. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and I advised Customer wants [redacted] loaner for service [redacted] advised Will check with [redacted] and give you a call back. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Admin Staff>>>[redacted] PROACTIVE INITIATIVE I've had a number of quality control issues, back hatch will not close automatically, ive had abs fault come on, I've had adaptive dynamicse fault, i've had emergency brake unavailable, I've had parking brake fault, I've had auto close feature malfunction on the rear doors, I've had roadside unsistance tell me there was nothing they could do. I think the system is far too complicated, which is dangerous due to the nested screens within screens. The number of quality issues is unacceptable for [redacted] A better number to reach me is [redacted]. There is a quality control issue, it was realesed without simple quality issues resolved and its a shame. The service employees dont know how to solve these issues as of yet and Ive had the vehicle for [redacted]. I am very frustrated. I would like have better answered <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received customer voice mail at [redacted] on [redacted] advising Serious of problems with the vehicle. Appointment with service [redacted]. Emergency brake, stability contol, adaptive dynamics and ABS lights on. Back door opens. Considering a lemon with all of the issues. Please give me a call [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and he advised Will call you back in a [redacted] Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] Good Morning, FYI. The customer left me a message [redacted] informing me there are multiple lights on in the vehicle which include Emergency brake, ABS and dynamic stability control and at this point may file lemon. I called the customer [redacted] and await a call back from here. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and advised Not happy with vehicle. Vehicle has scared me. Drove the vehicle and warning lights, drive with care, parking brake, ABS, dynamic stability control and wiper washer fluid are on. Very concerned. Looking for another vehicle. Wife no longer drives this vehicle and is driving her [redacted]. Want this vehicle replaced for another [redacted] without the issues. Want an loaner, [redacted] while the vehicle is being serviced [redacted] I advised Understand concern with new vehicle. Would not expect these issues with the vehicle being new. Will inform internal contacts of concerns and request for replacement. Will speak with retailer regarding loaner request but I can't guarantee you will have a [redacted] loaner. Will give you a call back shortly. Will see how the service goes [redacted] and look towards next steps. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Want to speak with you regarding customer's request. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called and I advised Understand you have picked up your vehicle and repairs are completed. How is the vehicle Customer advised Yes, everything is fine so far. I advised Understand the inconvenience with the new vehicle. Would like to offer your [redacted] in [redacted] to be used at an authorized retailer for future services or accessories with no expiration date. Customer advised This is a slap in the face. Offer is too low. Had an issue with [redacted] and they gave me [redacted]. I advised Understand concerns with new vehicle. [redacted] stands behind our SFW and it is our responsibility to repair the vehicle under the warranty. Understand it was an inconvenience but this is the offer. Customer advised Not happy. Want a supervisor. I advised Supervisor will inform you of the same position. Concern has been addressed internally and this offer is a corporate decision. Customer advised Well send me the certificates. Can I use it for my other LR I advised Yes. Customer advised Rear hatch is an issue and I am not the only [redacted] having issues according to blogs. Let you contacts know. Will go on blogs and bad mouth LR. Will respond back to [redacted] Short sided offer. I advised Appreciate feedback and will pass it on internally. Is there anything else I can assist you with Customer advised No. Thanked each other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message

From [redacted] Date [redacted] Subject Re [redacted] Rear Lower tailgate concern [redacted] To [redacted] I'm scheduled to be there as well. I will review and let you know. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customer's visit. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per email Forwarded message From [redacted] Date [redacted] Subject [redacted] Rear Lower tailgate concern [redacted] To [redacted] Cc [redacted], I see you are the [redacted] case owner for this [redacted] customer, Mr [redacted]. As you have noted in the case I am sending [redacted] of my PI team, [redacted] and also [redacted] a visiting [redacted] service engineer to [redacted] to work with the store on fixing the issue if we cam. I think there was a mix up over an engineer visit to the store that perhaps explains the 'delay' On [redacted] the customer did not allow the store to continue the diagnosis and took the car back. That is fine of course. The store were going to reschedule a visit to allow the store to continue diagnosis. On [redacted] our techline advised the store on what additional steps to take to help diagnose the car when it returned. We were then waiting for the store to get the car in and work on it and the helpline were waiting for the retailer to call back with the results of the diagnosis. I am not sure where the offer to send an engineer to look at the car first came from but when I heard of this just recently I asked [redacted] from the helpline to contact the store to set it up as we had been committed to this at this point. The customer is clearly update by a 'delay' in getting his car fixed and that is not their fault of course but I wanted you to understand the background. Regards <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called [redacted], [redacted] and left a voice mail advising Following up on customers' rear tailgate concern. VIN [redacted], [redacted] RR. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and advised Seat concerns will be addressed internally. No sound as vehicles are passing side of vehicles. Customer advised Main concern is rear hatch. I advised Will r[redacted] out to [redacted] and [redacted] in the morning and follow up with you. Thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer and left a voice mail advising Still researching concerns. Will follow up on [redacted]. Provided contact information and disconnected call. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Called customer ISSUE Customer states Vehicle purchased new. [redacted] with vehicle. Rear hatch is not functioning properly and the vehicle was taken to [redacted] and [redacted] where it was purchased. Windshield wiper fluid not functioning properly but fixed by local mechanic who charged [redacted] by moving hoses. Weird quirks and quality. Does monitor in beep as vehicle is passing. Heated seats are extremely hot, no happy medium. Wish suspension would lower more. Love vehicle. [redacted]. REQUEST Customer requests Proper repair of vehicle. Document concern with quality. ADVISED I advised customer Provided reference number, my hours and my contact information. Recap issue and request. No other questions or concerns. Will follow up on [redacted]. Anything else I can assist you with, customer advised no. We [redacted] thanked [redacted] other and call ended. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per [redacted] No claims. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Per DDW Warranty Coverage Policy Expires Odometer Deductible Standard Factory Warranty [redacted] No Open Field Service Actions. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Case forwarded to CB for further handling. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Case forwarded to [redacted] queue. Case will then be dispersed to rep for handling. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>NOTE CASE SPECIALIST IS TO SEE HEATHER B. BEFORE CONTACTING THE CUSTOMER. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Customer wrote the following Blog on [redacted] Just took delivery and I'm having quality issues Well, I'm [redacted] the first and it seems like there's a price to pay for that. Don't get me wrong, I love the car, which I received [redacted], but so far I've had a [redacted] that are driving me nuts. Also, this car is a superb driving car but is a bit quirky in terms of getting used to the front command panel and touch screen for everything and some other nuances...first car I would say its important to read the owners manual. My problems include the following (if anyone knows of a quick fix, I'd love to hear it) 1) windshield wiper fluid does not squirt fluid onto windshield. I check the fluid levels and they're fine. Strange thing is when I have the front hood open, they work great, but the minute I close the hood, it's back to being a problem. Tried to see if there was something blocking [redacted] the hoses, but nothing found. Very frustrating and a bit dangerous in that the winter season is upon us and I just drove through a bit of rain. 2) the rear hatch has [redacted] to it, that are supposed to close automatically. Unfortunately on mine, the hatch starts to close, then beeps as if it has detected something is in the way and then stops. When you lift the small door inside while closing, it closes fine, but not without manual intervention. 3) driver seat keeps staying on massage mode unless I switch it off and heated seats are WAY too hot even at the lowest setting...feels like your back is on fire" The dealer has tried to fix the issue with the rear hatch but to no avail. They've sent messages to the tech at range rover to try to determine the problem and may take a

[redacted] yet. The windshield issue is brand new, but I am in a rather remote area and will be here for [redacted] or so, so no land rover service to drive to and closest [redacted] away. Ski weather with ice and snow here I am and not having wiper fluid is a bit of a dangerous situation. I'm sure they'll get it all figured out...just sucks spending [redacted] on the car and having these issues. Hoping quality control was up to par with this new rover. <<<[redacted] entered by [redacted] Customer Assistance/Specialists>>>Issue Received Email from Supervisor [redacted] Forwarded message From [redacted], [redacted] <[redacted]> Date [redacted] Subject Fwd Blog To [redacted] <[redacted]> Please contact retailer to see if we can locate the customer. Thanks, [redacted] Customer Relationship Center Supervisor [redacted] Office [redacted] Fax [redacted] E mail [redacted] Our privacy policy can be accessed at [redacted] Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Re Blog To [redacted] <[redacted]>, [redacted] <[redacted]> [redacted] <[redacted]>, [redacted] <[redacted]> [redacted], Could you please take a look at the blog and advise if we should be posting something on the site in response to this gentlemen's comments [redacted] I can not fully access the site from my phone. Can you please have someone from the team make contact and see what could be done to address the customer's concerns Thank you, [redacted] Sent from my [redacted] On [redacted], [redacted] <[redacted]> wrote [redacted], Please see the link to a customers posting on the [redacted]. Please reach out to him and offer our assistance right away... Forwarded message From [redacted] <[redacted]> Date [redacted] Subject Blog To [redacted] <[redacted]> [redacted] [redacted] just took delivery im having quality issues.html <<<[redacted] [redacted] entered by [redacted] [redacted] Customer Assistance/Representatives>>>Called customer and advised [redacted], [redacted] will contact you [redacted] to setup an appointment for [redacted] [redacted] for further diagnosis with the [redacted]. Customer advised Not happy. Been inconvenienced. [redacted] has cut me a check for my inconvenience. Concerned with quality. Why has it taken the retailer [redacted] to get the [redacted] I advised Understand your concern since this is a new vehicle. [redacted] services multiple retailers across different states and they appointment for [redacted] inspection has to be coordinated. Will look into any GW I can offer you for your inconvenience once the vehicle is diagnosed and repaired. Will follow up with you [redacted] and will be intouch with the retailer as well. Thanked each other and call ended.

CQIS Recommendations

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI NA [redacted] GAS AJ133
Transmission	AUTO [redacted] ZF [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	4 [redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Feb-2013
Version Series Code		Load Date	09 -Feb-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0235
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER LOUISVILLE
Non Causal Part Prefix-Base-Suffix		Dealer City	LOUISVILLE
Non Causal Part Numbers		Dealer State/Province	KY
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5024298085
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] entered by [redacted] Hotline/Representative>>>tech states that he replaced the latch assembly and actuator (soft door close module) and the vehicle has been repaired and is being released. <<<Feb 12 [redacted] 3 53 06 377PM entered by [redacted] Hotline/ Representative>>>ro [redacted] line# 2 part# module [redacted] latch [redacted] part managers name [redacted] phone# ext [redacted] email [redacted] <<< [redacted] entered by [redacted] Hotline/Representative>>> [redacted]nician called back on case [redacted]nician states that the wiring has checked out good [redacted]nician states that there is nothing to view on datalogger [redacted]nician states that the vehicle has been in for multiple [redacted] H/L advised to not inconvenience the customer any further, H/L advised to replace the latch and soft close module. <<< [redacted] entered by [redacted] Hotline/Representative>>>advised tech to monitor the door latch in [redacted] needs to check Door Latch (Claw Switch and Pawl Switch) and the Hall [redacted] is to call back with findings. <<< [redacted] by ePQR TR Request [redacted] Hotline/Representative>>> [redacted] Email [redacted] Phone [redacted] VIN [redacted] [redacted] VIN [redacted] Model [redacted] Supercharged Year [redacted] Engine Sise [redacted] S/C Petrol Customer Comments / Concern Customer states right rear door soft close feature does not work properly Detail Diagnosis Function check soft close feature, will work [redacted] of the time but seems dead [redacted] of the time. No seal interferance & door alignment looks ok. no striker adjustment. Cant find much technical information in workshop manual. Need to talk over problem. No codes pertaining to system. Deatil of Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Exterior Rear RH Condition Inaccurate Modification Vehicle Off Road NO
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2013	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	18-Oct-2012	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	20-Dec-2012
Build Country Code		Transmission Serial Number	
Mileage	21119	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	high effort
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	13-Feb-2013
Version Series Code		Load Date	14 -Feb-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0364
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NAPERVILLE
Non Causal Part Prefix-Base-Suffix		Dealer City	NAPERVILLE
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6303005000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] entered by ePOR TR Request Tech Hotline/Representative>>> [redacted] Email Phone [redacted] VIN S [redacted] [UK VIN [redacted] Model [redacted] Supercharged Year [redacted] Engine [redacted] Petrol Customer Comments / Concern OWNER REPORTS LEFT SIDE REAR DOOR SOFT CLOSE DOES NOT OPERATE PROPERLY AT TIMES. DOOR WILL STAY OPEN WHEN TRYING TO LOCK DOORS AND VEHICLE WILL BEEP MISLOCK. Detail Diagnosis VERIFIED [redacted] LR AND RR DOORS DO THE SAME THING. [redacted] FRONT DOORS ARE OPERATING PROPERLY. THE LR AND RR DOORS CAN BE CLOSED PAST THE SOFT CLOSE SWITCH BUT NOT TO THE [redacted] AND SOFT CLOSE WILL NOT ENGAGE. THE DOOR REMAINS OPENED. IF THE DOOR IS PULLED OUT SLIGHTLY THE SOFT CLOSE WILL ENGAGE. ATTEMPTED TO ADJUST THE STRIKER TO GIVE NORE TENSION TO THE DOOR BUT THE STRIKER IS A FIXED POSITION AND CANNOT BE ADJUSTED. Deatil of Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Exterior Rear LH Condition Not operating Modification Vehicle Off Road YES Yes <<< [redacted] [redacted] 447PM entered by [redacted] Hotline/Representative>>>H/L called technician back on TA H/L advised technician to move teh rear door strykers in 1 MM and check operation. <<< [redacted] [redacted] entered by [redacted] Hotline/ Representative>>>Technician updated TA to close case, comments copy and pasted below MOVED LR DOOR STRIKER IN APPROX [redacted] AND DOOR FUNCTIONS PROPERLY. HAD TO MOVE RR IN [redacted] APPROX [redacted] BEFORE WORKING PROPRLY.
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2013	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	19-Nov-2012	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	07-Jan-2013
Build Country Code		Transmission Serial Number	
Mileage	605	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	damage
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	06-Mar-2013
Version Series Code		Load Date	09 -Mar-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0204
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NORTH POINT
Non Causal Part Prefix-Base-Suffix		Dealer City	ALPHARETTA
Non Causal Part Numbers		Dealer State/Province	GA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7705872000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Mar 8 [redacted] 10 56 18 823AM entered by [redacted] Hotline/Representative>>>tech states that he performed the procedure as outlined in the instructions and the vehicle was operating correctly.tech states that the customer requested to take the vehicle so they released it to him. <<<[redacted] entered by [redacted] Hotline/Representative>>>[redacted]ician called back, sent email with soft close fix as follows [redacted] ([redacted]) to [redacted] Here is the soft close verification/repair procedure. Please read carefully to avoid damage to sill or striker while performing repair. Repair should be made to [redacted] doors. Any questions, please feel free to contact us. Thanks, <<<[redacted] entered by [redacted] Hotline/Representative>>>called for tech but they had already left at 4 30.advised thl will callback [redacted] <<<[redacted] entered by ePQR TR Request [redacted] Hotline/Representative>>>[redacted] Email a [redacted] Phone [redacted] VIN [redacted] [UK VIN [redacted] Model [redacted] Engine Sise [redacted] Petrol Customer Comments / Concern INTER. WHEN TRYING TO LOCK DRIVERS FROM THE HANDLE DOORS DO NOT LOCK. Detail Diagnosis DIAGNOSED AND FOUND INTERM. RIGHT REAR DOOR SOFT CLOSE IS NOT PULLING CLOSED. YOU CAN HEAR THE MOTOR RUNNING BUT DOOR DOES NOT PULL TO. CHECKED STRIKER PLATE ALL OK. Deatil of Difficulty Reported Customer Symptom No Door Opening when Exterior Handle is Operated key fob entry Suspected Causal Part Latch Door Exterior Rear RH Condition Inaccurate Modification Vehicle Off Road NO
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2013	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	16-Nov-2012	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	24-Dec-2012
Build Country Code		Transmission Serial Number	
Mileage	4333	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	damage-dent/ding
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	loose
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-codes found
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while turning
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	26-Apr-2013
Version Series Code		Load Date	29 -Apr-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0104
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER ENCINO
Non Causal Part Prefix-Base-Suffix		Dealer City	ENCINO
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8189909870
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

Technician Comment	<<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>As per [redacted] Complaint Customer states the driver's door is not closing with soft touch [redacted] Repair Driver's door not closing with soft touch. [redacted] Erratic operation of the door latch motor. Confirmed customer complaint and removed left front door panel for inspection. Checked cable and motor... no abnormalities found. Checked electrical connection... secures. Re torqued all door latch and soft close motor securing screws [redacted] Complaint Driver's door lock is not locking or unlocking when [redacted] Repair prompted Driver's door is not unlocking. [redacted] internal mechanical fault at driver's door latch and soft close motor assembly verify customer's concern, read system codes and found no related event stored replaced driver's door latch and soft close motor assembly and retest now system works fine [redacted] <<<[redacted] entered by [redacted] Customer Assistance/ Representatives>>>from [redacted] <[redacted]> to [redacted] date [redacted] subject [redacted] reference number [redacted] mailed by [redacted] Ms. [redacted], Please the attached letter. [redacted] Request for repurchase acknowledgment.pdf [redacted] View Download <<<[redacted] entered by [redacted] Customer Assistance/ Representatives>>>Contacted retailer and left voice message for SM [redacted] advising Identified myself Calling in reference to customer [redacted] ([redacted]) Know that vehicle is at retailer for a knocking noise Do see TSS case is open Customer has requested evaluation Hoping for updates Provided contact information, shift and requested call back <<<[redacted] entered by [redacted] Customer Assistance/ Representatives>>>ISSUE Customer stated her new vehicle is at the retailer for a knocking noise the retailer advised her they has not found the root of this issue Repair list 1.locks, she was locked in the vehicle 2. knocking noise 3. running boards 4 door not closing She paid cash for the vehicle This is her second RR Loves the vehicle would rather keep this vehicle if possible REQUEST Trade vehicle for another [redacted] ADVISED A case specialist will call you back in [redacted] there a [redacted] review provided case number [redacted] VERBAL EMAIL TO FOLLOW <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>email sent to [redacted] <[redacted]> [redacted] ([redacted]) to [redacted] Customer Name(s) [redacted] Driver Name (if different from the customer name on record) n/a Address (to confirm accuracy) [redacted] Primary Phone no [redacted] Secondary Phone no [redacted] Email address [redacted] If no email, then fax no n/a Year/Model [redacted] Current Mileage [redacted] Purchase or Lease Purchased Purchased / Leased at what retailer [redacted] Purchase/Lease date or thereabouts [redacted] If purchased, is it New or Used NEW If used, is it Certified/Select Edition N/A AMM [redacted] Retailers where vehicle has been serviced [redacted] Is the vehicle in for service now yes If yes, then where [redacted] If not, is the customer making an appointment n/a If yes, what retailer and when n/a Brief description of the issue(s) and why the customer/driver no longer wants the vehicle Issues with the vehicle where she was locked in the vehicle, the door would not lock and running boards. Currently the vehicle is at the retailers for a knocking noise which the retailer can not diagnosed. Click here to Reply, Reply to all or Forward 0% full Using [redacted] of your [redacted] Service Privacy Policy Programme Policies Powered by Last account activity [redacted] Details 1 more [redacted] Mediation and Litigation Show details <<<[redacted] entered by [redacted] Customer Assistance/ Representatives>>>CHECKED DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] States Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>FORWARDED CASE TO [redacted] VERBAL <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Case forwarded to DM for further handling. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>from [redacted] <[redacted]> to [redacted] <[redacted]>, [redacted] <[redacted]> cc [redacted] <[redacted]>, [redacted] <[redacted]>, [redacted] <[redacted]>, [redacted] <[redacted]>, [redacted] <[redacted]> date [redacted] subject Re Verbal Demand [redacted] vehicle at [redacted] NOW mailed by [redacted], please handle this as a [redacted] verbal demand. Response to [redacted]/Customer due by noon on [redacted]. All, the [redacted] CATS case is attached. [redacted] is the [redacted] case handler. Thank you. CATS [redacted] View Download <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>As per DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] States Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] Sold date [redacted] Sold by [redacted] Owner [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Contacted customer and advised Identified myself Calling in reference to customer's [redacted]

[redacted] Inquired if customer had time to talk, customer confirmed Am aware that vehicle is at retailer for a knocking noise from under the vehicle, customer confirmed Am also aware that there have been other issues regarding the door not closing all the way and the locks not locking/unlocking Retailer is in touch with internal technical department who are assisting in diagnosing and repairing vehicle Did send you an email with an attached letter, inquired if she had received it Customer stated Thanked me for call Did receive email and letter Will send you the sales agreement and registration before end of the week Would like to say that I love this vehicle and hope to enjoy this one or if not a different [redacted] I advised As per your request from [redacted], [redacted] did begin an evaluation under the guidelines of [redacted]'s [redacted] Vehicle's service history will be evaluated for [redacted] and will determined after the [redacted] period is over if vehicle is eligible for repurchase or replacement Am in contact with retailer and will be receiving updates Will be following up with customer [redacted] with any and all updates Provided contact information, shift, case# Urged customer to contact me directly if she has any questions or issues Customer stated Thanked me for call Will send documents and wait for updates <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Contacted retailer and was advised that [redacted] was unavailable, spoke to [redacted] in service and advised Identified myself Calling in reference to customer [redacted] ([redacted] [redacted] [redacted]) See that [redacted] case was closed, saw that motor mounts were ordered, inquiring if vehicle has been returned to customer [redacted] stated Vehicle is still here being tested Engine bracket did arrive on [redacted]) I advised Great Thanked him for information <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Contacted customer and left voice message advising Identified myself Calling in reference to customer's [redacted] [redacted] Aware that necessary parts the internal technical department recommended to be replaced on vehicle have arrived at retailer and vehicle is being worked on Did receive documents, thanked her Will follow up with retailer and customer before weeks end Provided contact information, shift, case# and requested call back <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Received voice message ([redacted] [redacted]) who stated Picked up the vehicle [redacted] ([redacted]) and I noticed that there seemed to be an issue with the steering of the vehicle, it was pulling to the right Think there is an alignment issue Also noticed a dent in driver's side door Vehicle was dropped back off at retialer [redacted] ([redacted]) Want to make sure everything is documented Requested call back @ [redacted] <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Contacted retailer and spoke to [redacted] and advised Identified myself Calling in reference to customer [redacted] ([redacted] [redacted] [redacted]) Understnad that customer had motor mounts installed and vehicle was returned to her on [redacted] Customer left me a voice message stating that vehicle is back at retailer for vehicle pulling to right, possible alignment issue and a dent in door [redacted] stated Know that motor mounts were installed, but was not aware vehicle is back Will find out information Will have information [redacted] I advised Sounds good Thanked her <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Contacted retailer and spoke to [redacted] and advised Identified myself Calling in reference to customer [redacted] ([redacted] [redacted] [redacted]) Hoping for status update [redacted] stated Vehicle was here for issue with steering wheel pulling We did readjust the steering wheel but the customer has since called back and will be bring in in vehicle again [redacted] I advised Thanked her for information <<<[redacted] [redacted] entered by [redacted] [redacted] Customer Assistance/Representatives>>>Contacted customer and advised Identified myself Calling in reference to customer's [redacted] [redacted] Did speak with retailer and do understand that vehicle had steering adjusted but now hear that the issue persists and that you will be taking vehicle back to retailer Customer stated That is correct When I drive I am constantly turning the wheel to the left to keep it driving straight, it is pulling to the right essentially Around turns it is worse Am taking vehicle back to retailer on [redacted] Where do we stand on this buyback/replacement evaluation Absolutely love this vehicle but am in loaner more than my vehicle Hope to be able to replace this with one that operates better Would like to add service staff is great at retailer, just feel the vehicle has some issues I advised Do understand what you are saying Evaluation is on going All relevant information is being included in evaluation Response is still due on [redacted] Replacement is a possibility if the vehicle qualifies for repurchase or replacement under [redacted]'s [redacted] [redacted] Will follow up with retailer on [redacted] to being getting updates Will follow up with customer within [redacted] Customer stated Great Thanked me for call <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Contacted retailer and spoke to [redacted] and advised Identified myself Calling in reference to customer [redacted] ([redacted] [redacted] [redacted]) Inquiring if customer dropped vehicle off [redacted] [redacted] [redacted] stated Vehicle is here for a believed alignment issue Vehicle is being worked on as we speak Will have details [redacted] I advised Great Thanked her for information, will follow up [redacted] <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Contacted retailer and was advised that [redacted] was unavailable, spoke to [redacted] and advised Identified myself Calling in reference to customer [redacted] ([redacted] [redacted] [redacted] [redacted]) Inquired if customer picked up her vehicle for recent steering issue [redacted] stated Customer did pick up on [redacted] believe everything was repaired Made adjustment and have not heard from her since I advised Great Believe that vehicle was there [redacted] as well [redacted] stated That is correct on [redacted] I advised Requested closed RO's for last [redacted] Provided [redacted],

	attention [redacted] stated Will fax those over [redacted] I advised Thanked him for information <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>POSITION SUMMARY Findings Customer purchased vehicle new from retailer Vehicle is under warranty Customer had [redacted] with driver's side door not locking ([redacted], latches were retorqued and on [redacted] latch and soft close motor assembly were replaced) Customer also had to issues with vehicle's steering not being proper ([redacted] & [redacted]) Customer made a [redacted] verbal demand on [redacted] Spoke with [redacted] in [redacted] on [redacted] and was informed that vehicle will be repurchased by [redacted] Desired Position Close case as [redacted] will handle it moving forward <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>CASE CLOSED.
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI NA [redacted] GAS [redacted]
Transmission	AUTO 8 [redacted] ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	[redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

ECI Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-exterior-exterior trim/moldings-	Symptom	function-malfunction/inoperative
Commodity	body-exterior-exterior trim/moldings-	Symptom	lack of lubrication
Commodity	body-exterior-exterior trim/moldings-	Symptom	latching-does not latch/close
Commodity	body-exterior-exterior trim/moldings-	Symptom	latching-unlatch/latch opens
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-driving condition-on acceleration
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-driving condition-while driving
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-indicator light/warning chime on
Commodity	body-exterior-exterior trim/moldings-	Symptom	nvh-noisy operation
Commodity	body-exterior-exterior trim/moldings-	Symptom	repair-prior repair mentioned
Commodity	body-exterior-exterior trim/moldings-	Symptom	separation
Commodity	body-exterior-exterior trim/moldings-	Symptom	weak/soft/sagged
Commodity	body-exterior-paint-	Symptom	no keyword found
Commodity	body-interior-interior trim/panels-	Symptom	function-malfunction/inoperative
Commodity	body-interior-interior trim/panels-	Symptom	lack of lubrication
Commodity	body-interior-interior trim/panels-	Symptom	latching-does not latch/close
Commodity	body-interior-interior trim/panels-	Symptom	latching-unlatch/latch opens
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-on acceleration
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-while driving
Commodity	body-interior-interior trim/panels-	Symptom	mod-indicator light/warning chime on
Commodity	body-interior-interior trim/panels-	Symptom	nvh-noisy operation
Commodity	body-interior-interior trim/panels-	Symptom	repair-prior repair mentioned
Commodity	body-interior-interior trim/panels-	Symptom	separation
Commodity	body-interior-interior trim/panels-	Symptom	weak/soft/sagged
Commodity	body-locks/latches—	Symptom	comfort issue
Commodity	body-locks/latches—	Symptom	damage-cracked/fractured/split
Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	lack of lubrication
Commodity	body-locks/latches—	Symptom	nvh-noisy operation
Commodity	body-locks/latches—	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	lack of lubrication
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-on acceleration
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Commodity	body-seating—	Symptom	appearance-scratches/nicks
Commodity	body-seating—	Symptom	comfort issue
Commodity	body-seating—	Symptom	damage-cracked/fractured/split
Commodity	body-seating—	Symptom	function-malfunction/inoperative
Commodity	body-seating—	Symptom	lack of lubrication
Commodity	body-seating—	Symptom	mod-driving condition-while driving
Commodity	body-seating—	Symptom	mod-intermittent/random
Commodity	body-seating—	Symptom	mod-location-at a pillar
Commodity	body-seating—	Symptom	mod-location-at b pillar
Commodity	body-seating—	Symptom	no keyword found
Commodity	body-seating—	Symptom	nvh-noisy operation
Commodity	body-seating—	Symptom	odor
Commodity	body-seating—	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-door-	Symptom	appearance-scratches/nicks
Commodity	body-structure/sheetmetal-door-	Symptom	mod-location-at b pillar
Commodity	body-structure/sheetmetal-door-	Symptom	nvh-noisy operation
Commodity	chassis-frame—	Symptom	damage-cracked/fractured/split
Commodity	chassis-frame—	Symptom	function-malfunction/inoperative
Commodity	chassis-frame—	Symptom	lack of lubrication
Commodity	chassis-frame—	Symptom	nvh-noisy operation
Commodity	chassis-frame—	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes—	Symptom	appearance-scratches/nicks
Commodity	chassis-service brakes—	Symptom	comfort issue
Commodity	chassis-service brakes—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	lack of lubrication
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes—	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	function-malfunction/inoperative

Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-rotor/drum-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-rotor/drum-	Symptom	nvh-noisy operation
Commodity	electrical-climate control—	Symptom	odor
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	no keyword found
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	lack of lubrication
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-on acceleration
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	nvh-noisy operation
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	separation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	appearance-scratches/nicks
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	no problem found
Commodity	unknown—	Symptom	nvh-noisy operation
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	[redacted]
Version Series Code		Load Date	[redacted]
Causal Part Prefix- Base - Suffix	- -	Dealer Code	[redacted]
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER [redacted]
Non Causal Part Prefix-Base-Suffix		Dealer City	[redacted]
Non Causal Part Numbers		Dealer State/Province	WI
Fault Code	[redacted]	Dealer Country	[redacted]
Diagonstic Trouble Code		Dealer Phone Number	[redacted]
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	

Technician Comment	<<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer I Advised I am following up on this case Customer Advised he is out test driving the vehicle with the tech he is not happy with the issue he has already had [redacted] before he will not take this issue lightly he will not tolerate anything this time or he will contact his attorneys this is taking up way too much of his time already and can't be wasting more if [redacted] does not stand behind the product he will get his attorneys involved I Advised I am sorry for this issue I can call him back and leave my contact information he can call me back after he is done with the test drive or meeting with tech He thanked me and call was ended <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the retailer and spoke with [redacted], [redacted] He Advised [redacted], [redacted] is with the customer now test driving I provided [redacted] with my contact information for [redacted] to call me back on this customers issue I thanked him for his assistance <<< [redacted] entered by [redacted] Customer Assistance/Corporate Staff>>>FORWARD TO [redacted] FOR HANDLING <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>CASE FORWARDED TO [redacted] 1 QUEUE FOR DISTRIBUTION <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>> [redacted] REPAIR HISTORY [redacted] Customer states drivers door does not close automatically latch spring failed, inspected and found return spring for soft close has become detached Replaced left front drivers door latch [redacted] Customer states check engine light is on, diagnose and advise found [redacted] pertaining to bank [redacted] replaced [redacted] per [redacted] Customer states drivers seat clicks on acceleration test drove with customer and was able to hear loud seat squeek removed seat trim panels and lubed seat pivots, noise now gone [redacted] No other vehicle history listed <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>As per DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>ISSUE Customer stated I was told to contact [redacted] I am furious with what is going on I have had issues with my LRs for the [redacted] I have owned [redacted] and currently own 2 right now and have [redacted] on order I had a [redacted] which was repurchased through [redacted] law because of a defective engine and I got a [redacted] The [redacted] I finally gave up for this car because it had multiple issues with the brakes Now this vehicle has had nothing but problems The first issue was when I got the vehicle the door handle was broken, so I had to drive the vehicle holding the door shut Then my oxygen sensors went bad Then my seat started making noises, they lubricated the seat and now it makes a clunking sound with any type of movement The brakes have a constant squeal, not even sure it is the brakes because I hear the noise as I am driving and when I hit the brakes the noise goes away [redacted] they replaced the motor mounts [redacted] because they were defective Currently the issues that have not been resolved are the seat clunking and the 'brake' noise I am fed up with dealing with issues with [redacted] The dealer is not the issue They gave me an [redacted] loaner but I am [redacted] so it was not comfortable Dealer is saying corporate is not letting them change out the parts they need to change I know the field rep. up here does not know what he is doing I do not want this going to a field rep. just so it can sit on his desk I am going to cancel my [redacted] for the other [redacted] because I am not going to keep going through this REQUEST Customer requests Assistance getting vehicle issues resolved or to get out of the vehicle Be compensated for inconvenience ADVISED; I advised I am sorry to hear of your continued issues with [redacted] products Will have a specialist look into this They will follow up with you in [redacted] Provided case number Customer stated I will give it until [redacted] but if someone does not have answers for me then I will be contacting my [redacted] law attorney again I am still canceling my order for the new vehicle <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left all my pertinent information on this case on customers voicemail. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>> [redacted], [redacted] called and left a vmail message [redacted] I contacted him and left a vmail message to call me back. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the [redacted], [redacted] He Advised he did test drive with the customer the issue is with noise is very intermittent [redacted] was there [redacted] to look at it provided his recommendations [redacted], [redacted] is involved there is a clicking noise in the drivers seat left front wheel makes a squeaking noise when the brakes are hot it could be a number of things and are trying to locate noise intermittent noise on the drivers seat working more on the front wheel noise customer wanted them to replace the brakes just can't throw parts on this he will continue working with the customer's vehicle he will keep me updated on this case I thanked him for his assistance & call was ended <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted [redacted], [redacted] He Advised the retailer has fixed the noise/brakes [redacted] they believe they also have resolved the seat issue they will be road testing the vehicle to make sure everything is resolved he is going to follow up with the [redacted], [redacted] and get back to me on this I thanked him for his assistance and call was ended <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>> [redacted], [redacted] called He advised they picked the car up [redacted] they were able to duplicate the noise initially the noise was on the right side now the noise was on the left side they replaced [redacted] the front pads & rotors no charge

now they are trying to look into the seat noise the customer stated there was he will follow=up with me [redacted] on this case I thanked him for his assistance & wished him a good day <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Sent email to [redacted] email below From [redacted] <[redacted]> Date [redacted] Subject [redacted] VIN[redacted] To [redacted] <[redacted]> Hi [redacted], Per our conversation [redacted] regarding Mr. [redacted]'s [redacted] activity, here is some information on this case. Please follow up with me after reviewing with retailer on customer's concern. Customer [redacted] VIN[redacted] [redacted] RR Retail Date [redacted] Mileage 3K Retailer LR [redacted] CASE [redacted] Thank you for your assistance in this matter. Sincerely, [redacted] Customer Relationship Center Case Specialist [redacted] [redacted] Office [redacted] Fax [redacted] email [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the [redacted], [redacted] I Advised I am following up on this case I have open customer has been [redacted]ing about his issue my supervisor [redacted] spoke with customer does he have any update on this case since [redacted] was involved He Advised the retailer fixed the vehicle [redacted] and vehicle was not making any noise when they retd the vehicle to customer on [redacted] customer contacted the retailer and stated it was still making noise the retailer was going to go pick up the vehicle [redacted] he will follow up with the [redacted] on this and get back to me with his decision if I can send him an email to him with my contact information. I thanked hm for his assistance & wished him a good day <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message with all my contact information to follow up on this case. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message with all my contact information to follow up on this case. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer I Advised I am following up with him on this case wanted to make sure everything is resolved He Advised he is extremely aggravated with this issue he is going to cancel his [redacted] RR this is the [redacted] he has had that has a problem the brakes are still making a high pitch sound but is not sure since he has not driven it too much [redacted] the seat issue is resolved there is also a big scratch by the A pillar he still has not received the ROs from the retailer on these issues he was not even given any offer for lease payments for his inconvenience he is meeting with his attorney on [redacted] and will follow up with me on [redacted] he thanked me for my follow up call I Advised that I am aware of the issues with the vehicles before which [redacted] worked with him on I will document his comments into this case what is it that we can assist him with or what are his requests in this case that will make him happy customer advised that he will talk to his attorney and get back to me on [redacted] whether he will hire the atty or work with us on resolving this I will follow up with him [redacted] & wished him a good weekend. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>As per case [redacted] <<<[redacted] entered by [redacted] [redacted] Customer Assistance/Representatives>>> Called customer and advised Name and company/dept Asked if this is a good time to talk Customer states It is I advised customer I received notification of your [redacted] comments Would like to assist you Asked to gain his VIN and some additional information Customer states He has open case with [redacted] [redacted] Waiting on [redacted] and call back from [redacted] I advised customer I will review that case and speak to [redacted] Will have her contact you Have a good day Customer states Please do so Had a lawyer involved to get a buyback last time Has no problem doing that again Have a good day I Advised customer Will see what I can do Will have [redacted] contact you Have a good day <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the [redacted] [redacted] I Advised I have this case open on this customer cutomer wants this issue resolved & wants to be compensated the customer I am working with all pertinet [redacted] involved I have this case open & spoke with the [redacted] [redacted] was advised the [redacted] was there looking at vehicle He Advised he is aware of this customer's issue he spoke with the [redacted] [redacted] they have ordered parts and he made some recommendations to fix hopefully car will be ready [redacted] he will follow up with me on this I thanked him for his assistance on this issue <<<[redacted] 2 [redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called & Advised he wants this to be resolved right away he wants to be compensated for inconvenience either the car bought back/replaced or something else he keeps having the same issue with brakes & hubs again he is wasting so much time on this if he has to get his attorneys he will wants us to move quicker on this I Advised I apologize for any inconvenience and his frustration with this issue I just received this case & spoke with [redacted] him and the retailer on this issue all the [redacted] are involved the [redacted], [redacted] and corportate here to resolve this for him I will reach out to the [redacted] now and follow up on his case to get any update the customer to be patient with us we are doing everything we can to try and resolve this for him I will get back to him by [redacted] with some answer or update for him Customer thanked me and I wished him a good day <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message to call me back on this case. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] left a vmail message He Advised they replaced the customers brake pads & rotors no noise heard in regards to the seat they inspected & will be replacing the

whole new seat bottom part has been ordered & he will look into possible goodwill for customer he will keep me updated on this case. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>LATE ENTRY Customer called & left a vmail message to call him back onthis case late on [redacted] <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Sent No Contact letter to [redacted] to approve. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Recd email from [redacted] see email below From [redacted] < [redacted] > Date [redacted] Subject Re [redacted] VIN [redacted] To [redacted] < [redacted] > [redacted], [redacted] gave [redacted] his truck back [redacted] with a full tank of fuel. All seems OK with the original concerns (brakes/seat) but now he states that there is a scratch on the B pillar, you have to open [redacted] the front and back door in order to see it. Let's give it a [redacted] to see if we hear from Mr. [redacted]. [redacted] P. [redacted] F. [redacted] On [redacted], [redacted] < [redacted] > wrote Hi [redacted], Per our conversation [redacted] regarding Mr. [redacted]'s [redacted] activity, here is some information on this case. Please follow up with me after reviewing with retailer on customer's concern. Customer [redacted] VIN [redacted] RR Retail Date [redacted] Mileage 3K Retailer [redacted] CASE [redacted] Thank you for your assistance in this matter. Sincerely, [redacted] Customer Relationship Center Case Specialist [redacted] Office [redacted] Fax [redacted] email [redacted] <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the [redacted], [redacted] He Advised the brakes are fixed the seat part was ordered & he is not sure if it came it yet or not he will follow up with retailer [redacted] and get to me on the status of this customer's vehicle he will email or call me back on this case [redacted] I thanked him for his assistance & wished him a good day <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer I Advised I am following up on this case & his call how is the car running & is he having any issues with it now Customer Advised he has the car now he contacted the retailer and no one has gotten back to him with an appmt [redacted] are bad for him and he will reach out to the retailer [redacted] everytimer he uses the AC the filter smells like mold he shouldn't have to pay for a new car that smells like mold his attorney has all the papers I Advised has he hired an attorney to represent him he stated he has an attorney that he uses but has not made a decision yet on this attorney is reviewing papers I wanted to follow up with him on this case customer thanked me for my call and follow up He Advised he will get back to me by [redacted] on the status of his vehicle & decision going forward I wished him a good day and will talk to him on [redacted] <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message for him to follow up with him on this case. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer & advised I am following up on this case does he have a moment Customer Advised he is in a bad area not a good time can I call him in the morning I advised I will not be here [redacted] he advised if I could call him [redacted] I advised I will do that and wished him a good weekend <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>CASE CLOSED <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Email to customer Dear [redacted], Thank you for your response. I will advise your representative [redacted] that you will try to contact her [redacted] Regards, [redacted] Customer Relationship Center Representative [redacted] <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Email from customer On [redacted], [redacted] < [redacted] > wrote I will try to call you [redacted] I have been traveling for work, in and out of town. So far, the original seat noise is fixed, but now their is another one. The original break noise is gone. Unfortunately, there is a mildew smell in the ventilation system now, and even with replacing the pollen filter, it didn't go away. I have a call into my lawyer, and will be in touch in a few days to see where we are at. Back you to you shortly. [redacted]. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Email to customer Dear Mr. [redacted] Case Number [redacted] Thank you for contacting [redacted] . I am sorry that you have concerns with your [redacted] I have tried to contact you by phone but have been unsuccessful. I would certainly like to discuss this issue with you. Please feel free to contact me at [redacted]. Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. Sincerely, [redacted] Customer Relationship Center Case Specialist <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>Sent no contact email to AD to send to customer. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message to call me back on this case. <<< [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message to call me back on this case.

CQIS Recommendations

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI NA [redacted] GAS AJ133
Transmission	AUTO [redacted] ZF [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 [redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

ECI Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-exterior-exterior trim/moldings-	Symptom	function-malfunction/inoperative
Commodity	body-exterior-exterior trim/moldings-	Symptom	lack of lubrication
Commodity	body-exterior-exterior trim/moldings-	Symptom	latching-does not latch/close
Commodity	body-exterior-exterior trim/moldings-	Symptom	latching-unlatch/latch opens
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-driving condition-on acceleration
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-driving condition-while driving
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-indicator light/warning chime on
Commodity	body-exterior-exterior trim/moldings-	Symptom	nvh-noisy operation
Commodity	body-exterior-exterior trim/moldings-	Symptom	repair-prior repair mentioned
Commodity	body-exterior-exterior trim/moldings-	Symptom	separation
Commodity	body-exterior-exterior trim/moldings-	Symptom	weak/soft/sagged
Commodity	body-exterior-paint-	Symptom	no keyword found
Commodity	body-interior-interior trim/panels-	Symptom	function-malfunction/inoperative
Commodity	body-interior-interior trim/panels-	Symptom	lack of lubrication
Commodity	body-interior-interior trim/panels-	Symptom	latching-does not latch/close
Commodity	body-interior-interior trim/panels-	Symptom	latching-unlatch/latch opens
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-on acceleration
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-while driving
Commodity	body-interior-interior trim/panels-	Symptom	mod-indicator light/warning chime on
Commodity	body-interior-interior trim/panels-	Symptom	nvh-noisy operation
Commodity	body-interior-interior trim/panels-	Symptom	repair-prior repair mentioned
Commodity	body-interior-interior trim/panels-	Symptom	separation
Commodity	body-interior-interior trim/panels-	Symptom	weak/soft/sagged
Commodity	body-locks/latches—	Symptom	comfort issue
Commodity	body-locks/latches—	Symptom	damage-cracked/fractured/split
Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	lack of lubrication
Commodity	body-locks/latches—	Symptom	nvh-noisy operation
Commodity	body-locks/latches—	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	lack of lubrication
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-on acceleration
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Commodity	body-seating—	Symptom	appearance-scratches/nicks
Commodity	body-seating—	Symptom	comfort issue
Commodity	body-seating—	Symptom	damage-cracked/fractured/split
Commodity	body-seating—	Symptom	function-malfunction/inoperative
Commodity	body-seating—	Symptom	lack of lubrication
Commodity	body-seating—	Symptom	mod-driving condition-while driving
Commodity	body-seating—	Symptom	mod-intermittent/random
Commodity	body-seating—	Symptom	mod-location-at a pillar
Commodity	body-seating—	Symptom	mod-location-at b pillar
Commodity	body-seating—	Symptom	no keyword found
Commodity	body-seating—	Symptom	nvh-noisy operation
Commodity	body-seating—	Symptom	odor
Commodity	body-seating—	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-door-	Symptom	appearance-scratches/nicks
Commodity	body-structure/sheetmetal-door-	Symptom	mod-location-at b pillar
Commodity	body-structure/sheetmetal-door-	Symptom	nvh-noisy operation
Commodity	chassis-frame—	Symptom	damage-cracked/fractured/split
Commodity	chassis-frame—	Symptom	function-malfunction/inoperative
Commodity	chassis-frame—	Symptom	lack of lubrication
Commodity	chassis-frame—	Symptom	nvh-noisy operation
Commodity	chassis-frame—	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes—	Symptom	appearance-scratches/nicks
Commodity	chassis-service brakes—	Symptom	comfort issue
Commodity	chassis-service brakes—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	lack of lubrication
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes—	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	function-malfunction/inoperative

Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-rotor/drum-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-rotor/drum-	Symptom	nvh-noisy operation
Commodity	electrical-climate control—	Symptom	odor
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	no keyword found
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	lack of lubrication
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-on acceleration
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	nvh-noisy operation
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	separation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	appearance-scratches/nicks
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	no problem found
Commodity	unknown—	Symptom	nvh-noisy operation
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	[redacted]
Version Series Code		Load Date	[redacted]
Causal Part Prefix- Base - Suffix	- -	Dealer Code	[redacted]
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER [redacted]
Non Causal Part Prefix-Base-Suffix		Dealer City	[redacted]
Non Causal Part Numbers		Dealer State/Province	WI
Fault Code	[redacted]	Dealer Country	[redacted]
Diagonstic Trouble Code		Dealer Phone Number	[redacted]
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	

Technician Comment	<<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>CASE FORWARDED TO [redacted] QUEUE FOR DISTRIBUTION <<<[redacted] entered by [redacted] Customer Assistance/Corporate Staff>>>FORWARD TO [redacted] FOR HANDLING <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the retailer and spoke with [redacted], [redacted] He Advised [redacted], [redacted] is with the customer now test driving I provided [redacted] with my contact information for [redacted] to call me back on this customers issue I thanked him for his assistance <<<[redacted] entered by [redacted] Customer Assistance/ Representatives>>>I contacted the customer I Advised I am following up on this case Customer Advised he is out test driving the vehicle with the tech he is not happy with the issue he has already had [redacted] before he will not take this issue lightly he will not tolerate anything this time or he will contact his attorneys this is taking up way too much of his time already and can't be wasting more if [redacted] does not stand behind the product he will get his attorneys involved I Advised I am sorry for this issue I can call him back and leave my contact information he can call me back after he is done with the test drive or meeting with tech He thanked me and call was ended <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left all my pertinent information on this case on customers voicemail. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and left a vmail message [redacted] I contacted him and left a vmail message to call me back. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the [redacted], [redacted] He Advised he did test drive with the customer the issue is with noise is very intermittent [redacted] was there [redacted] to look at it provided his recommendations [redacted], [redacted] [redacted] is involved there is a clicking noise in the drivers seat left front wheel makes a squeaking noise when the brakes are hot it could be a number of things and are trying to locate noise intermittent noise on the drivers seat working more on the front wheel noise customer wanted them to replace the brakes just can't throw parts on this he will continue working with the customer's vehicle he will keep me updated on this case I thanked him for his assistance & call was ended <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted [redacted] [redacted] He Advised the retailer has fixed the noise/brakes [redacted] they believe they also have resolved the seat issue they will be road testing the vehicle to make sure everything is resolved he is going to follow up with the [redacted], [redacted] and get back to me on this I thanked him for his assistance and call was ended <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>ISSUE Customer stated I was told to contact [redacted] I am furious with what is going on I have had issues with my LRs for the [redacted] I have owned [redacted] and currently own 2 right now and have [redacted] on order I had a [redacted] which was repurchased through lemon law because of a defective engine and I got a [redacted] The [redacted] I finally gave up for this car because it had multiple issues with the brakes Now this vehicle has had nothing but problems The first issue was when I got the vehicle the door handle was broken, so I had to drive the vehicle holding the door shut Then my oxygen sensors went bad Then my seat started making noises, they lubricated the seat and now it makes a clunking sound with any type of movement The brakes have a constant squeal, not even sure it is the brakes because I hear the noise as I am driving and when I hit the brakes the noise goes away [redacted] they replaced the motor mounts [redacted] because they were defective Currently the issues that have not been resolved are the seat clunking and the 'brake' noise I am fed up with dealing with issues with [redacted] The dealer is not the issue They gave me an [redacted] loaner but I am [redacted] so it was not comfortable Dealer is saying corporate is not letting them change out the parts they need to change I know the field rep. up here does not know what he is doing I do not want this going to a field rep. just so it can sit on his desk I am going to cancel my [redacted] for the other [redacted] because I am not going to keep going through this REQUEST Customer requests Assistance getting vehicle issues resolved or to get out of the vehicle Be compensated for inconvenience ADVISED; I advised I am sorry to hear of your continued issues with [redacted] products Will have a specialist look into this They will follow up with you in [redacted] days Provided case number Customer stated I will give it until [redacted] but if someone does not have answers for me then I will be contacting my lemon law attorney again I am still canceling my order for the new vehicle <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>As per DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] [redacted] Federal Emission Warranty [redacted] [redacted] Paint Warranty [redacted] [redacted] Standard Factory Warranty [redacted] [redacted] <<<[redacted] entered by [redacted] Customer Assistance/ Representatives>>>[redacted] REPAIR HISTORY [redacted] Customer states drivers door does not close automatically latch spring failed, inspected and found return spring for soft close has become detached Replaced left front drivers door latch [redacted] [redacted] Customer states check engine light is on, diagnose and advise found [redacted] pertaining to bank [redacted] replaced [redacted] per [redacted] [redacted] [redacted] Customer states drivers seat clicks on acceleration test drove with customer and was able to hear loud seat squeek removed seat trim panels and lubed seat pivots, noise now gone [redacted] No other vehicle history listed <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Sent email to [redacted] [redacted] see email below From [redacted] <[redacted]> Date [redacted] Subject [redacted] VIN[redacted] To [redacted] [redacted] <[redacted]> Hi [redacted], Per our

conversation [redacted] regarding Mr. [redacted]'s [redacted] activity, here is some information on this case. Please follow up with me after reviewing with retailer on customer's concern. Customer [redacted] VIN[redacted] RR Retail Date [redacted] Mileage 3K Retailer [redacted] [redacted] CASE [redacted] Thank you for your assistance in this matter. Sincerely, [redacted] Customer Relationship Center Case Specialist [redacted] [redacted] Office [redacted] Fax [redacted] email [redacted] <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called He advised they picked the car up [redacted] they were able to duplicate the noise initially the noise was on the right side now the noise was on the left side they replaced [redacted] the front pads & rotors no charge now they are trying to look into the seat noise the customer stated there was he will follow=up with me [redacted] on this case I thanked him for his assistance & wished him a good day <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the [redacted], [redacted] I Advised I am following up on this case I have open customer has been [redacted]ing about his issue my supervisor [redacted] spoke with customer does he have any update on this case since [redacted] was involved He Advised the retailer fixed the vehicle [redacted] and vehicle was not making any noise when they retd the vehicle to customer on [redacted] customer contacted the retailer and stated it was still making noise the retailer was going to go pick up the vehicle [redacted] he will follow up with the SM on this and get back to me with his decision if I can send him an email to him with my contact information. I thanked hm for his assistance & wished him a good day <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>As per case [redacted] <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>> Called customer and advised Name and company/dept Asked if this is a good time to talk Customer states It is I advised customer I received notification of your [redacted] comments Would like to assist you Asked to gain his VIN and some additional information Customer states He has open case with [redacted] Waiting on [redacted] and call back from [redacted] I advised customer I will review that case and speak to [redacted] Will have her contact you Have a good day Customer states Please do so Had a lawyer involved to get a buyback last time Has no problem doing that again Have a good day I Advised customer Will see what I can do Will have [redacted] contact you Have a good day <<<[redacted] [redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the [redacted] [redacted] I Advised I have this case open on this customer cutomer wants this issue resolved & wants to be compensated the customer I am working with all pertinet parties involved I have this case open & spoke with the SM [redacted] was advised the [redacted] was there looking at vehicle He Advised he is aware of this customer's issue he spoke with the [redacted] [redacted] they have ordered parts and he made some recommendations to fix hopefully car will be ready [redacted] he will follow up with me on this I thanked him for his assistance on this issue <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Customer called & Advised he wants this to be resolved right away he wants to be compensated for inconvenience either the car bought back/replaced or something else he keeps having the same issue with brakes & hubs again he is wasting so much time on this if he has to get his attorneys he will wants us to move quicker on this I Advised I apologize for any inconvenience and his frustration with this issue I just received this case & spoke with [redacted] him and the retailer on this issue all the parties are involved the [redacted], [redacted] and corportate here to resolve this for him I will reach out to the [redacted] now and follow up on his case to get any update the customer to be patient with us we are doing everything we can to try and resolve this for him I will get back to him by [redacted] with some answer or update for him Customer thanked me and I wished him a good day <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message to call me back on this case. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] left a vmail message He Advised they replaced the customers brake pads & rotors no noise heard in regards to the seat they inspected & will be replacing the whole new seat bottom part has been ordered & he will look into possible goodwill for customer he will keep me updated on this case. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the [redacted], [redacted] He Advised the brakes are fixed the seat part was ordered & he is not sure if it came it yet or not he will follow up with retailer [redacted] and get to me on the status of this customer's vehicle he will email or call me back on this case [redacted] I thanked him for his assistance & wished him a good day <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>Recd email from [redacted] see email below From [redacted] <[redacted] [redacted]> Date [redacted] Subject Re [redacted] VIN[redacted] To [redacted] <[redacted]> [redacted] gave [redacted] his truck back [redacted] with a full tank of fuel. All seems OK with the original concerns (brakes/seat) but now he states that there is a scratch on the B pillar, you have to open [redacted] the front and back door in order to see it. Let's give it a [redacted] to see if we hear from Mr. [redacted]. [redacted] [redacted] [redacted] [redacted] [redacted] P. [redacted] F. [redacted] [redacted] On [redacted] [redacted], [redacted] <[redacted]> wrote Hi [redacted], Per our conversation [redacted] regarding Mr. [redacted]'s [redacted] activity, here is some information on this case. Please follow up with me after reviewing with retailer on customer's concern. Customer [redacted] VIN[redacted]

RR Retail Date [redacted] Mileage 3K Retailer [redacted] CASE [redacted] Thank you for your assistance in this matter. Sincerely, [redacted] Customer Relationship Center Case Specialist [redacted] Office [redacted] Fax [redacted] email [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer I Advised I am following up with him on this case wanted to make sure everything is resolved He Advised he is extremely aggravated with this issue he is going to cancel his [redacted] RR this is the [redacted] he has had that has a problem the brakes are still making a high pitch sound but is not sure since he has not driven it too much [redacted] the seat issue is resolved there is also a big scratch by the A pillar he still has not received the ROs from the retailer on these issues he was not even given any offer for lease payments for his inconvenience he is meeting with his attorney on [redacted] and will follow up with me on [redacted] he thanked me for my follow up call I Advised that I am aware of the issues with the vehicles before which [redacted] worked with him on I will document his comments into this case what is it that we can assist him with or what are his requests in this case that will make him happy customer advised that he will talk to his attorney and get back to me on [redacted] whether he will hire the atty or work with us on resolving this I will follow up with him [redacted] & wished him a good weekend. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message with all my contact information to follow up on this case. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message with all my contact information to follow up on this case. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Sent No Contact letter to [redacted] to approve. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>LATE ENTRY Customer called & left a vmail message to call him back onthis case late on [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer I Advised I am following up on this case & his call how is the car running & is he having any issues with it now Customer Advised he has the car now he contacted the retailer and no one has gotten back to him with an appmt [redacted] are bad for him and he will reach out to the retailer [redacted] everytimer he uses the AC the filter smells like mold he shouldn't have to pay for a new car that smells like mold his attorney has all the papers I Advised has he hired an attorney to represent him he stated he has an attorney that he uses but has not made a decision yet on this attorney is reviewing papers I wanted to follow up with him on this case customer thanked me for my call and follow up He Advised he will get back to me by [redacted] on the status of his vehicle & decision going forward I wished him a good day and will talk to him on [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message for him to follow up with him on this case. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer & advised I am following up on this case does he have a moment Customer Advised he is in a bad area not a good time can I call him in the morning I advised I will not be here [redacted] he advised if I could call him [redacted] I advised I will do that and wished him a good weekend <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>CASE CLOSED <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Email to customer Dear [redacted], Thank you for your response. I will advise your representative [redacted] that you will try to contact her [redacted] Regards, [redacted] Customer Relationship Center Representative [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Email from customer On [redacted], [redacted] <[redacted]> wrote I will try to call you [redacted] I have been traveling for work, in and out of town. So far, the original seat noise is fixed, but now their is another one. The original break noise is gone. Unfortunately, there is a mildew smell in the ventilation system now, and even with replacing the pollen filter, it didn't go away. I have a call into my lawyer, and will be in touch in a few days to see where we are at. Back you to you shortly. [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Email to customer Dear Mr. [redacted] Case Number [redacted] Thank you for contacting [redacted] . I am sorry that you have concerns with your [redacted] [redacted] I have tried to contact you by phone but have been unsuccessful. I would certainly like to discuss this issue with you. Please feel free to contact me at [redacted]. Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. Sincerely, [redacted] Customer Relationship Center Case Specialist <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Sent no contact email to AD to send to customer. <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message to call me back on this case. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message to call me back on this case.

CQIS Recommendations

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI NA V8 GAS AJ133
Transmission	AUTO [redacted] ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 [redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

ECI Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-exterior-exterior trim/moldings-	Symptom	function-malfunction/inoperative
Commodity	body-exterior-exterior trim/moldings-	Symptom	lack of lubrication
Commodity	body-exterior-exterior trim/moldings-	Symptom	latching-does not latch/close
Commodity	body-exterior-exterior trim/moldings-	Symptom	latching-unlatch/latch opens
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-driving condition-on acceleration
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-driving condition-while driving
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-indicator light/warning chime on
Commodity	body-exterior-exterior trim/moldings-	Symptom	nvh-noisy operation
Commodity	body-exterior-exterior trim/moldings-	Symptom	repair-prior repair mentioned
Commodity	body-exterior-exterior trim/moldings-	Symptom	separation
Commodity	body-exterior-exterior trim/moldings-	Symptom	weak/soft/sagged
Commodity	body-exterior-paint-	Symptom	no keyword found
Commodity	body-interior-interior trim/panels-	Symptom	function-malfunction/inoperative
Commodity	body-interior-interior trim/panels-	Symptom	lack of lubrication
Commodity	body-interior-interior trim/panels-	Symptom	latching-does not latch/close
Commodity	body-interior-interior trim/panels-	Symptom	latching-unlatch/latch opens
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-on acceleration
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-while driving
Commodity	body-interior-interior trim/panels-	Symptom	mod-indicator light/warning chime on
Commodity	body-interior-interior trim/panels-	Symptom	nvh-noisy operation
Commodity	body-interior-interior trim/panels-	Symptom	repair-prior repair mentioned
Commodity	body-interior-interior trim/panels-	Symptom	separation
Commodity	body-interior-interior trim/panels-	Symptom	weak/soft/sagged
Commodity	body-locks/latches—	Symptom	comfort issue
Commodity	body-locks/latches—	Symptom	damage-cracked/fractured/split
Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	lack of lubrication
Commodity	body-locks/latches—	Symptom	nvh-noisy operation
Commodity	body-locks/latches—	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	lack of lubrication
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-on acceleration
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Commodity	body-seating—	Symptom	appearance-scratches/nicks
Commodity	body-seating—	Symptom	comfort issue
Commodity	body-seating—	Symptom	damage-cracked/fractured/split
Commodity	body-seating—	Symptom	function-malfunction/inoperative
Commodity	body-seating—	Symptom	lack of lubrication
Commodity	body-seating—	Symptom	mod-driving condition-while driving
Commodity	body-seating—	Symptom	mod-intermittent/random
Commodity	body-seating—	Symptom	mod-location-at a pillar
Commodity	body-seating—	Symptom	mod-location-at b pillar
Commodity	body-seating—	Symptom	no keyword found
Commodity	body-seating—	Symptom	nvh-noisy operation
Commodity	body-seating—	Symptom	odor
Commodity	body-seating—	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-door-	Symptom	appearance-scratches/nicks
Commodity	body-structure/sheetmetal-door-	Symptom	mod-location-at b pillar
Commodity	body-structure/sheetmetal-door-	Symptom	nvh-noisy operation
Commodity	chassis-frame—	Symptom	damage-cracked/fractured/split
Commodity	chassis-frame—	Symptom	function-malfunction/inoperative
Commodity	chassis-frame—	Symptom	lack of lubrication
Commodity	chassis-frame—	Symptom	nvh-noisy operation
Commodity	chassis-frame—	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes—	Symptom	appearance-scratches/nicks
Commodity	chassis-service brakes—	Symptom	comfort issue
Commodity	chassis-service brakes—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	lack of lubrication
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes—	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	function-malfunction/inoperative

Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-rotor/drum-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-rotor/drum-	Symptom	nvh-noisy operation
Commodity	electrical-climate control—	Symptom	odor
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	no keyword found
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	lack of lubrication
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-on acceleration
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	nvh-noisy operation
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	separation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	appearance-scratches/nicks
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	no problem found
Commodity	unknown—	Symptom	nvh-noisy operation
Significant Event		Verified	Y

Tread Information

Tread Category Code	[redacted]	Tread Category Description	service brakes
Tread Category Code	[redacted]	Tread Category Description	engine and engine cooling
Tread Category Code	[redacted]	Tread Category Description	fuel system
Tread Category Code	[redacted]	Tread Category Description	electrical
Tread Category Code	[redacted]	Tread Category Description	visibility
Tread Category Code	16	Tread Category Description	structure
Tread Category Code	[redacted]	Tread Category Description	latch
Tread Category Code	[redacted]	Tread Category Description	seats

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V [redacted] ([redacted])	
Source System Program Type		Repair/Report/Paid Date	[redacted]
Version Series Code		Load Date	[redacted]
Causal Part Prefix- Base - Suffix	- -	Dealer Code	[redacted]
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER [redacted]
Non Causal Part Prefix-Base-Suffix		Dealer City	[redacted]
Non Causal Part Numbers		Dealer State/Province	WI
Fault Code	[redacted]	Dealer Country	[redacted]
Diagonstic Trouble Code		Dealer Phone Number	[redacted]
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	

Technician Comment	<<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the retailer and spoke with [redacted], [redacted] He Advised [redacted], [redacted] is with the customer now test driving I provided [redacted] with my contact information for [redacted] to call me back on this customers issue I thanked him for his assistance <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer I Advised I am following up on this case Customer Advised he is out test driving the vehicle with the tech he is not happy with the issue he has already had [redacted] before he will not take this issue lightly he will not tolerate anything this time or he will contact his attorneys this is taking up way too much of his time already and can't be wasting more if [redacted] does not stand behind the product he will get his attorneys involved I Advised I am sorry for this issue I can call him back and leave my contact information he can call me back after he is done with the test drive or meeting with tech He thanked me and call was ended <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left all my pertinent information on this case on customers voicemail. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>[redacted], [redacted] called and left a vmail message [redacted] I contacted him and left a vmail message to call me back. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the [redacted], [redacted] He Advised he did test drive with the customer the issue is with noise is very intermittent [redacted] was there [redacted] to look at it provided his recommendations [redacted], [redacted] is involved there is a clicking noise in the drivers seat left front wheel makes a squeaking noise when the brakes are hot it could be a number of things and are trying to locate noise intermittent noise on the drivers seat working more on the front wheel noise customer wanted them to replace the brakes just can't throw parts on this he will continue working with the customer's vehicle he will keep me updated on this case I thanked him for his assistance & call was ended <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>ISSUE Customer stated I was told to contact [redacted] I am furious with what is going on I have had issues with my LRs for the [redacted] I have owned [redacted] and currently own 2 right now and have [redacted] on order I had a [redacted] which was repurchased through lemon law because of a defective engine and I got a [redacted] The [redacted] I finally gave up for this car because it had multiple issues with the brakes Now this vehicle has had nothing but problems The first issue was when I got the vehicle the door handle was broken, so I had to drive the vehicle holding the door shut Then my oxygen sensors went bad Then my seat started making noises, they lubricated the seat and now it makes a clunking sound with any type of movement The brakes have a constant squeal, not even sure it is the brakes because I hear the noise as I am driving and when I hit the brakes the noise goes away [redacted] they replaced the motor mounts [redacted] because they were defective Currently the issues that have not been resolved are the seat clunking and the 'brake' noise I am fed up with dealing with issues with [redacted] The dealer is not the issue They gave me an [redacted] loaner but I am [redacted] so it was not comfortable Dealer is saying corporate is not letting them change out the parts they need to change I know the field rep. up here does not know what he is doing I do not want this going to a field rep. just so it can sit on his desk I am going to cancel my [redacted] for the other [redacted] because I am not going to keep going through this REQUEST Customer requests Assistance getting vehicle issues resolved or to get out of the vehicle Be compensated for inconvenience ADVISED; I advised I am sorry to hear of your continued issues with [redacted] products Will have a specialist look into this They will follow up with you in [redacted] Provided case number Customer stated I will give it until [redacted] but if someone does not have answers for me then I will be contacting my lemon law attorney again I am still canceling my order for the new vehicle <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>As per DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] [redacted] Federal Emission Warranty [redacted] [redacted] Paint Warranty [redacted] [redacted] Standard Factory Warranty [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] Customer Assistance/ Representatives>>>[redacted] REPAIR HISTORY [redacted] Customer states drivers door does not close automatically latch spring failed, inspected and found return spring for soft close has become detached Replaced left front drivers door latch [redacted] [redacted] Customer states check engine light is on, diagnose and advise found [redacted] pertaining to bank [redacted] replaced [redacted] per [redacted] [redacted] [redacted] Customer states drivers seat clicks on acceleration test drove with customer and was able to hear loud seat squeek removed seat trim panels and lubed seat pivots, noise now gone [redacted] No other vehicle history listed <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Representatives>>>CASE FORWARDED TO TIER 1 QUEUE FOR DISTRIBUTION <<<[redacted] [redacted] entered by [redacted] Customer Assistance/Corporate Staff>>>FORWARD TO [redacted] FOR HANDLING <<<[redacted] entered by [redacted] Customer Assistance/ Representatives>>>Customer called & Advised he wants this to be resolved right away he wants to be compensated for inconvenience either the car bought back/replaced or something else he keeps having the same issue with brakes & hubs again he is wasting so much time on this if he has to get his attorneys he will wants us to move quicker on this I Advised I apologize for any inconvenience and his frustration with this issue I just received this case & spoke with [redacted] him and the retailer on this issue all the parties are involved the [redacted], [redacted] and corportate here to resolve this for him I will reach out to the [redacted] now and follow up on his case to get any update the customer to

be patient with us we are doing everything we can to try and resolve this for him I will get back to him by [redacted] with some answer or update for him Customer thanked me and I wished him a good day <<<[redacted] entered by [redacted] Customer Assistance/[redacted]>>>I contacted the [redacted] I Advised I have this case open on this customer cutomer wants this issue resolved & wants to be compensated the customer I am working with all [redacted] involved I have this case open & spoke with the [redacted] was advised the [redacted] was there looking at vehicle He Advised he is aware of this customer's issue he spoke with the [redacted] they have ordered parts and he made some recommendations to fix hopefully car will be ready [redacted] he will follow up with me on this I thanked him for his assistance on this issue <<<[redacted] entered by [redacted] Customer Assistance/[redacted]>>>As per case [redacted] <<<[redacted] entered by [redacted] Customer Assistance/[redacted]>>> Called customer and advised Name and company/dept Asked if this is a good time to talk Customer states It is I advised customer I received notification of your [redacted] comments Would like to assist you Asked to gain his VIN and some additional information Customer states He has open case with [redacted] Waiting on [redacted] and call back from [redacted] I advised customer I will review that case and speak to [redacted] Will have her contact you Have a good day Customer states Please do so Had a lawyer involved to get a buyback last time Has no problem doing that again Have a good day I Advised customer Will see what I can do Will have [redacted] contact you Have a good day <<<[redacted] entered by [redacted] Customer Assistance/[redacted]>>>I contacted the [redacted], [redacted] I Advised I am following up on this case I have open customer has been [redacted]ing about his issue my supervisor [redacted] spoke with customer does he have any update on this case since [redacted] was involved He Advised the retailer fixed the vehicle [redacted] and vehicle was not making any noise when they retd the vehicle to customer on [redacted] customer contacted the retailer and stated it was still making noise the retailer was going to go pick up the vehicle [redacted] he will follow up with the [redacted] on this and get back to me with his decision if I can send him an email to him with my contact information. I thanked hm for his assistance & wished him a good day <<<[redacted] entered by [redacted] Customer Assistance/[redacted]>>>Sent email to [redacted] see email below From [redacted] <[redacted]> Date [redacted] Subject [redacted] VIN[redacted] To [redacted] <[redacted]> Hi [redacted], Per our conversation [redacted] regarding Mr. [redacted]'s [redacted] activity, here is some information on this case. Please follow up with me after reviewing with retailer on customer's concern. Customer [redacted] VIN[redacted] RR Retail Date [redacted] Mileage 3K Retailer LR [redacted] CASE [redacted] Thank you for your assistance in this matter. Sincerely, [redacted] Customer Relationship Center Case Specialist [redacted] [redacted] Office [redacted] Fax [redacted] email [redacted] <<<[redacted] entered by [redacted] Customer Assistance/[redacted]>>>CASE CLOSED <<<[redacted] entered by [redacted] Customer Assistance/[redacted]>>>I contacted [redacted] He Advised the retailer has fixed the noise/brakes [redacted] they believe they also have resolved the seat issue they will be road testing the vehicle to make sure everything is resolved he is going to follow up with the [redacted], [redacted] and get back to me on this I thanked him for his assistance and call was ended <<<[redacted] entered by [redacted] Customer Assistance/[redacted]>>>I contacted the customer and left a vmail message to call me back on this case. <<<[redacted] entered by [redacted] Customer Assistance/[redacted]>>>I contacted the [redacted], [redacted] He Advised the brakes are fixed the seat part was ordered & he is not sure if it came it yet or not he will follow up with retailer [redacted] and get to me on the status of this customer's vehicle he will email or call me back on this case [redacted] I thanked him for his assistance & wished him a good day <<<[redacted] entered by [redacted] Customer Assistance/[redacted]>>>[redacted], [redacted] called He advised they picked the car up [redacted] they were able to duplicate the noise initially the noise was on the right side now the noise was on the left side they replaced [redacted] the front pads & rotors no charge now they are trying to look into the seat noise the customer stated there was he will follow=up with me [redacted] on this case I thanked him for his assistance & wished him a good day <<<[redacted] entered by [redacted] Customer Assistance/[redacted]>>>Recd email from [redacted] see email below From [redacted] <[redacted]> Date [redacted] Subject Re [redacted] VIN[redacted] To [redacted] <[redacted]> [redacted] gave [redacted] his truck back [redacted] with a full tank of fuel. All seems OK with the original concerns (brakes/seat) but now he states that there is a scratch on the B pillar, you have to open [redacted] the front and back door in order to see it. Let's give it a [redacted] to see if we hear from Mr. [redacted]. [redacted] [redacted] [redacted] P. [redacted] F. [redacted] [redacted] On [redacted], [redacted] <[redacted]> wrote Hi [redacted], Per our conversation [redacted] regarding Mr. [redacted]'s [redacted] activity, here is some information on this case. Please follow up with me after reviewing with retailer on customer's concern. Customer [redacted] VIN[redacted] RR Retail Date [redacted] Mileage 3K Retailer LR [redacted] CASE [redacted] Thank you for your assistance in this matter. Sincerely, [redacted] Customer Relationship Center Case Specialist [redacted] [redacted] Office [redacted] Fax [redacted]

email [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer I Advised I am following up with him on this case wanted to make sure everything is resolved He Advised he is extremely aggravated with this issue he is going to cancel his [redacted] this is the [redacted] he has had that has a problem the brakes are still making a high pitch sound but is not sure since he has not driven it too much [redacted] the seat issue is resolved there is also a big scratch by the A pillar he still has not received the ROs from the retailer on these issues he was not even given any offer for lease payments for his inconvenience he is meeting with his attorney on [redacted] and will follow up with me on [redacted] he thanked me for my follow up call I Advised that I am aware of the issues with the vehicles before which [redacted] worked with him on I will document his comments into this case what is it that we can assist him with or what are his requests in this case that will make him happy customer advised that he will talk to his attorney and get back to me on [redacted] whether he will hire the atty or work with us on resolving this I will follow up with him [redacted] & wished him a good weekend. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message with all my contact information to follow up on this case. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message with all my contact information to follow up on this case. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Sent No Contact letter to [redacted] to approve. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>LATE ENTRY Customer called & left a vmail message to call him back onthis case late on [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer & advised I am following up on this case does he have a moment Customer Advised he is in a bad area not a good time can I call him in the morning I advised I will not be here [redacted] he advised if I could call him [redacted] I advised I will do that and wished him a good weekend <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>AMM, [redacted] left a vmail message He Advised they replaced the customers brake pads & rotors no noise heard in regards to the seat they inspected & will be replacing the whole new seat bottom part has been ordered & he will look into possible goodwill for customer he will keep me updated on this case. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Email to customer Dear [redacted], Thank you for your response. I will advise your representative [redacted] that you will try to contact her [redacted] Regards, [redacted] Customer Relationship Center Representative [redacted] <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Email from customer On [redacted], [redacted] <[redacted]> wrote I will try to call you [redacted] I have been traveling for work, in and out of town. So far, the original seat noise is fixed, but now their is another one. The original break noise is gone. Unfortunately, there is a mildew smell in the ventilation system now, and even with replacing the pollen filter, it didn't go away. I have a call into my lawyer, and will be in touch in a few days to see where we are at. Back you to you shortly. [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer I Advised I am following up on this case & his call how is the car running & is he having any issues with it now Customer Advised he has the car now he contacted the retailer and no one has gotten back to him with an appmt [redacted] are bad for him and he will reach out to the retailer [redacted] everytimer he uses the AC the filter smells like mold he shouldn't have to pay for a new car that smells like mold his attorney has all the papers I Advised has he hired an attorney to represent him he stated he has an attorney that he uses but has not made a decision yet on this attorney is reviewing papers I wanted to follow up with him on this case customer thanked me for my call and follow up He Advised he will get back to me by [redacted] on the status of his vehicle & decision going forward I wished him a good day and will talk to him on [redacted]. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message for him to follow up with him on this case. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Email to customer Dear Mr. [redacted] Case Number [redacted] Thank you for contacting [redacted] . I am sorry that you have concerns with your [redacted] I have tried to contact you by phone but have been unsuccessful. I would certainly like to discuss this issue with you. Please feel free to contact me at [redacted]. Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. Sincerely, [redacted] Customer Relationship Center Case Specialist <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>Sent no contact email to AD to send to customer. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message to call me back on this case. <<<[redacted] entered by [redacted] Customer Assistance/Representatives>>>I contacted the customer and left a vmail message to call me back on this case.

CQIS Recommendations

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI NA [redacted] GAS AJ133
Transmission	AUTO [redacted] ZF [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	improper assembly
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	18-Sep-2013
Version Series Code		Load Date	19 -Sep-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0340
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	HORNBURG LAND ROVER SANTA MONI
Non Causal Part Prefix-Base-Suffix		Dealer City	SANTA MONICA
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3107525100
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] entered by ePQR TR Request [redacted] Hotline/Representative>>> [redacted] Email [redacted] Phone [redacted] VIN [redacted] [UK VIN [redacted] Model [redacted] Supercharged Year [redacted] Engine [redacted] Petrol Customer Comments / Concern 1) CUST STATES R/SIDE EXTERIOR MIRROR DIP WILL NOT RETURN AFTER REVERSING AND SELECTING DRIVE.ADVISOR STATED WHEN CUSTOMER DROVE IN ,MIRROR WAS DIPPED. 2) CUST STATES THAT SOFT CLOSE AT R/REAR DOOR IS INTERMITTANT Detail Diagnosis Deatil of Difficulty 1) HAVE NOT VERIFIED IN SHOP,MIRRORS OPERATING AS DESIGNED. INSPECT CONNECTIONS AT R/FRONT DOOR 2)VEHICLE SOFT CLOSE OPERATING AS DESIGNED ,CUST STATES AT TIMES WILL NOT LATCH TO SOFT CLOSE.INSPECT LATCH AND SPRING OK Reported Customer Symptom Mirror adjustment range not as expected Suspected Causal Part Mirror Exterior RH Condition Inaccurate Modification Vehicle Off Road NO <<< [redacted] entered by [redacted] Hotline/Representative>>>Called [redacted]nician to discuss case called number listed on TA , 1) Mirror concern will need to duplicat , no session attach to case for review Have we checked for codes Yes no codes 2) Soft close concern advised technician to review [redacted]8 , no session attached to case for review Have we checked for codes Yes no codes [redacted]nician states has not duplicated any concerns as yet , customer keeps bring vehicle back [redacted]nician states will attach a session file to TA <<< [redacted] entered by [redacted] Hotline/Representative>>>Attached received file to case and w drive. will forward to [redacted]. <<< [redacted] entered by [redacted] Hotline/Representative>>>Reviewed session folder Session showes no codes or lost comms codes for concern Will call technician when dealer open to discuss <<< [redacted] entered by [redacted] Hotline/Representative>>>Called technician to report findings , advised we have no related codes to concern will need to duplicate concern <<< [redacted] entered by [redacted] Hotline/Representative>>> [redacted]nician states can not duplicate mirror concern technician has duplicated soft close concern and ordered a latch , do in [redacted] [redacted] << [redacted] 800AM entered by [redacted] [redacted] Hotline/Representative>>>VERIFIED R/REAR DOOR NOT LATCHING/ REPLACE R/REAR DOOR LATCH COULD NOT DUPLICATE MIRROR DIP CONCERN VEHICLE RELEASED 9/2[redacted] g zunig2 [redacted] Close Request
CQIS Recommendations	

Tire Information

Tire Manufacturer	CONTINENTAL TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2013	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	19-Apr-2013	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	

Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-Jan-2014
Version Series Code		Load Date	25 -Jan-2014
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0237
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER HUNTINGTON
Non Causal Part Prefix-Base-Suffix		Dealer City	HUNTINGTON
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	63127222
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] entered by ePQR TR Request [redacted] Hotline/Representative>>> [redacted] Email 1 [redacted] Phone [redacted] VIN [redacted] [UK VIN [redacted] Model [redacted] Engine [redacted] Petrol Customer Comments / Concern rear doors take several attempts to close Detail Diagnosis sdd checked door operation.noticed when using keyless entry duplicated fault. Deatil of Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Unknown Condition Modification Vehicle Off Road YES Yes <<< [redacted] 11 14 44 [redacted] by [redacted] Hotline/Representative>>>The tech ordered [redacted] latches, the customer took the vehicle. <<< [redacted] entered by [redacted] Hotline/Representative>>> [redacted] called back. Left message on [redacted]'s voicemail to have [redacted] call us back. <<< [redacted] entered by [redacted] Hotline/Representative>>>The tech called back left message. [redacted] called back. He stated that the rear doors only has the issue when it is opened passively. The rear door don't latch. [redacted] advised to compare it with a like vehicle. [redacted] will research the issue and follow up with the tech. <<< [redacted] entered by [redacted] Hotline/Representative>>> [redacted] called back, advised the tech to take a video of the issue and attach it to the TA or email it to the HelpLine. <<< [redacted] 1 36 49 737PM entered by [redacted] Hotline/Representative>>>Attached received file to [redacted] and [redacted] will forward to [redacted] <<< [redacted] entered by [redacted] Hotline/Representative>>> [redacted] called back. Advised the tech to order [redacted] latches. Enter the PRR information in the TA. Dealer Name Dealer Address Parts Manager's Name Parts manager's email Parts Manager's direct phone RO# Line # Part #(s) <<< [redacted] entered by [redacted] Hotline/Representative>>> [redacted] called back, spoke with [redacted] He is going to check if the rear door latches arrived. The customer took the vehicle. [redacted] advised to fill in the PRR info on the TA. Call us back to let us know when the vehicle is returning. <<< [redacted] 240AM entered by [redacted] Hotline/Representative>>>Kept report status 'Investigating'd ali3 [redacted] Status No Change <<< [redacted] entered by [redacted] Hotline/Representative>>> [redacted] The tech entered the info [redacted] 11743. [redacted] RO [redacted]
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	28-Aug-2013	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	25-Oct-2013
Build Country Code		Transmission Serial Number	
Mileage	3232	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	excessive closing force
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	30-Apr-2014
Version Series Code		Load Date	21 -May-2014
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0255
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER HANOVER
Non Causal Part Prefix-Base-Suffix		Dealer City	HANOVER
Non Causal Part Numbers		Dealer State/Province	MA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7816594000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<[redacted] entered by [redacted] Hotline/Representative>>>Changed report status to 'Waiting for customer / vehicle' j deaibe [redacted] Status Change [redacted], since the vehicle has been releasede I will have to close the T/A. When the vehicle returns you can reopen the T/A if you need to.Thanks,[redacted] Dialogue to Dealer <<<[redacted] 007AM entered by [redacted] Hotline/Representative>>>Please update or close this T/A,Thanks. [redacted] Dialogue to Dealer <<<[redacted] entered by [redacted] Hotline/Representative>>>[redacted] if the customer is complaining that the door will not close again then check the torque on the latch screws and the cables for binding especially the soft close cable.if you end up replacing the latch assembly again I will need parts to hold it for return. [redacted] Respond to Dealer <<<[redacted] entered by ePQR TR Request [redacted] Hotline/ Representative>>>[redacted] Email [redacted] Phone [redacted] VIN [redacted] VIN [redacted] Model [redacted] Petrol Customer Comments / Concern PASSANGER FRONT DOOR WONT CLOSE.IT WILL NOT LATCH TO CLOSE. Detail Diagnosis TECH FOUND R/F DOOR WONT LATCH CLOSE.TRYED [redacted] WHEN TRYED LATCH MANULY WITH SCREW DRIVER.CHECHED FOR CODES.NO CODES.COULD NO SEE ANY SSM,TSBS.WHEN UNPLUGED DOOR HARNES.DOOR START TO WORK NORMALY.CHECKED ALL WIRES IN DOOR,POWER, GROUND,ANY DAMAGED WIRES.ALL CHECKED OK.RENEW SOFT CLOSE,AND LATCH.THAT WAS ON [redacted]4.CUSTOMER CALLED [redacted] WITH SAME CONCERN.THIS TIME CAR MAY COME ON TOW TRUCK AGIN WITH SAME PROBLEM.IT DOES NOT STAY LONG ENOGH TO READ AND SENSORS OFF DATALOGGER.THANK FOR ANY HELP I CAN GET;JACK=[redacted] HAVE CAR NOW BY TIME I FINSHED TIPING CUSTOMER CALLED THAT ALL WORKING NORMAL IF ANY BODY CAN GIVE ME A CALL.THANKS. Deatil of Difficulty Reported Customer Symptom Door difficult to close Suspected Causal Part Latch Door Exterior Front RH Condition Not operating Modification Vehicle Off Road NO
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	24-Jul-2013	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	03-Sep-2013

Build Country Code		Transmission Serial Number	
[redacted]		Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP

Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	leak-water leak/entry
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	23-Sep-2014
Version Series Code		Load Date	30 -Sep-2014
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0548
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER WATERLOO
Non Causal Part Prefix-Base-Suffix		Dealer City	WATERLOO
Non Causal Part Numbers		Dealer State/Province	ON
Fault Code	674	Dealer Country	CAN
Diagonstic Trouble Code		Dealer Phone Number	5198855092
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] entered by [redacted] Hotline/Representative>>>Hi [redacted], Please excuse the delay in replying, the Driver's door latch has been installed and tested and is working correctly. The part came in and the installation was completed [redacted]. Thank you for the help. r [redacted] Close Request <<< [redacted] entered by [redacted] Hotline/Representative>>>Have the parts arrived yet . [redacted] Dialogue to Dealer <<< [redacted] 650AM entered by [redacted] Hotline/Representative>>>Checked for water ingress water ingress into the unit, none seen, and the soft close motor and cable are working correctly. j sing18 [redacted] Respond to Helpdesk <<< [redacted] entered by [redacted] Hotline/Representative>>>No we do not support changing the spec of the vehicle by changing to non soft close latches.If you have confirmed that the soft close motor and cable are not the cause and the latch is not functioning correctly disconnected and out of the vehicle than it has to be a faulty latch assembly.Is there any water ingress into the unit . [redacted] Respond to Dealer <<< [redacted] entered by ePQR TR Request [redacted] Hotline/Representative>>> [redacted] Email [redacted] Phone [redacted] VIN [redacted] [UK VIN [redacted] Model [redacted] [redacted] Petrol Customer Comments / Concern Drivers door will not close Detail Diagnosis Note drivers door latch and drivers rear door latch have [redacted] been replaced previously. Drivers door striker was also adjusted at last visit to resolve a non latch issue with the L.F door. Verified that drivers door will not latch. Checked for associated bulletins / SSMs, none found. (Bulletin [redacted] is applicable to [redacted]) Checked for stored DTCs, no related faults stored. Removed drivers door panel for access, checked release cables(good),removed latch and checked function. Latch will not hold pre latched (soft close) or fully closed position. Checked and verified claw signal at door latch (connector [redacted], pawl signal ([redacted]) and ground ([redacted]). p.s. Customer has asked if non soft close style latches can be fitted to vehicle. Deatil of Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Exterior Front LH Condition Not operating Modification Vehicle Off Road YES Yes
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE

Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
[redacted]		Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	damage
Commodity	body-locks/latches-power locks/rke-	Symptom	fire
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-codes found
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	voltage/current-no electrical power
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Oct-2014
Version Series Code		Load Date	06 -Nov-2014
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0327
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SANTA BARBARA
Non Causal Part Prefix-Base-Suffix		Dealer City	SANTA BARBARA
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8006761595
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] 1 00 53 [redacted] entered by ePQR TR Request [redacted] Hotline/Representative>>> [redacted] Email [redacted] Phone [redacted] VIN [redacted] [UK VIN [redacted] Model [redacted] [redacted] Petrol Customer Comments / Concern A C/REPORTS THE PASSENGER DOOR OPENNED & CLOSED WHILE DRIVING ON THE FREEWAY B C/ REPORTS DOORS DO NOT ALWAYS LOCK WHEN TOUCHING THE DRIVERS DOOR HANDLE Detail Diagnosis Deatil of Difficulty preformed visual inspection. run sdd for codes none found for this concerns [redacted] are working at this time. Reported Customer Symptom No Door Opening when Exterior Handle is Operated Smart key / fob entry Suspected Causal Part Unknown Condition Modification Vehicle Off Road YES Yes <<< [redacted] 1 10 44 050PM entered by [redacted] Hotline/Representative>>>White Alert raised in T/A system. [redacted] can you fill out the information below . I have also attached a infoform that needs to have the relevent sections completed.At no time let the customer see the form just get the information and type it into the form and reattach.At this point inspect the vehicle and try to duplicate the concern. Alleged accident or injury Alleged property damage Visible damage to the vehicle Police, ambulance or fire involved location of alleged incident Current location of vehicle [redacted] [redacted] [redacted] [redacted] Respond to Dealer <<< [redacted] entered by [redacted] Hotline/Representative>>>Alleged accident or injury no accident Alleged property damage no property damage Visible damage to the vehicle no Visible damage to the vehicle Police, ambulance or fire involved no Police, ambulance or fire involved location of alleged incident no incident Current location of vehicle [redacted] [redacted] cust and passenger saw door open and then close d [redacted] [redacted] Respond to Helpde <<< [redacted] entered by [redacted] Hotline/Representative>>> [redacted] when the form is filled out send this back to me. [redacted] [redacted] Respond to Dealer <<<Oct 24 [redacted] 9 [redacted] entered by [redacted] Hotline/Representative>>>FILLED OUT THE BEST I COULD. d [redacted] [redacted] Respond to Helpdesk <<< [redacted] entered by [redacted] Hotline/Representative>>>Thanks, Have you found anything with the vehicle or been able to duplicate it . [redacted] [redacted] Respond to Dealer <<< [redacted] entered by [redacted] Hotline/Representative>>>FOR THE LAST [redacted] HAVE BEEN TESTING OPERATION OF DOOR SYSTEM ALL IS WORKING GOOD d [redacted] [redacted] [redacted] Respond to Helpdesk <<< [redacted] entered by [redacted] Hotline/Representative>>>REMOVE PASSENGER DOOR PANEL . AND CHECK CABLES AND WIRING ALL CHECK OUT GOOD d [redacted] [redacted] Respond to Helpdesk <<< [redacted] 25 470PM entered by [redacted] Hotline/Representative>>>have still not duplicated concerns with door. still waiting on call for amm. to see what to do now. d [redacted] [redacted] [redacted] Respond to Helpdesk <<< [redacted] entered by [redacted] Hotline/Representative>>> [redacted] I spoke with your AMM and he states to go ahead and replace the latch assembly on this vehicle. [redacted] [redacted] [redacted] Dialogue to Dealer <<< [redacted] entered by [redacted] Hotline/Representative>>> [redacted] do you have an update for this vehicle . [redacted] [redacted] [redacted] Dialogue to Dealer <<< [redacted] [redacted] entered by [redacted] Hotline/ Representative>>>Replaced door latch and returned vehicle to customer. All is okay so far. r [redacted] [redacted] Respond to Helpdesk
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI SC V8 GAS AJ133
Transmission	AUTO [redacted] ZF [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 [redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
[redacted]		Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	circuit-poor contact/poor ground
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-chafed/excessive wear
Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Nov-2014
Version Series Code		Load Date	18-Nov-2014
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0291
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SEATTLE
Non Causal Part Prefix-Base-Suffix		Dealer City	LYNNWOOD
Non Causal Part Numbers		Dealer State/Province	WA
Fault Code	401	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	4256409222
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>Called customer [redacted] 8 left message to call me back <<<Nov [redacted] 2014 5 24 21 [redacted] entered by [redacted] User [redacted] Management/Client Server>>>Customer called I advised spoke to Kyle asst SM they tried to replicate the concern shop [redacted] could not duplicate because issue could not be duplicated their is no repair have documented concern if it should happen again, please contact us Customer stated he will <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>ISSUE CUSTOMER STATES mileage [redacted] customer was on his way to retailer for a concern while he was driving he driver's door opened he vehicle as a soft close mechanism and he thought his door was sealed his elbow was resting on door he heard wind and his elbow dropped down he was alone in his vehicle, so no one could have hit the switch retailer advised issue could not be duplicated he is concerned it might happen again REQUEST CUSTOMER REQUESTED his concern be documented his vehicle is repaired ADVISED I ADVISED contact # and case# will contact retailer will research will call back in [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>AS PER AWS no related claims <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>AS PER TOPIX may be related <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>Called retailer [redacted] service manager on vacation left message for service advisor to call me back <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>AS PER TOPIX may be related [redacted] Soft Door Close Lock Functionality <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>[redacted] called back He stated they tried to replicate the concern shop [redacted] could not duplicate customer stated soft close door opened slightly would need to confirm failure for EPQR I advised will confirm this with customer <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>Called customer [redacted] unable to leave message, VM is full
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405

Body Cab Style	Unknown	Drive Line	4 [redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	loose
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	Y

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	0008070316	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	09-Dec-2014
Version Series Code		Load Date	15-Dec-2014
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0291
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SEATTLE
Non Causal Part Prefix-Base-Suffix		Dealer City	LYNNWOOD
Non Causal Part Numbers		Dealer State/Province	WA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	4256409222
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] 11 49 28 910AM entered by ePOR TR Request [redacted] Hotline/Representative>>> [redacted] Email [redacted] com Phone [redacted] VIN [redacted] [UK VIN [redacted] Model [redacted] Year [redacted] Petrol Customer Comments / Concern Guest states that the drivers side door opened on its own and the dome lights came on and then [redacted] after the door closed on its own like the soft close activated.Guest states that there was no part of his body touching the door when this happened. Detail Diagnosis Deatil of Difficulty Roadtested repeatedly with no verification of concern.Last visit no DTCs were present relative to concern. Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Exterior Front LH Condition Loose component Modification Vehicle Off Road NO <<< [redacted] entered by [redacted] Hotline/Representative>>> [redacted], reference [redacted] to make sure the softclose is operating correctly. [redacted] Respond to Dealer <<< [redacted] entered by [redacted] Hotline/Representative>>>Checked latch and striker per [redacted] and [redacted] ok.We ordered new latch for vehicle at this time. [redacted] Respond to Helpdesk <<< [redacted] entered by [redacted] Hotline/Representative>>>OK close the T/A when done. [redacted] Respond to Dealer <<< [redacted] entered by [redacted] Hotline/Representative>>>Replaced latch and rechecked fine in shop.Roadtested good so far [redacted] Close Request
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	02-Apr-2014	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	09-May-2014
Build Country Code		Transmission Serial Number	
Mileage	1110	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	excessive closing force
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Jan-2015
Version Series Code		Load Date	27 -Jan-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0277
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER FAIRFIELD
Non Causal Part Prefix-Base-Suffix		Dealer City	FAIRFIELD
Non Causal Part Numbers		Dealer State/Province	CT
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	2038748500
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] entered by ePQR TR Request [redacted] Hotline/Representative>>> [redacted] Email [redacted] Phone [redacted] VIN [redacted] [UK VIN [redacted]] Model Range Rover Sport V6 SC Year [redacted] Engine [redacted] Petrol Customer Comments / Concern customer states drivers door will not stay closed Detail Diagnosis door latch not holding door closed. [redacted] ordered door latches and date codes are to early.Does the date code in this ssm apply to us spec vehicles If so should we install the latch regardless and get the vehicle back on the road Deatil of Difficulty Reported Customer Symptom Door difficult to close Suspected Causal Part Latch Door Exterior Front LH Condition Not operating Modification Vehicle Off Road YES Yes <<< [redacted] 1 37 [redacted] entered by [redacted] [redacted] Hotline/ Representative>>>You still have to go by the date code so if these latches are early then you need to get new ones. [redacted] Respond to Dealer <<< [redacted] 1 [redacted] entered by [redacted] [redacted] Hotline/Representative>>> [redacted] can you attach photos of the date code on the new latch and the bag it came in and also a copy of the order number . [redacted] Dialogue to Dealer <<< [redacted] 1 [redacted] entered by [redacted] [redacted] Hotline/Representative>>>Changed report status to 'Investigating' a apruzz [redacted] Status Change <<< [redacted] 1 39 20 577PM entered by [redacted] [redacted] Hotline/Representative>>>Kept report status 'Investigating' a apruzz [redacted] Status No Change <<< [redacted] entered by [redacted] [redacted] Hotline/Representative>>>Kept report status 'Investigating' 1 [redacted] Status No Change <<< [redacted] 1 41 33 667PM entered by [redacted] [redacted] Hotline/Representative>>>spoke with service manager and he states that they replaced the drivers door latch and released vehicle til the correct parts arrive.
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	18-Jul-2013	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	20-Aug-2013
Build Country Code		Transmission Serial Number	
Mileage	16390	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-closes-will not stay up/open
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	incorrect size
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-child related
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-codes found
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	part-missing part
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event	Property Damage;	Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	25-Feb-2015
Version Series Code		Load Date	26 -Feb-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0503
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	BUDDS' IMPORTED CARS
Non Causal Part Prefix-Base-Suffix		Dealer City	OAKVILLE
Non Causal Part Numbers		Dealer State/Province	ON
Fault Code	401	Dealer Country	CAN
Diagonstic Trouble Code		Dealer Phone Number	9058451443
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	

Technician Comment	<<<[redacted] entered by [redacted] User [redacted]/Client Server>>>Contacted retailer and left voice message for SM Bill Identified myself Calling in reference to customer [redacted] Had extended a [redacted] gesture to customer to cover accessory (s) due to concerns with vehicle's door opening while driving Inquiring if customer had contacted retailer regarding accessory Provided contact information and shift <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>Per [redacted] No further door related concerns after [redacted] <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>Contacted retailer and left voice message for SM Bill Identified myself Calling in reference to customer [redacted] Had extended a [redacted] gesture to customer to cover accessory(s) due to concerns with vehicle's door opening while driving Inquiring if customer had contacted retailer regarding accessory Provided contact information and shift <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>Contacted customer ([redacted]) and left voice message Identified myself Calling from [redacted]'s executive office Calling in reference to customer's [redacted] Inquiring if customer had opportunity to review [redacted] accessory booklet per our conversation from [redacted] Provided contact information, shift, case# and requested call back <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>Received contact from KM in PI Inquired if vehicle has been repaired I advised Vehicle had door latch replaced on [redacted] Issue has not returned since repair Will update you if that changes <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>Contacted [redacted] and left voice message Identified myself Calling in reference to customer [redacted] Spoke with customer and am looking into [redacted] wanted your input Will send email Provided contact information and shift <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>Contacted retailer and left voice message for SM Bill Identified myself Calling in reference to customer [redacted] Spoke with customer and am looking into [redacted] customer researching accessories for vehicle Wanted to inform you should he reach out to retailer Provided contact information and shift <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>[redacted]> date [redacted] subject Re RE mailed by [redacted], I was able to finally make contact with Mr. [redacted], apologize for his experience, ensure him that we have informed the appropriate internal departments and asked him what we could do in order to improve his ownership experience. We did agree that he would look over [redacted]'s accessory booklet and contact me regarding his interest in an accessory(s) and I would look into it as a goodwill gesture. Based on the fact that his brother had the same issue occur on his [redacted] and lives across the street from his brother, do you feel it would be prudent to contact his brother as I am sure he is aware of the conversation by now, or we can wait until [redacted] responds to me regarding the accessory(s) at which time I could broach the topic of his brother. Let me know your thoughts when you have a moment. Thanks. <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>Per [redacted] No further door related concerns after [redacted] <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>[redacted]> date [redacted] subject [redacted] mailed by [redacted] Good afternoon, Please see the attached ICR and CRC case. Please contact me with any questions. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] Our privacy policy can be accessed at [redacted] (>&<)> [redacted] Attachments Preview attachment [redacted]. pdf [redacted] Preview attachment [redacted] Word [redacted] <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>Per DDW FEATURES Equipment Central Door Locking + Soft Close <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>Contacted customer ([redacted]) and advised Identified myself Calling from [redacted]'s executive office Calling in reference to customer's [redacted] Was informed by field representative that there has been a concern with vehicle's doors Mr. [redacted] from [redacted] Imported Cars had reached out to field rep regarding this concern Wanted to follow up to apologize for concern, obtain information regarding issue to ensure it is investigated properly and see what [redacted] can do in order to improve owner experience Customer stated Spoke with Mr. [redacted] regarding this concern, am glad he relayed information to corporate This is a very serious concern, my front passenger side door had literally flown open while I was driving Was driving straight ahead at slow speed in a parking lot near my home, had a birthday cake for my father on the seat when the door just flew open on it is own No warning indicators had illuminated and I did not hear any noises Called the retailer the same day and they sent a service representative down to pick up my vehicle and he took the vehicle in for service, this happened [redacted], not sure of the date but am sure the information is stored by retailer, they replaced a latch and had vehicle returned to me Another time I was driving, exiting a highway here in [redacted], was turning right at [redacted] when I felt my driver side door feel like it was going to open, but then felt it suck close, think the soft close feature or secondary lock kicked in This happened [redacted], retailer had fixed it Have not had another incident since and hopefully will not, but this is a serious matter that [redacted] needs to resolve Had [redacted] of my [redacted] been in passenger

seat without a seatbelt on when the door opened, that would have been an extraordinarily bad situation This issue has also happened to my brother who has a [redacted] Was inform ed by Mr. [redacted] that this is only happening on a select VIN range of vehicles; however it is still a serious issue that needs to be handled Inquired what [redacted] was looking to do in order to improve experience I advised Certainly apologize for experience Agree this is absolutely a matter that needs to be rectified, nothing is more important to [redacted] than the safety of our customer's and their families / passengers Will be forwarding information to internal engineering department for analysis Retailer had forwarded similar information to field rep who in turn is ensuring proper departments are informed Certainly appreciate [redacted] you and your brother's loyalty to our brand Inquired if the customer had any interest in an accessory for his vehicle as [redacted] would look to provide that as a GW gesture Customer stated Hope [redacted] resolves this matter soon Will need to look into accessory and call you back I Advised You can certainly take your time and speak with retailer and or search on line for accessories Provided contact information and shift <<<[redacted] 000AM entered by [redacted] User Program Management/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>[redacted]> date [redacted] subject Fwd RE mailed by [redacted] Hi [redacted], Could I ask that you r[redacted] out to this customer As per the email chain between [redacted] and the Dealer Principal the customer requires some corporate response to the issues he's had with his door latch not working in [redacted] [redacted] vehicle he's owned. I've provided his information below. Please r[redacted] out to the Service Manager [redacted] at [redacted] [redacted] if you require additional information. VIN# [redacted] [redacted] [redacted] [redacted] [redacted] home number [redacted] work number [redacted] cell number [redacted] [redacted] Aftersales Market Manager [redacted] Cell [redacted] Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd RE To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted] [redacted]> Okie dokie. [redacted] will get the ball rolling with [redacted] exec liaison and also discuss process for safety related issues / recurring problems / ePQRs during [redacted]'s visit. Thanks again for r[redacted]ing out" [redacted] [redacted] [redacted] Sent from my [redacted] Begin forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] To [redacted] <(><<)>[redacted]> Subject RE And someone should r[redacted] out, to acknowledge the repeat issue, and the safety portion just to recognise there is a [redacted]. [redacted] group of companies F rom [redacted] [[redacted] [redacted]] Sent [redacted] To [redacted] [redacted] [redacted] Subject Ok well it looks like he was in and out in [redacted] with no issues. Probably no need for [redacted] to r[redacted] out at this point. Thank you for the heads up and FYI. I'd never heard of this issue before from any other retailers but it's good that I'm now aware. I'd just be careful please with statements such as that particular issue has come up on a few cars within a small range of serial numbers , especially in light of the focus on recalls and notifications. Have your guys filled out ePQRs for [redacted] of these cases Thank you, [redacted] National Customer Service Manager [redacted] [redacted] Office [redacted] Cell [redacted] On [redacted], [redacted] <(> <<)>[redacted]> wrote We picked it up, replaced the latch and have delivered it back to him, so the ball is in your hands. Thanks [redacted] group of companies From [redacted] [[redacted]] Sent [redacted] To [redacted] Subject Re [redacted] Hi [redacted] How did [redacted] go with your customer [redacted] [redacted] National Customer Service Manager [redacted] Office [redacted] Cell [redacted] On [redacted], [redacted] <(> <<)>[redacted]> wrote Ok sounds good. Touch base with me [redacted] with an update and let me know when we're ok to call him. [redacted] [redacted] [redacted] Sent from my [redacted] > On [redacted], at [redacted], [redacted] <(> <<)>[redacted]> wrote > > Let's see how we make out [redacted] but it would be great if someone from [redacted] acknowledged his issue and. r[redacted]ed out to him. > > Regards > [redacted] > Original Message > From [redacted] > Sent [redacted] > To [redacted] > Subject Re [redacted] > > > Hi [redacted] > > Do you want our executive liaison to r[redacted] out to him To at least > document the case and see if there's anything we can do to make things > better > > [redacted] > > Sent from my [redacted] > >> On [redacted], at [redacted], [redacted] <(> <<)>[redacted]> wrote >> >> Hi [redacted] .This is just an FYI based on the customers comments below. The company has had 4 [redacted] and this issue has been lingering too long on some. >> >> Regards >> [redacted] >> Original Message >> From [redacted] >> Sent [redacted] >> To [redacted] >> [redacted]; [redacted]; [redacted] >> Subject Re [redacted] >> >> Hi [redacted] that particular issue has come up on a few cars within a small range of serial numbers. I'm sorry this has been an issue, we'll get right on it [redacted] and I will pass on your sentiments to the appropriate people at [redacted] >> >> Regards >> [redacted] >> Original Message >> From [redacted] >> Sent [redacted] >> To [redacted] >> [redacted]; [redacted]; [redacted] >> Subject [redacted] >> >> Hi [redacted] >> >> I hope you are well. I am mailing you directly as I just had another scare with my

[redacted] sport. >> The passenger door just released on its own as I pulled out the local plaza. >> I had to drive home holding passenger door closed. >> This is the [redacted]. Last time was the driver door and [redacted] had the same thing "" >> >> >> [redacted] is very lucky we are a friend as this has law suit written all over it. >> >> Please have someone contact me asap >> >> Cheers, [redacted] >> [redacted] >> >> Sent from my [redacted] >> <<<[redacted] 000PM entered by [redacted] User [redacted] Management/Client Server>>>Contacted customer ([redacted]) and advised by the receptionist that Mr. [redacted] was not available, left verbal message Identified myself Calling from [redacted]'s executive office Calling in reference to Mr. [redacted]'s [redacted] [redacted] [redacted] Provided contact information and shift <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>Per DDW Vehicle Details VIN [redacted] Distance At Last Claim [redacted] Description [redacted] [redacted] MY Dispatched Date [redacted] Sold Date [redacted] Sold By [redacted] [redacted] Imported Cars Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] [redacted] Federal Emission Warranty [redacted] [redacted] Paint Warranty [redacted] [redacted] Standard Factory Warranty [redacted] [redacted] Open Field Service Actions Code FSA Message [redacted] FREE SERVICE [redacted] / [redacted] Owner / Details Owner <(>&<)> Driver Bank of [redacted] [redacted] <<<[redacted] [redacted] 000PM entered by [redacted] User [redacted] Management/Client Server>>>Contacted retailer and spoke to [redacted] Identified myself Calling from [redacted]'s executive office Calling in reference to customer [redacted] [redacted] [redacted] [redacted] [redacted] Received an email from [redacted] [redacted] regarding the customer Will be reaching out to him regarding concerns with vehicle's door latches See that passenger side door latch was replaced on [redacted] and driver side was done on [redacted] Inquiring if customer had been contacted or contacted retailer following recent repair [redacted] stated We picked up the vehicle on [redacted], replaced the door latch and returned vehicle to him same day Have not heard from customer since, believe all is well as he is close with the owner of retailer and would contact him directly should issue persist Customer is a very good customer, [redacted] he and his brother purchase new vehicles from us every [redacted] or so We recommended that [redacted] reach out to him as his brother's [redacted] also needed to have [redacted] door latched replaced We submitted EPQRs for [redacted] <<<[redacted] 000PM entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>[redacted] [redacted]> to [redacted] <(><<)>[redacted]> date [redacted] subject Re RE mailed by [redacted] Good morning [redacted], I will certainly reach out to Mr. [redacted], acknowledge his concerns, apologize for them and see what we can do to improve his ownership experience and ensure he remains loyal. I'll keep you updated. Regards, [redacted] Executive Liaison <<<[redacted] 000PM entered by [redacted] User [redacted] Management/Client Server>>>Per account overview Previously owned vehicles [redacted] [redacted] [redacted] [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>Per [redacted] [redacted] LAND ROVER RANGE ROVER [redacted] VIN [redacted] [redacted] reported No accident / damage reported <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>Per [redacted] [redacted] Imported Cars [redacted] Customer Rear passenger side door showing open on screen but is closed, car will not lock Technician Inspect vehicle for right rear door on IP. Problem comes and goes, SDD, print and found [redacted]'s [redacted] [redacted], [redacted], [redacted] for climate controlled seats, DSM and PDM. Test BO, CO and CH CAN networks for coms, ok. Also tested term resistance, ok. Remove right rear trim panel for access to PDM. Test LIN BUS from front PDM, no coms. Remove front door trim, performed voltage drop on LIN wire, ok. No signa Parts [redacted] Qty. 1 Per DDW Repair Operations (Vehicle) SRO Number SRO Description [redacted] Constant allowance separate vehicle visit to workshop [redacted] Door assembly front remove for access <(>&<)> refit with vehicle in workshop [redacted] Front seat remove for access <(>&<)> refit [redacted] Passenger door module configure [redacted] Read and clear fault codes [redacted] WIRING <(>&<)> FUSES [redacted] Imported Cars [redacted] Customer Driver door will not close Technician Check L/F door will not close. Located faulty L/F door latch and replaced [redacted] [redacted] [redacted] Imported Cars [redacted] Customer Passenger side front door opened when pulling into parking lot Technician Right front door does not latch. Removed door panel, removed door latch, internal latch failure. Replaced latch, retested, all door functions working at this time <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>[redacted] [redacted]> to [redacted] <(><<)>[redacted] [redacted]> date [redacted] subject Fwd RE mailed by [redacted] Hi [redacted], Could I ask that you reach out to this customer As per the email chain between [redacted] and the Dealer Principal the customer requires some corporate response to the issues he's had with his door latch not working in [redacted] [redacted] vehicle he's owned. I've provided his information below. Please reach out to the Service Manager [redacted] at [redacted] Imported Cars [redacted] if you require additional information. VIN# [redacted] [redacted] [redacted] [redacted] home number [redacted] work number [redacted] cell number [redacted] [redacted] Aftersales Market Manager [redacted] [redacted] Cell [redacted] Forwarded message From [redacted] [redacted] <(><<)>[redacted] [redacted]> Date [redacted] Subject Fwd RE To [redacted]

<(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> Okie dokie. [redacted] will get the ball rolling with [redacted] exec liaison and also discuss process for safety related issues / recurring problems / ePQRs during [redacted]'s visit. Thanks again for r[redacted]ing out" [redacted] [redacted] [redacted] Sent from my [redacted] Begin forwarded message From [redacted] <(><<) >[redacted]> Date [redacted] To [redacted] <(><<)>[redacted]> Subject RE And someone should r[redacted] out, to acknowledge the repeat issue, and the safety portion just to recognise there is a [redacted]. [redacted] group of companies [redacted] [redacted] [[redacted]] Sent [redacted] To [redacted] [redacted] Subject Ok well it looks like he was in and out in [redacted] with no issues. Probably no need for [redacted] to r[redacted] out at this point. Thank you for the heads up and FYI. I'd never heard of this issue before from any other retailers but it's good that I'm now aware. I'd just be careful please with statements such as that particular issue has come up on a few cars within a small range of serial numbers , especially in light of the focus on recalls and notifications. Have your guys filled out ePQRs for [redacted] of these cases Thank you, [redacted] National Customer Service Manager [redacted] Office [redacted] Cell [redacted] On [redacted], [redacted] <(> <<)>[redacted]> wrote We picked it up, replaced the latch and have delivered it back to him, so the ball is in your hands. Thanks [redacted] group of companies From [redacted] [[redacted]] Sent [redacted] To [redacted] Subject Re [redacted] Hi [redacted] How did [redacted] go with your customer [redacted] [redacted] National Customer Service Manager [redacted] Office [redacted] Cell [redacted] On [redacted], [redacted] <(> <<)>[redacted]> wrote Ok sounds good. Touch base with me [redacted] with an update and let me know when we're ok to call him. [redacted] [redacted] [redacted] Sent from my [redacted] > On [redacted], [redacted] <(> <<)>[redacted]> wrote > > Let's see how we make out [redacted] but it would be great if someone from [redacted] acknowledged his issue and. r[redacted]ed out to him. > > Regards > [redacted] > Original Message > From [redacted] > Sent [redacted] [redacted] > To [redacted] > Subject Re [redacted] > > > Hi [redacted] > > Do you want our executive liaison to r[redacted] out to him To at least > document the case and see if there's anything we can do to make things > better > > [redacted] > > Sent from my [redacted] > >> On [redacted], [redacted] <(> <<) >[redacted]> wrote >> >> Hi [redacted] .This is just an FYI based on the customers comments below. The company has had 4 [redacted] and this issue has been lingering too long on some. >> >> Regards >> [redacted] >> Original Message >> From [redacted] >> Sent [redacted] [redacted] >> To [redacted] >> [redacted] [redacted]; [redacted]; [redacted] >> Subject Re [redacted] >> >> Hi [redacted] that particular issue has come up on a few cars within a small range of serial numbers. I'm sorry this has been an issue, we'll get right on it [redacted] and I will pass on your sentiments to the appropriate people at [redacted] >> >> Regards >> [redacted] >> Original Message >> From [redacted] >> Sent [redacted] [redacted] >> To [redacted] >> [redacted] [redacted]; [redacted]; [redacted] >> Subject [redacted] >> >> Hi [redacted] >> >> I hope you are well. I am mailing you directly as I just had another scare with my [redacted] sport. >> The passenger door just released on its own as I pulled out the local plaza. >> I had to drive home holding passenger door closed. >> This is the [redacted]. Last time was the driver door and [redacted] [redacted] had the same thing "" >> >> >> [redacted] [redacted] is very lucky we are a friend as this has law suit written all over it. >> >> Please have someone contact me asap >> >> Cheers, [redacted] >> [redacted] >> >> Sent from my [redacted] >> <<<[redacted] entered by [redacted] User Program Management/Client Server>>>Contacted customer ([redacted] [redacted]) and advised by the receptionist that Mr. [redacted] was not available, left verbal message Identified myself Calling from [redacted]'s executive office Calling in reference to Mr. [redacted]'s [redacted] [redacted] Provided contact information and shift <<<[redacted] [redacted] entered by [redacted] User Program Management/Client Server>>>Per DDW Vehicle Details VIN [redacted] Distance At Last Claim [redacted] Description [redacted] SC PET [redacted] MY Dispatched Date [redacted] Sold Date [redacted] Sold By [redacted] Imported Cars Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] [redacted] Federal Emission Warranty [redacted] [redacted] Paint Warranty [redacted] [redacted] Standard Factory Warranty [redacted] [redacted] Open Field Service Actions Code FSA Message [redacted] FREE SERVICE [redacted] Owner / Details Owner < (>&<)> Driver Bank of [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] User Program Management/Client Server>>>Contacted retailer and spoke to [redacted] [redacted] Identified myself Calling from [redacted]'s executive office Calling in reference to customer [redacted] [redacted] [redacted] [redacted] Received an email from [redacted] regarding the customer Will be r[redacted]ing out to him regarding concerns with vehicle's door latches See that passenger side door latch was replaced on [redacted] and driver side was done on [redacted] Inquiring if customer had been contacted or contacted retailer following recent repair [redacted] [redacted] stated We picked up the vehicle on [redacted], replaced the door latch and returned

	vehicle to him same day Have not heard from customer since, believe all is well as he is close with the owner of retailer and would contact him directly should issue persist Customer is a very good customer, [redacted] he and his brother purchase new vehicles from us [redacted] or so We recommended that [redacted] reach out to him as his brother's [redacted] also needed to have [redacted] latched replaced We submitted EPQRs for [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] < (><<)>[redacted]> date [redacted] subject Re RE mailed by [redacted] Good morning [redacted], I will certainly reach out to Mr. [redacted], acknowledge his concerns, apologize for them and see what we can do to improve his ownership experience and ensure he remains loyal. I'll keep you updated. Regards, [redacted] Executive Liaison <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>Per account overview Previously owned vehicles [redacted] [redacted] [redacted] [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>Per [redacted] [redacted] [redacted] [redacted] VIN [redacted] [redacted] reported No accident / damage reported <<<[redacted] entered by [redacted] User [redacted] Management/ Client Server>>>Per [redacted] 6 9 [redacted] Imported Cars [redacted] Customer Rear passenger side door showing open on screen but is closed, car will not lock Technician Inspect vehicle for right rear door on IP. Problem comes and goes, SDD, print and found DTC's [redacted] [redacted], [redacted], [redacted] [redacted] for climate controlled seats, DSM and PDM. Test BO, [redacted] and CH CAN networks for coms, ok. Also tested term resistance, ok. Remove right rear trim panel for access to PDM. Test LIN BUS from front PDM, no coms. Remove front door trim, performed voltage drop on LIN wire, ok. No signa Parts [redacted] Qty. 1 Per DDW Repair Operations (Vehicle) [redacted] Number [redacted] Description [redacted] Constant allowance separate vehicle visit to [redacted] [redacted] Door assembly front remove for access <(>&<)> refit with vehicle in [redacted] [redacted] Front seat remove for access <(>&<)> refit [redacted] Passenger door module configure [redacted] Read and clear fault codes [redacted] WIRING <(>&<)> FUSES [redacted] Imported Cars [redacted] Customer Driver door will not close Technician Check L/F door will not close. Located faulty L/F door latch and replaced [redacted] [redacted] [redacted] Imported Cars [redacted] Customer Passenger side front door opened when pulling into parking lot Technician Right front door does not latch. Removed door panel, removed door latch, internal latch failure. Replaced latch, retested, all door functions working at this time
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI SC [redacted] GAS AJ133
Transmission	AUTO 8 [redacted] ZF [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted] L494
Body Cab Style	Unknown	Drive Line	[redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	excessive closing force
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	loose
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Mar-2015
Version Series Code		Load Date	09 -Mar-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0382
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER CERRITOS
Non Causal Part Prefix-Base-Suffix		Dealer City	CERRITOS
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5623561000
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Mar 9 2015 3 41 17 783AM entered by [redacted] /Representative>>>GCM Case ID [redacted] nician Name [redacted] VIN [redacted] Model [redacted] Supercharged Year 2015 [redacted] Customer Concern CUSTOMER STATES THAT THE FRONT DRIVERS DOOR WILL NOT CLOSE ALL THE WAY UNLESS YOU CLOSE IT WITH FORCE. Detail Diagnosis TECHNICIAN VERIFIED CUSTOMER COMPLAINT, SOFT TOUCH NOT OPERATING PROPERLY. HOOKED UP SDD TO SEARCH FOR FAULT CODES NO CODES FOUND. CHECKED CONNECTION THAT IS REQUIRED AT PDI TO BE SECURED BEHIND LOWER TAIL GATE, FOUND TO BE CONNECTED. REMOVED DOOR PANEL AND INSPECTED FOR ANY LOOSE COMPONENTS NONE FOUND. COMPLETED BULLETIN [redacted] SYSTEM STILL FAULTY. Dealer Difficulty Reported Customer Symptom Door difficult to close Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road No <<< [redacted] 1 04 [redacted] entered by [redacted] / Representative>>>Owner changed from Not Set to [redacted] <<< [redacted] 000PM entered by [redacted] / Representative>>>there are [redacted] below the tailgate that look similar just check that the correct one is connected and the termonal is in good shape.If you rotate the latch to the [redacted] does the motor pull it the rest of the way closed . <<< [redacted] entered by Matt [redacted] /Representative>>>is the softclose motor recieving power ground and the pawl and claw signal . <<< [redacted] entered by [redacted] /Representative>>>Connect a new latch and see if it softcloses without mounting it in the vehicle. <<< [redacted] 000AM entered by [redacted] /Representative>>>Try the cinch motor and cable. <<< [redacted] entered by [redacted] /Representative>>>Owner changed from Not Set to [redacted] <<< [redacted] 000PM entered by [redacted] /Representative>>>there are [redacted] below the tailgate that look similar just check that the correct one is connected and the termonal is in good shape.If you rotate the latch to the [redacted] does the motor pull it the rest of the way closed . <<< [redacted] 000PM entered by [redacted] /Representative>>>is the softclose motor recieving power ground and the pawl and claw signal . <<< [redacted] 000PM entered by [redacted] /Representative>>>Connect a new latch and see if it softcloses without mounting it in the vehicle. <<< [redacted] entered by [redacted] /Representative>>>Try the cinch motor and cable. <<< [redacted] entered by [redacted] /Representative>>>request to close T/A vehicle repaired. <<< [redacted] entered by [redacted] /Representative>>>Yes proper connector is connected properly and pins are good. The latch was tested as described and it will not pull the rest of the way closed. <<< [redacted] entered by [redacted] /Representative>>>Changed report status to 'Investigating' <<< [redacted] entered by [redacted] /Representative>>> [redacted] nician performed following measurments. at connector [redacted] [redacted] SIGNAL WITH AND WITHOUT ACTIVATING LATCH. PIN 2 FOUND GROUND SIGNAL. PIN 6 [redacted] WITH AND WITHOUT CLOSING LATCH. PIN 5 FOUND GROUND SIGNAL. <<< [redacted] entered by [redacted] /Representative>>>Changed report status to 'Investigating' <<< [redacted] 9 [redacted] 15 000PM entered by [redacted] Hotline/Representative>>>CONNECTING NEW LATCH DID NOT WORK <<< [redacted] 000PM entered by [redacted] Representative>>>Changed report status to 'Investigating' <<< [redacted] 000AM entered by [redacted] Representative>>>replace driver front door latch assy, vehicle repaired
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2015	Engine Description	[redacted] OHC SGDI SC V8 GAS [redacted]
Transmission	AUTO 8 [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 [redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

ECI Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	administrative cost
Commodity	body-locks/latches-power locks/rke-	Symptom	circuit-shorted
Commodity	body-locks/latches-power locks/rke-	Symptom	damage
Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	loose
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-aftermarket
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-child related
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	start-will not start
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Feb-2015
Version Series Code		Load Date	14 -Mar-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0287
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	HORNBURG LAND ROVER LOS ANGELE
Non Causal Part Prefix-Base-Suffix		Dealer City	LOS ANGELES
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3104325900
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	

Technician Comment	<<<[redacted] entered by [redacted]>>>SOURCE CA Verbal Demand <<<[redacted] 54 [redacted] entered by [redacted]>>> Email to the retailer with settlement documents and agreement letter Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] [redacted] Repurchase To [redacted] <(><<)>[redacted]> Hi [redacted], I hope all is well. We are repurchasing the vehicle under [redacted] law and the customer wants to surrender the vehicle, sign off on all the documents and wait for his check. I have attached the settlement documents as well as the agreement letter the customer will need to sign. The settlement documents do have some pages that need to be notarized. Please remember to complete a Vehicle Vessel Transfer and Reassignment Form or [redacted] as well showing the vehicle going from the customer to [redacted]. When the agreement letter and documents have been signed and notarized please send me copies so I can request the required checks and then return the originals as usual. If there is an issue with the condition of the vehicle or aftermarket accessories please provide an estimate to return the vehicle to factory specifications. Thank you so much for your time and assistance. [redacted] Consumer Affairs Specialist <<<[redacted] entered by [redacted]>>>NO carrier [redacted]. <<<[redacted] [redacted] entered by [redacted]>>> Received settlement docs from retailer and provided to [redacted] for processing <<<[redacted] entered by [redacted]>>> Email from the retailer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE [redacted] [redacted] Repurchase To [redacted] <(><<)>[redacted]> Good afternoon [redacted] Attached is a copy of the surrender documents for [redacted]. I will be sending the originals via [redacted]. Also the Notary invoice is attached for reimbursement. Please let me know if you need anything else. The vehicle is grounded here Regards [redacted] <<<[redacted] entered by [redacted] [redacted]>>> Email from the retailer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] [redacted] Subject RE [redacted] [redacted] Repurchase To [redacted] <(><<)>[redacted] [redacted]> No problem [redacted] I got your message as well. We can get it done here <<<[redacted] entered by [redacted] [redacted]>>> Email to the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] [redacted] Subject Re signed documents for [redacted] To [redacted] <(><<)>[redacted]> Mr. [redacted], You can contact [redacted] at [redacted]. He is the Service Director at [redacted] [redacted]. Also, this is to confirm that I received the signed agreement letter and I submitted the paperwork to request the required checks. Please make an appointment to surrender the vehicle (as you requested) and sign the settlement documents. This way everything will be in place and when the checks are available they will be sent out immediately. Thank you. [redacted] Consumer Affairs Specialist <<<[redacted] entered by [redacted] [redacted]>>> Submitted calculation worksheet to [redacted] for processing <<<[redacted] 000AM entered by [redacted] [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] [redacted] Subject Fwd signed documents for [redacted] To [redacted] <(><<)>[redacted]> Hi As you requested I signed and Please let me know the contact number so I can call him. Thank you Sent from my [redacted] Begin forwarded message <<<[redacted] 000AM entered by [redacted]>>> Email from [redacted] Forwarded message From [redacted] <(><<) >[redacted]> Date [redacted] Subject signed documents for [redacted] To [redacted] Cc [redacted] dear sir's, please see attached. <<<[redacted] entered by [redacted] [redacted]>>> Email from the retailer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE [redacted] [redacted] Repurchase To [redacted] <(><<)>[redacted]> No problem [redacted] I got your message as well. We can get it done here <<<[redacted] entered by [redacted] [redacted]>>> I called the customer at [redacted], I spoke to the customer and explained his options in terms of refund or replacement vehicle. I explained the customers refund numbers so he had an idea of what he would get back and asked if he wanted a replacement of refund. i explained the replacement deal as well. C/s he spoke to his salesman and the salesman told him to just get the refund and they have a vehicle coming in a [redacted] for him. C/s so he wants to do that. C/s he has bought like [redacted] or so from this salesman and he wants to work with him. I informed the customer we could get a replacement for him if he wanted and the customer stated the salesman already has [redacted] for him and he wants the refund. I explained the refund again. I requested the customer send me his loan number with [redacted] specific to his vehicle so i could obtain a payoff statement. C/s he will send that to me right away. I explained the pre surrender inspection and the customer asked if he could just surrender the vehicle and do any paperwork I needed to take the vehicle and be done with it because he doesn't want the vehicle sitting around at his place he has been renting a vehicle for [redacted] now and he just wants this vehicle out of his parking area. I stated I would speak to

the retailer and see what I could. C/s that would be appreciated, he just wants to leave the vehicle at the retailer and we can pay him whenever he trusts me he knows he will get back the right thing. I asked the customer to send me his loan number and I will get the process rolling and follow up with him as soon as possible. C/s he would really like to do this, [redacted] and I stated I will see if the retailer can accommodate him. <<<[redacted] entered by [redacted]>>>Received lien release on [redacted] gave to [redacted]. <<<[redacted] entered by [redacted]>>>This is an automated note to reflect that the recommendation notes have synced to the note log <<<[redacted] entered by [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] loan number To [redacted] <(><<)>[redacted]> Hi [redacted] Please give the contact number for mr. [redacted]. I will sign the agreement And Should I send to you by mail or fax Thank you Sent from my [redacted] <<<[redacted] entered by [redacted]>>> I called [redacted] at [redacted], I spoke to [redacted] and she is sending me a payoff quote good until [redacted] in the amount of [redacted] with a per diem of [redacted]. <<<[redacted] entered by [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] loan number To [redacted] <(><<)>[redacted]> Hi [redacted] I did not renew because I was not using it from [redacted]. Thank you Sent from my [redacted] <<<[redacted] entered by [redacted]>>> Email to the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] loan number To [redacted] <(><<)>[redacted]> Mr. [redacted], Did you renew the registration for 2015 [redacted] Thank you. [redacted] Consumer Affairs Specialist <<<[redacted] entered by [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd [redacted] loan number To [redacted] <(><<)>[redacted]> This is registration and [redacted] payment. Thank you <<<[redacted] entered by [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] loan number To [redacted] <(><<)>[redacted]> Hi [redacted] I hope everything is great I was waiting for your respond longtime anyway I am sending you my registration and payment of the month [redacted] which is deducted automatically from my [redacted] account. Please arrange it so I ca leave the car to the dealer asap. Also as you said I will send you my bill for car that I rented. I want to get a new [redacted] from the same dealer asap. If you need anything else let me know. Thank you Sent from my [redacted] <<<[redacted] entered by [redacted]>>> Email to the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] loan number To [redacted] <(><<)>[redacted]> Mr. [redacted], Please send me a copy of your current registration and proof of payment for your [redacted] payment made so I can update your documents and agreement letter. We should be able to make arrangements for you to surrender the vehicle [redacted], sign all of the documents and then wait for the checks to become available. Thank you for your time and patience while we work to resolve this matter. [redacted] Consumer Affairs Specialist T [redacted] | F [redacted] <<<[redacted] entered by [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] loan number To [redacted] <(><<)>[redacted]> Hi Please give a call. Thank you Sent from my [redacted] <<<[redacted] entered by [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd [redacted] loan number To [redacted] <(><<)>[redacted]> Hi [redacted] Please let me know when I should drop the car Please call me. Thank you Sent from my [redacted] Begin forwarded message <<<[redacted] entered by [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] loan number To [redacted] <(><<)>[redacted]> Hi sir As you want. This is loan number. Please advice me what to do after. Thank you Sent from my [redacted] <<<[redacted] entered by [redacted]>>> Email to the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] loan number To [redacted] <(><<)>[redacted]> Mr. [redacted], Please contact [redacted] the Service Director at [redacted] [redacted] to make arrangements for the surrender of the vehicle, signing of the settlement documents and agreement letter. I have attached the agreement letter to this email for your reference as well. Please keep in mind, that the vehicle will be inspected for any damage beyond normal wear and tear or aftermarket accessories.

If the vehicle needs to be repaired, the retailer will provide an estimate at cost to return the vehicle to factory specifications. At that time, we will need to delay the surrender as you have the option to have the cost deducted from your refund or you can pay for it upfront. However, as long as the vehicle is in acceptable condition and there are no aftermarket accessories, we will be able to proceed without issue. Please let me know if you have any questions or concerns. [redacted] Specialist <<<[redacted] entered by [redacted]/Client [redacted]>>> Email to the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Registration and monthly payments To [redacted] <(><<)>[redacted]> Mr. [redacted], I apologize for the delay and I will follow up with you [redacted]. Thank you. [redacted] Specialist <<<[redacted] entered by [redacted]/Client [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Registration and monthly payments To [redacted] <(><<)>[redacted]> Hi sir These are my monthly payments and [redacted] deposit plus another [redacted] on credit card that is on sales contract. Total of [redacted] down payment. Monthly payments starts from [redacted]. Total of [redacted] of payments. Thank you <<<[redacted] entered by [redacted]/Client [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Registration and monthly payments To [redacted] <(><<)>[redacted]> Hi sir These are my monthly payments and [redacted] deposit plus another [redacted] on credit card that is on sales contract. Total of [redacted] down payment. Monthly payments starts from [redacted]. Total of [redacted] of payments. Thank you <<<[redacted] entered by [redacted]/Client [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] registration. To [redacted] <(><<)>[redacted]> Sent from my [redacted] <<<[redacted] entered by [redacted]/Client [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] retail contract.pdf To [redacted] <(><<)>[redacted]> Hi mr [redacted] This is my sales contract I paid [redacted] in front and I will send you my registration and monthly payments that I paid until [redacted]. Regarding the title that's with the us bank and I donot have it also for the last request everything is clear. This car gave means my family a lot of problems that even the dealer does not want to take it back.it was so bad that I almost had the worst accident. even my wife was driving in the freeway and the back door where my son was sitting suddenly opened. We took the car to service [redacted]. It wasted our time like crazy. I just want to make sure I get full money back from the first [redacted] I will buy a new car from your dealer. Thank you so much. Sent from my [redacted] <<<[redacted] entered by [redacted]/Client [redacted]>>> Email to the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] VIN [redacted] To [redacted] <(><<)>[redacted]> Mr. [redacted], Either option, you can fax the documents to me at [redacted] which also doubles as my direct line or email is fine. Whichever option is easier for you. Thank you. [redacted] Specialist <<<[redacted] entered by [redacted]/Client [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] VIN [redacted] To [redacted] <(><<)>[redacted]> Hi mr. [redacted] Thank you for your fast respond. I will do my best as fast as I can to provide the documents for you. Do you want me to fax or email to you Thank you Sent from my [redacted] <<<[redacted] entered by [redacted]/Client [redacted]>>> Email to the customer with attached offer letter Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] VIN [redacted] To [redacted] Mr. [redacted], Please refer to the attached offer letter and provide me with the requested documents so we may move the process forward. Also, please let me know if you have any questions or concerns. Thank you. [redacted] Specialist T [redacted] | F [redacted] <<<[redacted] entered by [redacted]/Client [redacted]>>> Email to the field team Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re SALES AND SERVICE HISTORY NEEDED FOR VERBAL DEMAND FOR VIN EA To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, [redacted] <(> <<)>[redacted]> Gentlemen, We are going to offer to repurchase or replace this vehicle. There are a few alleged safety issues, door lock concerns, stalling, the flashing D and the vehicle was down at [redacted] for [redacted] in [redacted] because of back ordered parts. Thank you. [redacted] Specialist T [redacted] | F [redacted] <<<[redacted] entered by [redacted]/Client [redacted]>>> Discussed with [redacted] on [redacted] <<<[redacted] entered by [redacted]/Client [redacted]>>> Email from [redacted]

Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Verbal Demand [redacted] / [redacted] / [redacted] [redacted] To [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> I have not offered anything on this one as they already had a verbal for a door issue. [redacted] <<<[redacted] entered by [redacted] [redacted]>>> Email from [redacted] Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Verbal Demand [redacted] / [redacted] [redacted] / [redacted] [redacted] To [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> [redacted], did you already offer the customer all options . [redacted] Consumer Affairs Supervisor <<<[redacted] [redacted] entered by [redacted] [redacted]>>> Email from the customer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted], [redacted] VIN [redacted] To [redacted] <(><<)>[redacted]> Hi mr. [redacted] I tried to call you but I think you were busy. I let the message too. Please if you have time give a call do we go over [redacted]. I already emailed you all the documents. If you need anything or you did not get it let me know asap. Thank you Sent from my [redacted] <<<[redacted] entered by [redacted] [redacted]>>> Email from [redacted] On [redacted], [redacted] <(> <<)>[redacted]> wrote [redacted], FYI, this car just came in with a complaint of a flashing D. We are supposed to have a fix out in [redacted] for that issue. [redacted] <<<[redacted] entered by [redacted] [redacted]>>> Email from [redacted] Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Verbal Demand [redacted] / [redacted] [redacted] / [redacted] [redacted] To [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> [redacted], are we not closer to a fix . [redacted] Consumer Affairs Supervisor <<<[redacted] [redacted] entered by [redacted] [redacted]>>> Email from [redacted] Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd Verbal Demand [redacted] / [redacted] [redacted] / [redacted] [redacted] To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> [redacted], FYI, this car just came in with a complaint of a flashing D. We are supposed to have a fix out in [redacted] for that issue. [redacted] <<<[redacted] entered by [redacted] [redacted]>>> Notification sent out by [redacted] Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject SALES AND SERVICE HISTORY NEEDED FOR VERBAL DEMAND FOR VIN EA To [redacted] <(><<)>[redacted]>, [redacted] Cc [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> Retailer and Aftersales Market Manager The customer below has demanded the repurchase of their vehicle Name DAVID BENJAMIN VIN [redacted] Year [redacted] Model RANGE [redacted] Retailer(s) [redacted] Please forward the following information within [redacted] by FAX [redacted] EMAIL [redacted] Or to our mailing address below for larger files, as needed SERVICE ALL OPENED AND CLOSED repair orders, including but not limited to copies of customer signed repair orders ALL corresponding technician notes/punch times ALL rental receipts/rental repair orders ALL [redacted] documents ALL corresponding written communication between retailer and customer SALES ALL sales documents, i.e. lease agreements, sales contracts, invoices, etc. List any aftermarket accessories installed prior or at the time of sale ALL corresponding written communication between retailer and customer Aftersales Market Manager Provide details you have regarding this customer's vehicle including [redacted] triggers, escalation of repairs / concerns and any FSE involvement. Thank you for your time and assistance with this matter. Please contact me if you have any questions. [redacted] Consumer Affairs Coordinator T [redacted] | [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted]>>> Gave file to [redacted] to notify appropriate parties of demand and to obtain work orders <<<[redacted] entered by [redacted] [redacted]>>> Email from [redacted] Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] at [redacted] Subject Re Verbal Demand [redacted] / [redacted] [redacted] / [redacted] [redacted] To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]>, [redacted] <(> <<)>[redacted]>, [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, [redacted] <(> <<)>[redacted]> [redacted], please handle this as a [redacted] verbal demand. Response to [redacted]/Customer due by [redacted]. All, the [redacted] case is attached. [redacted] is the [redacted] case handler. Thank you. New Form submitted on [redacted]) [redacted] Representative [redacted] Case Number

[redacted] Customer Name(s) [redacted] Driver Name(s) [redacted] Address [redacted] Primary Phone [redacted] Email Address [redacted] Year and Model [redacted] VIN [redacted] Current Mileage [redacted] Was it purchased or leased Purchased Selling Retailer [redacted] Retailer Number [redacted] New or Used New Purchase/Lease Date [redacted] (EST) Is it Certified/Select AMM [redacted] Servicing Retailers [redacted] In service now NO What retailer and when did it arrive Is the customer making an appointment Cusotmer picked up the vehcile [redacted] Why Not When Brief description of the issues and why the demand has been made Customer states The doors open while the vehicle is in motion. Last time it happened they were driving on the [redacted] Keeps hapeneing. <<<[redacted] entered by [redacted] /Client Server>>>SOURCE [redacted] Verbal Demand <<<[redacted] entered by [redacted] /Client Server>>> Email forwarded to me from [redacted] based on email from the retailer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd RE [redacted] To [redacted] <(><<)>[redacted]> [redacted], I received this from [redacted] at [redacted], thought I forward it to you since you are working on the case. Thanks Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE [redacted] To [redacted] Good Afternoon [redacted], I wanted to write you on behalf of [redacted]. Mr. [redacted] purchased a [redacted] [redacted] with VIN [redacted] on [redacted]. [redacted], Mr [redacted]'s wife was driving the vehicle with their [redacted] in the rear passenger seats, when the rear passenger door inexplicably opened. After this issue occurred Mr [redacted] brought the vehicle to our service department. At that point in time our technicians determined the latch that keeps the doors closed was indeed faulty. When ordering the replacement latch, our technicians received a bulletin from [redacted] that in cases where this occurs, [redacted] recommended replacing ALL [redacted]. This issue apparently was more common than expected, as the parts were backordered. Mr [redacted] left his vehicle with our service department. After [redacted], the parts had yet to be received. Upon the arrival of parts for [redacted], our service Department gave Mr. [redacted] the option of taking the vehicle until the other [redacted] arrived. He decided to take the car. Shortly thereafter Mr [redacted]'s wife was again driving the car when it shut down and wouldn't re start. Finally after multiple efforts the car re started. Mr [redacted] then returned the car to our service department. He is genuinely conce rned about the safety issues with this car and no longer feels comfortable having his children ride in the vehicle. Amazingly enough Mr [redacted] would still like to have a [redacted] product, just not this vehicle with the issues mentioned. I am also aware that our service department has filed the case with [redacted] at [redacted] If you need any further assistance on my end , let me know Best Regards [redacted] [redacted] [redacted] [redacted] Direct Line [redacted] Fax Line [redacted] <<<[redacted] [redacted] entered by [redacted] /Client Server>>> Email forwarded to me from [redacted] based on email from the retailer Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd RE [redacted] To [redacted] <(><<)>[redacted]> [redacted], I received this from [redacted] at [redacted], thought I forward it to you since you are working on the case. Thanks Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE [redacted] To [redacted] Good Afternoon [redacted], I wanted to write you on behalf of [redacted]. Mr. [redacted] purchased a [redacted] [redacted] with VIN [redacted] on [redacted]. [redacted], Mr [redacted]'s wife was driving the vehicle with their [redacted] in the rear passenger seats, when the rear passenger door inexplicably opened. After this issue occurred Mr [redacted] brought the vehicle to our service department. At that point in time our technicians determined the latch that keeps the doors closed was indeed faulty. When ordering the replacement latch, our technicians received a bulletin from [redacted] that in cases where this occurs, [redacted] recommended replacing ALL [redacted]. This issue apparently was more common than expected, as the parts were backordered. Mr [redacted] left his vehicle with our service department. After [redacted], the parts had yet to be received. Upon the arrival of parts for [redacted], our service Department gave Mr. [redacted] the option of taking the vehicle until the other [redacted] arrived. He decided to take the car. Shortly thereafter Mr [redacted]'s wife was again driving the car when it shut down and wouldn't re start. Finally after multiple efforts the car re started. Mr [redacted] then returned the car to our service department. He is genuinely conce rned about the safety issues with this car and no longer feels comfortable having his children ride in the vehicle. Amazingly enough Mr [redacted] would still like to have a [redacted] product, just not this vehicle with the issues mentioned. I am also aware that our service department has filed the case with [redacted] at [redacted] If you need any further assistance on my end , let me know Best Regards [redacted] [redacted] [redacted] [redacted] Direct Line [redacted] Fax Line [redacted] <<<[redacted] [redacted] entered by [redacted] /Client Server>>> Email from [redacted] Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd Verbal Demand [redacted] / [redacted] / [redacted] / Case [redacted] To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> [redacted], FYI, this car just came in with a complaint of a flashing D. We are supposed to have a fix out in [redacted] for that issue. [redacted] <<<[redacted] entered by [redacted] /Client Server>>> Notification sent out

	by [redacted] Forwarded message From [redacted], [redacted] <(><<)>[redacted]> Date [redacted] Subject SALES AND SERVICE HISTORY NEEDED FOR VERBAL DEMAND FOR VIN EA To [redacted] <(><<)>[redacted]>, [redacted] Cc [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, [redacted] <(><<)> [redacted]>, [redacted] <(><<)>[redacted]> Retailer and Aftersales Market Manager The customer below has demanded the repurchase of their vehicle Name [redacted] [redacted] Year [redacted] Model [redacted] [redacted] [redacted] Retailer(s) [redacted] Please forward the following information within [redacted] by FAX [redacted] EMAIL [redacted] Or to our mailing address below for larger files, as needed SERVICE [redacted] OPENED AND CLOSED repair orders, including but not limited to copies of customer signed repair orders [redacted] corresponding technician notes/punch times [redacted] rental receipts/rental repair orders [redacted] [redacted] documents [redacted] corresponding written communication between retailer and customer SALES [redacted] sales documents, i.e. lease agreements, sales contracts, invoices, etc. List any aftermarket accessories installed prior or at the time of sale [redacted] corresponding written communication between retailer and customer Aftersales Market Manager Provide details you have regarding this customer's vehicle including [redacted] triggers, escalation of repairs / concerns and any FSE involvement. Thank you for your time and assistance with this matter. Please contact me if you have any questions. [redacted] [redacted] Consumer Affairs Coordinator T [redacted] | [redacted] <<<[redacted] 000PM entered by [redacted] [redacted] [redacted]/Client Server>>> Gave file to [redacted] to notify appropriate parties of demand and to obtain work orders <<<[redacted] 000PM entered by [redacted] [redacted]/Client Server>>> Email from [redacted] Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Verbal Demand [redacted] / [redacted] [redacted] / [redacted] / Case [redacted] To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]>, [redacted] <(> <<)>[redacted]>, [redacted] [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, [redacted] <(> <<)>[redacted]> [redacted], please handle this as a [redacted] verbal demand. Response to [redacted]/Customer due by [redacted]. All, the [redacted] case is attached. [redacted] is the [redacted] case handler. Thank you. New Form submitted on [redacted]) [redacted] Representative [redacted] Case Number [redacted] Customer Name(s) [redacted] Driver Name(s) [redacted] Address [redacted] [redacted] Primary Phone [redacted] Email Address [redacted] Year and Model [redacted] [redacted] VIN [redacted] Current Mileage [redacted] Was it purchased or leased Purchased Selling Retailer [redacted] Retailer Number [redacted] New or Used New Purchase/Lease Date [redacted]) Is it Certified/Select AMM [redacted] Servicing Retailers [redacted] [redacted] In service now NO What retailer and when did it arrive Is the customer making an appointment Cusotmer picked up the vehcile [redacted] Why Not When Brief description of the issues and why the demand has been made Customer states The doors open while the vehicle is in motion. Last time it happened they were driving on the [redacted] Keeps hapeneing. <<<[redacted] [redacted] entered by [redacted] [redacted]/Client Server>>> I called [redacted] at [redacted], I received his voicemail and left a message asking for a callback but also asked if he was okay with the customer coming in surrendering the vehicle, signing all of the documents and agreement letter and holding the vehicle for a bit until we can get it moved. I stated I would also send him an email as well.
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] GDI SC V6 GAS
Transmission	AUTO [redacted] ZF 8HP70 TRANS(AWD)	Vehicle Description	[redacted] [redacted] [redacted] L494
Body Cab Style	Unknown	Drive Line	[redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	leak-water leak/entry
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-cold
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	17-Mar-2015
Version Series Code		Load Date	18-Mar-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0525
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER WINDSOR
Non Causal Part Prefix-Base-Suffix		Dealer City	WINDSOR
Non Causal Part Numbers		Dealer State/Province	ON
Fault Code	401	Dealer Country	CAN
Diagonstic Trouble Code		Dealer Phone Number	5199726561
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment

Technician Comment

<<< [redacted] entered by [redacted] Client [redacted] >>Email from customer On [redacted] <(><<)> [redacted] > wrote Question Topic Vehicle Other First Name [redacted] Last Name [redacted] Email [redacted] Phone [redacted] Address [redacted] / [redacted] Zip / Postal Code [redacted] *** Additional Details *** Warranty Type VIN Number [redacted] Type of Information Change Type of Mailing List Change Language [redacted] *** Customer Question *** We are having problems with the passenger door latch not engaging properly on an intermittent basis. The dealership claims it was due to the cold weather but this is happening even in the warmer weather. The door mechanism looks to be electrically powered so I am suspecting a faulty solenoid or some other component. Is this something that you are aware of [redacted] occurred before I am now worried that when we drive around a corner the door will fling open and possibly him something or someone. Please contact me to discuss. REQUEST Corporate contact <<< [redacted] 000PM entered by [redacted] Client [redacted] >>Email to customer Dear [redacted] . Thank you for contacting the [redacted] Custome [redacted] Center. I am sorry to hear you are experiencing concerns with your vehicle. To better assist you, I have forwarded your information to a Customer [redacted] Representative. Your situation will be researched and you will be followed up with shortly. Your case number is [redacted] . If you have any questions or require additional information, please feel free to contact us at [redacted] , [redacted] , or by e mail. Sincerely, [redacted] Customer [redacted] Center Representative [redacted] <<< [redacted] 1 35 54 000PM entered by [redacted] Client [redacted] >>CALLED PHONE NUMBER PROVIDED ON CASE. Phone number is not that of [redacted] research customer's information internally or email customer with email provided on case. <<< [redacted] entered by [redacted] Client [redacted] >>CALLED CUSTOMER AT [redacted] . LEFT VM Phone number was taken from initial email contact provided by [redacted] . Phone number attached to case was not that of Ms [redacted] . Left VM advising to call me back regarding vehicle and request for corporate contact. <<< [redacted] 3 01 33 000PM entered by [redacted] Client [redacted] >>CALLED CUSTOMER, SPOKE TO [redacted] Intermittent door latch locking concern Dealer unable to duplicate When concern arises, door typically locks when en route to retailer Door has swung open before while vehicle was being driven I Advised [redacted] contact dealer and liaise between customer and dealer [redacted] contact customer back on [redacted] <<< [redacted] [redacted] entered by [redacted] Client [redacted] >>CALLED SM [redacted] AT LR WINDSOR Left VM advising to call me back regarding customer <<< [redacted] 000PM entered by [redacted] Client [redacted] >>>SA MARY FROM LR WINDSOR CALLED Mary Advised Customer came on [redacted] on an exceptionally cold day Vehicle latch had ice in it; there was moisture in lock Once thawed it operated normally. <<< [redacted] entered by [redacted] Client [redacted] >>CALLED CUSTOMER, LEFT VM Advised to call me back regarding case and updates <<< [redacted] entered by [redacted] Client [redacted] >>>SM [redacted] FROM LR WINDSOR LEFT A VM [redacted] Customer has not been to dealer since concern on [redacted] Relay to customer that they can certainly bring it in and the dealership can examine the part <<< [redacted] 3 21 46 000PM entered by [redacted] Client [redacted] >>CALLED CUSTOMER I Advised Spoke to [redacted] at [redacted] Advised him of your concern [redacted] advised to bring the vehicle in for a diagnostic to examine the latch Customer States Upset that [redacted] n't get back to them [redacted] bring the vehicle to dealer [redacted] noted that he did call to document latch concern I Advised I have noted his concerns here at the [redacted] .

CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI SC V8 GAS AJ133
Transmission	AUTO [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	4 [redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	adhesive/sealer failure/missing
Commodity	body-locks/latches-power locks/rke-	Symptom	administrative cost
Commodity	body-locks/latches-power locks/rke-	Symptom	appearance-blistered/bubbled/peeling
Commodity	body-locks/latches-power locks/rke-	Symptom	burned out
Commodity	body-locks/latches-power locks/rke-	Symptom	circuit-open
Commodity	body-locks/latches-power locks/rke-	Symptom	comfort issue
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-cracked/fractured/split
Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	frozen/seized
Commodity	body-locks/latches-power locks/rke-	Symptom	function-closes-will not stay up/open
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	high effort
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	leak-water leak/entry
Commodity	body-locks/latches-power locks/rke-	Symptom	loose
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-engine-hot
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-shift reverse
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	overheat
Commodity	body-locks/latches-power locks/rke-	Symptom	part-missing part
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-similar failures on other vehicles mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Commodity	body-locks/latches-power locks/rke-	Symptom	vibration/pulsation
Commodity	body-locks/latches-power locks/rke-	Symptom	voltage/current-out of range
Significant Event		Verified	Y

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	04-May-2015
Version Series Code		Load Date	21 -May-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0189
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER DUBLIN
Non Causal Part Prefix-Base-Suffix		Dealer City	DUBLIN
Non Causal Part Numbers		Dealer State/Province	OH
Fault Code	401	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6147174829
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	

Technician Comment	<<<[redacted] entered by [redacted] Management/Client Server>>>SENT EMAIL TO [redacted]. I ADVISED [redacted] <(><<)>[redacted] ([redacted]) to [redacted] Hello [redacted], I just spoke to Ms. [redacted]. She described the concern with her seats to me. She also stated she has a light illuminated for the air bag on the vehicle. She stated she has an appointment for [redacted]. Ms. [redacted] thinks that there is some underlying electrical problem with the vehicle that is causing the electrical concerns she's experiencing. She asked if any additional diagnostics can be performed. I advised her that I would have to speak to you prior to anything being done if it could be done. Ms. [redacted] then also requested a trade/swap out of the vehicle possibly because of the concerns she's having. Until she brings her vehicle in, there's not much I can do regarding this. I'll bring it to the attention of [redacted] and advise him of her request. I did tell her that we don't normally trade or swap vehicles out, and that our responsibility is to repair the vehicle under the terms of the warranty. Let me know of any updates, or what you think. Thanks. <<<[redacted] entered by [redacted] Management/Client Server>>>SENT AMM [redacted] AN EMAIL, IT STATES [redacted] <(><<)>[redacted] ([redacted]) to [redacted] Good Morning [redacted], I'm emailing you due to the request Ms. [redacted] made regarding her vehicle. Her info is [redacted] VIN [redacted] [redacted] [redacted] [redacted] [redacted] Retailer [redacted] [redacted] Ms. [redacted] requested her vehicle be traded out because as she stated, she's had too many concerns with her vehicle. Ms. [redacted] had concerns with her door latches not locking and the blind spot monitors faulting back in [redacted] Those concerns were repaired and resolved at [redacted]. Ms. [redacted] now has a concern where her front seats will not adjust forward or backwards that she brought to my attention [redacted]. She states that she believes there is an underlying electrical concern that is causing her concerns. Ms. [redacted] currently has the vehicle in her possession, but is scheduled for an appointment at [redacted] on [redacted]. In speaking to [redacted] he will work to repair the vehicle as he previously has. I wanted to advise you of her request as per our protocol here. Thank You. <<<[redacted] entered by [redacted] Management/Client Server>>>RECEIVED EMAIL FROM [redacted] [redacted] [redacted] ([redacted]) to me Good morning" She's scheduled to come in [redacted], and I was doing a little homework on this vehicle and wanted to get some notes entered in the system. When I pulled her service history on [redacted] there was no history of the first service, and when I ran the claimed ops, there is a gap from [redacted] to the first time we worked with her at [redacted] in service history and visits to the dealer. I wouldn't think to much on it, BUT, she said she always get a loaner vehicle from her dealer (meaning [redacted]), and there's no such claims on [redacted] That and she drove just [redacted] between [redacted] and [redacted]. Not particularly related to the upcoming concerns, but worth documenting. I'm not certain why she hasnt been going back to [redacted] either, but to be fair, Im more then happy to take her money. I'll update you [redacted] after we diagnose her seat and srs issues, but wanted to make sure you had all of this information first hand. <<<[redacted] entered by [redacted] [redacted] Management/Client Server>>>SENT [redacted] AN EMAIL, I ADVISED [redacted] <(><<)>[redacted] [redacted] ([redacted]) to [redacted] Hello [redacted], What's the diagnosis on Ms. [redacted]'s vehicle this time around I appreciate you bringing that service/ mileage gap to my attention. Thanks. <<<[redacted] entered by [redacted] [redacted] Management/Client Server>>>EMAIL CORRESPONDENCE BETWEEN MYSELF AND [redacted] [redacted] [redacted] to me Not a problem" I was just on the phone w [redacted] and brought him into it. I believe that she'll be [redacted] to [redacted] at time of service based on her normal driving habits. If she wants to trade towards a new vehicle, Im sure we can work with her, but as you know and Im assuming she knows, its not key for key, it would be value of current off of replacement. If she wants a better deal, as Ive told her several times she's better off going back to [redacted] where this all started. Ill let you know when she comes in what the diag is, and will need to obtain goodwill approval unless we find it was her doing (as we found that the cracks in her dash were from a scented oil disc that leaked down onto the dash). <<<[redacted] [redacted] entered by [redacted] [redacted] Management/Client Server>>>EMAIL CORRESPONDENCE BETWEEN MYSELF AND [redacted] <(><<)>[redacted] [redacted] ([redacted]) to [redacted] She said that her front seats didn't adjust. Was that the case or was there anything else Thanks. [redacted] [redacted] ([redacted]) to me a. seats wont adjust (we havent attempted to move the seats yet) b. srs lamp on intermittently (not currently on at time of drop off) c. left wiper doesnt come up to replace (this is normal, has to be put in service position) <<<[redacted] [redacted] entered by [redacted] [redacted] Management/Client Server>>>EMAIL CORRESPONDENCE BETWEEN MYSELF AND [redacted] [redacted] <(><<)>[redacted] [redacted] ([redacted]) to [redacted] Hello [redacted], Any updates as to the repairs on Ms. [redacted]'s vehicle Thanks" [redacted] <(><<)>[redacted] [redacted] ([redacted]) to me Waiting for a seat module to arrive. Part should arrive [redacted] Kind of thrown a curve when she had safe lite show to replace her windshield ... lost a whole day <<<[redacted] [redacted] entered by [redacted] [redacted] Management/Client Server>>>EMAIL CORRESPONDENCE FROM [redacted] [redacted] [redacted] ([redacted]) to me Vehicle is complete, scanned vehicle. [redacted] had no communication. tested fuses all fuses good at this time. ordered [redacted]. Drivers seat not mobile, had to run jumper leads to seat motor to move seat position to access mounting bolts. when this was done the seat could be removed for access to [redacted]. replaced [redacted] and attempted programming. [redacted]ming unsuccessful. retested for power and ground on all connections. all good except for logic circuit. tested connectors [redacted] [redacted], [redacted] [redacted], and rear junction box connector [redacted]. did find intermittent open circuit on [redacted] at rear junction box. secured terminals and

retested with original DSM. seats inop with unit. replaced and programmed new DSM. [redacted] function properly at this time. Customer also got trade in value from our sales dept. Current mileage [redacted] <<<[redacted] [redacted] entered by [redacted]/Client Server>>>CUSTOMER CALLED, SHE ADVISED Vehicle locks are performing fine now since they were repaired. Mechanically the vehicle is fine. She is now having a concern where the front seats are not adjusting [redacted] are all the way forward and cannot adjust Her sons are [redacted] and can't use the front seats Believes that there may be wiring or other electrical problems causing these faults. Wants to know if additional tests can be done with the electrical systems to try to find the problem. Has a CEL on the air bag, hopes it's not a safety concern. Concerned that this will be an ongoing problem, unhappy that she's had so many problems over her first year. Requests possible trade/swap out of vehicle Same vehicle would be ideal I Advised Will need to speak to [redacted] to see about seat concern Will need to also speak to him about the possibility of additional diagnostics into electrical systems. CEL with air bag may be a faulty air bag indeed, or it may be a faulty sensor that needs fixing. Unsure until the vehicle is diagnosed since CEL's are vague. [redacted]'s responsibility is to repair the vehicle under the terms of the warranty Will bring your request for trade/swap to the attention of my internal parties Cannot guarantee anything at this point Will contact you back in [redacted]. <<<[redacted] [redacted] entered by [redacted]/Client Server>>>RECEIVED VM FROM [redacted] [redacted] AT [redacted]. IT STATES [redacted] [redacted] ([redacted]) to me Good morning" Ms. [redacted] emailed me last night that she's now experiencing seat problems, where neither front seat is moving with the power function. She requested that I update you on this new condition. We haven't nailed down an appt date yet, but I'm looking to get her in the week after this coming (our current schedule is pretty backed up, and in all honesty, [redacted] we provide a loaner, and [redacted] she comes back [redacted] after her vehicle is complete, traditionally with low fuel in the loaner, so we've learned to schedule the loaner for [redacted] when she comes in, which makes scheduling a little tricky..."). Please email me when you have time, but she is requesting a phone call from you when available. Thank you, <<<[redacted] [redacted] entered by [redacted]/Client Server>>>ISSUE Customer States Purchased vehicle in [redacted] Since [redacted] it's been having reoccurring issues Driver's door and rear driver's door will lock before it closes Cannot close the door because the lock hits the vehicle frame That alerts transmission that door is open and car does not drive past [redacted] this concern has happened Occurred on [redacted], customer contacted [redacted] [redacted] did not dispatch because they beleived it was a non mechanical concern Customer had to get vehicle towed; out of her pocket expense. Locking mechanism has been replaced in doors. Since it's been replaced, concern has occurred [redacted] Other concern; when in reverse, left mirrors go up, right goes down Vehicle's left driver dash is peeling No wheel locks when purchased new; had to buy her own Wind shield wipes won't lift up, they only lift [redacted] or so There was a rattle in the door that was fixed [redacted] the coolant level monitor faulted; vehicle thinks its overheating. A/C blows hot air as a result Vehicle inspected; coolant level ok. No faults Vehicle has [redacted] Purchased, almost fully paid off from [redacted] at [redacted] [redacted] near [redacted]. [redacted] knows her Has service appointment for brakes [redacted]. Loves the vehicle and brand Owned a [redacted], never had problems. Traded vehicle in. REQUEST Customer Requests Trade/Swap of vehicle ADVISED I Advised Will look into concern Will contact you in [redacted] <<<[redacted] entered by [redacted]/Client Server>>>CUSTOMER CALLED, SHE ADVISED Returning your call I Advised I want to confirm that you have your vehicle back from the retailer and that it is operating as intended. I was advised by [redacted] that a DSM module was replaced in the vehicle and it tested OK. As far as your request for [redacted] [redacted] to trade or swap you out of your vehicle, it has been reviewed here and we are not in a position to trade you out from [redacted] Corporate. We have very strict parameters if and when we do that, and at this point any trade in of the vehicle would be with you and the retailer. Customer States Yes, I picked my vehicle up [redacted] and it is working just fine. Being that I am out of warranty, what is the process now if I do have another concern with my vehicle Accepts the decision for the trade/swap from [redacted] I Advised Being that you are technically out of warranty at this point, all additional repairs would be customer pay. You can certainly call us if you do have a recurring concern with your vehicle. We do look at every situation individually, so I cannot advise whether or not we can assist in the future. Customer States Thank you for your time and assistance. I Advised Enjoy your vehicle, thank you for your time. <<<[redacted] [redacted] entered by [redacted]/Client Server>>>EMAIL CORRESPONDENCE WITH [redacted] [redacted] [redacted] [redacted] ([redacted]) to me [redacted] ran as goodwill since she was [redacted] over warranty <<<[redacted] [redacted] entered by [redacted]/Client Server>>>EMAIL CORRESPONDENCE BETWEEN MYSELF AND [redacted] [redacted] [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to [redacted] Thanks for the update [redacted]. Was there a cost associated with the door latch replacement and software upgrade [redacted] [redacted] [redacted] ([redacted]) to me [redacted] ran as goodwill since she was [redacted] over warranty [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to [redacted] Thank you very much [redacted]. I appreciate your time and assistance with this" <<<[redacted] [redacted] [redacted] entered by [redacted]/Client Server>>>RECEIVED EMAIL FROM [redacted] [redacted]. HE ADVISED [redacted] [redacted] ([redacted]) to me She did" Its all done, we replaced the right front door latch, replaced her front and rear brakes per her approval, and detailed the vehicle per her request. We also updated the software for the blind spot monitor. She should

be picking up [redacted]. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>SENT SM [redacted] AN EMAIL, IT STATES [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to [redacted] Hello [redacted], I'm just checking to see if Ms. [redacted], [redacted], brought her vehicle in [redacted] for diagnosis. I've called on [redacted] and [redacted] but I understand that [redacted] and [redacted] can be busy at the dealership. Please advise of the status of the vehicle. Thanks" [redacted] Customer Relationship Center Representative <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED [redacted], LEFT A VM FOR SM [redacted]. I ADVISED Calling again in regards to Mrs. [redacted] Calling to see if vehicle was brought in and if it was, what the diagnosis is I will be emailing you if that may be easier to communicate Call or email me back to advise <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED [redacted], LEFT VM WITH SM [redacted]. I ADVISED Calling to see if Ms. [redacted] brought her vehicle in for diagnosis Call or email me back to advise <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>EMAIL CORRESPONDENCE WITH SM [redacted] [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to [redacted] Hello [redacted], I have not been able to contact Ms. [redacted]. I see she's out of warranty now at [redacted]. Did she pick her car up and what was the cost Thanks. [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to me She did. We ran for goodwill and let her know it would be very difficult to run any further warranty coverage without contacting crc and going thru the motions on the new process. All she paid for was a detail service. She spoke with sales [redacted] about trading in to my understanding as well. <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED CUSTOMER, LEFT VM. I ADVISED Calling in regards to your case. Call me back to discuss. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>SENT CUSTOMER NO CONTACT EMAIL. EMAIL STATES [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to libby2ny [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] Dear Ms. [redacted], Thank you for contacting [redacted]. I am sorry that you have concerns with your [redacted] [redacted]. I have tried to contact you by phone but have been unsuccessful. I certainly would like to discuss this issue with you. Please feel free to contact me at [redacted], [redacted], [redacted] [redacted]. Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. Please be advised responses to this email will not be monitored. Sincerely, [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>SENT SM [redacted] AN EMAIL, I ADVISED [redacted] <(><<)>[redacted] [redacted] ([redacted]) to [redacted] Hello [redacted], What's the diagnosis on Ms. [redacted]'s vehicle this time around I appreciate you bringing that service/mileage gap to my attention. Thanks. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>SENT CUSTOMER NO CONTACT EMAIL. EMAIL STATES [redacted] <(><<)>[redacted] [redacted]> [redacted] ([redacted]) to libby2ny [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] Dear Ms. [redacted], Thank you for contacting [redacted]. I am sorry that you have concerns with your [redacted] [redacted]. I have tried to contact you by phone but have been unsuccessful. I certainly would like to discuss this issue with you. Please feel free to contact me at [redacted], [redacted], [redacted] [redacted]. Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. Please be advised responses to this email will not be monitored. Sincerely, [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>RECEIVED VM FROM SM [redacted] AT [redacted]. IT STATES [redacted] [redacted] ([redacted]) to me Good morning" Ms. [redacted] emailed me last night that she's now experiencing seat problems, where neither front seat is moving with the power function. She requested that I update you on this new condition. We haven't nailed down an appt date yet, but I'm looking to get her in the week after this coming (our current schedule is pretty backed up, and in all honesty, [redacted] we provide a loaner, and [redacted] she comes back 3 4 [redacted] after her vehicle is complete, traditionally with low fuel in the loaner, so we've learned to schedule the loaner for [redacted] when she comes in, which makes scheduling a little tricky..."). Please email me when you have time, but she is requesting a phone call from you when available. Thank you, <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED CUSTOMER, LEFT VOICEMAIL. I ADVISED Calling in regards to your case [redacted] from [redacted] advised that you were picking your vehicle up He did advise me that there was no charge for the work performed on the door Calling to ensure that everything is working properly Call me back to advise <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED CUSTOMER, LEFT VM. I ADVISED Calling in regards to your case Was advised by [redacted] that your vehicle was recently repaired Was advised that you'd be picking vehicle up Calling to see if vehicle was picked up and if it is performing as intended Call me back to advise. <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] [redacted] Federal Emission Warranty [redacted] [redacted] Paint Warranty [redacted] [redacted] Standard Factory Warranty [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>AS PER [redacted] LAND [redacted] [redacted] [redacted] [redacted] Cd LR Repr Date [redacted] DIST(Mile) [redacted] Cust Comments CUSTOMER STATES DRIVER SIDE DOOR LATCH LOCKS ON ITS OWN, ADVISE, DOOR MOTOR DOES NOT MAKE ANY SOUND WHEN OPERATING (PARKED SPOT 214) Tech Comments REPLACED LEFT FRONT

DOOR LATCH. Drivers door would not latch. removed drivers door panel, cables and latch assembly to investigate.latch will not close into locked position. replaced latch assemblyand reinstalled removed components. tested door functions, door operates normally at this time. Per customer and manager request, inspect all door latches for similar faults, all remaining doors ope [redacted] ROVER [redacted] Repr Date [redacted] DIST([redacted] Cust Comments CUSTOMER STATES RATTLE FROM PASS SIDE FRONT LOWER SECTION OF DOOR,NOTICABLE AT HIGH SPEEDS, STATES RATTLE FROM OUTSIDE Tech Comments REPAIRED RIGHT FRONT DOOR RATTLE. Heard rattling noise from rightfront door. Removed door panel to access interior of door. removedwindow regulator and door latch to access and secure impact beam.adhesive needed to be applied to beam as it was loose and rattling. reinstalled door latch and window regulator as well as door panel. road tested vehicle after repair. no unusual noises heard after [redacted] ROVER [redacted] Repr Date [redacted] DIST([redacted] Cust Comments DURING INSPECTION, TECH NOTED COOLANT LEVEL LOW Tech Comments REPLACED LEAKING WATER PUMP. Found coolant level low. pressure tested system and found water pump leaking. replaced water pump and refilled clloing system. pressure tested system again, no leaks andsystem operates as normal at this time. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED [redacted], LEFT VM FOR [redacted]. I ADVISED Customer name and VIN Customer states multiple concerns Door locks, side mirrors, coolant Vehicle has [redacted] Calling to confirm diagnosis of vehicle Call me back to discuss <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>[redacted] CALLED, HE ADVISED Has only seen vehicle [redacted] in his shop Only [redacted] has he seen door lock concerns Customer missed [redacted] in [redacted] customer came in was to check for recalls because selling dealer was too busy. Door lock concerns have been seen in driver's and passenger's front doors. Customer had lavender oil scented oil dispenser on dashboard It leaked, causing the dashboard to bubble and crack Oil leaked all the way down to the carpets, through the back of the firewall as well. Customer has appointment for [redacted] Will diagnose concerns then I ADVISED Will contact customer to make sure she comes in for service Will call you back to advise of our conversation <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED CUSTOMER, LEFT VM. I ADVISED Calling in regards to your case Confirmed with [redacted] at [redacted] that you have service appointment Vehicle will be examined for concerns when its brought in Call me back to discuss <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED CUSTOMER, LEFT VM. I ADVISED Calling to confirm that you are still going in for appointment [redacted] did advise that your appointment is scheduled for [redacted] Call me back to confirm <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED [redacted], LEFT A VM FOR [redacted]. I ADVISED Calling in regards to customer [redacted], VIN. I had left her a voicemail [redacted] to confirm she was bringing her vehicle in. She never returned my call. I'm calling to see if vehicle was brought in. Calling to see what diagnosis is. Call me back to advise. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED [redacted], LEFT VM WITH [redacted]. I ADVISED Calling to see if Ms. [redacted] brought her vehicle in for diagnosis Call or email me back to advise <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED [redacted], LEFT A VM FOR [redacted]. I ADVISED Calling again in regards to Mrs. [redacted] Calling to see if vehicle was brought in and if it was, what the diagnosis is I will be emailing you if that may be easier to communicate Call or email me back to advise <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>SENT [redacted] AN EMAIL, IT STATES [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to [redacted] Hello [redacted], I'm just checking to see if Ms. [redacted], VIN [redacted], brought her vehicle in this [redacted] for diagnosis. I've called on [redacted] and [redacted] but I understand that [redacted] and [redacted] can be busy at the dealership. Please advise of the status of the vehicle. Thanks" [redacted] Customer Relationship Center Representative <<<[redacted] 000PM entered by [redacted] User [redacted] Management/Client Server>>>RECEIVED EMAIL FROM [redacted]. HE ADVISED [redacted] ([redacted]) to me She did" Its all done, we replaced the right front door latch, replaced her front and rear brakes per her approval, and detailed the vehicle per her request. We also updated the software for the blind spot monitor. She should be picking up [redacted]. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>EMAIL CORRESPONDENCE BETWEEN MYSELF AND [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to [redacted] Thanks for the update [redacted]. Was there a cost associated with the door latch replacement and software upgrade [redacted] ([redacted]) to me [redacted] ran as goodwill since she was [redacted] over warranty [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to [redacted] Thank you very much [redacted]. I appreciate your time and assistance with this" <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>EMAIL CORRESPONDENCE WITH [redacted]. [redacted] ([redacted]) to me [redacted] ran as goodwill since she was [redacted] over warranty <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CUSTOMER CALLED, SHE ADVISED Returning your call I Advised I want to confirm that you have your vehicle back from the retailer and that it is operating as intended. I was advised by [redacted] that a DSM module was replaced in the vehicle and it tested OK. As far as your request for [redacted] to trade or swap you out of your vehicle, it has been reviewed here and we are not in a position to trade you out from [redacted] Corporate.

We have very strict parameters if and when we do that, and at this point any trade in of the vehicle would be with you and the retailer. Customer States Yes, I picked my vehicle up [redacted] and it is working just fine. Being that I am out of warranty, what is the process now if I do have another concern with my vehicle Accepts the decision for the trade/swap from [redacted] I Advised Being that you are technically out of warranty at this point, all additional repairs would be customer pay. You can certainly call us if you do have a recurring concern with your vehicle. We do look at every situation individually, so I cannot advise whether or not we can assist in the future. Customer States Thank you for your time and assistance. I Advised Enjoy your vehicle, thank you for your time. <<<[redacted] entered by [redacted] Management/Client Server>>>Customer called to speak with [redacted] I advised He's on the phone assisting another customer. Would she like his vm Customer Advised Yes. Transferred to [redacted]'s vm. <<<[redacted] entered by [redacted] Management/Client Server>>>CALLED [redacted], LEFT A VM FOR [redacted]. I ADVISED Calling in regards to customer [redacted], VIN. I had left her a voicemail [redacted] to confirm she was bringing her vehicle in. She never returned my call. I'm calling to see if vehicle was brought in. Calling to see what diagnosis is. Call me back to advise. <<<[redacted] entered by [redacted] Management/Client Server>>>CALLED CUSTOMER, LEFT VM. I ADVISED Calling to confirm that you are still going in for appointment [redacted] did advise that your appointment is scheduled for [redacted] Call me back to confirm <<<[redacted] entered by [redacted] Management/Client Server>>>CALLED CUSTOMER, LEFT VM. I ADVISED Calling in regards to your case Confirmed with [redacted] at [redacted] that you have service appointment Vehicle will be examined for concerns when its brought in Call me back to discuss <<<[redacted] entered by [redacted] Management/Client Server>>>EMAIL CORRESPONDENCE BETWEEN MYSELF AND [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to [redacted] Hello [redacted], Any updates as to the repairs on Ms. [redacted]'s vehicle Thanks" [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to me Waiting for a seat module to arrive. Part should arrive [redacted] Kind of thrown a curve when she had safe lite show to replace her windshield ... lost a whole day <<<[redacted] 000PM entered by [redacted] Management/Client Server>>>EMAIL CORRESPONDENCE BETWEEN MYSELF AND [redacted] [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to [redacted] She said that her front seats didn't adjust. Was that the case or was there anything else Thanks. [redacted] [redacted] ([redacted]) to me a. seats wont adjust (we havent attempted to move the seats yet) b. srs lamp on intermittently (not currently on at time of drop off) c. left wiper doesnt come up to replace (this is normal, has to be put in service position) <<<[redacted] 000PM entered by [redacted] Management/Client Server>>>EMAIL CORRESPONDENCE BETWEEN MYSELF AND [redacted] [redacted] [redacted] to me Not a problem" I was just on the phone w [redacted] and brought him into it. I believe that she'll be [redacted] to [redacted] at time of service based on her normal driving habits. If she wants to trade towards a new vehicle, Im sure we can work with her, but as you know and Im assuming she knows, its not key for key, it would be value of current off of replacement. If she wants a better deal, as Ive told her several times she's better off going back to [redacted] where this all started. Ill let you know when she comes in what the diag is, and will need to obtain goodwill approval unless we find it was her doing (as we found that the cracks in her dash were from a scented oil disc that leaked down onto the dash). <<<[redacted] entered by [redacted] Management/Client Server>>>CUSTOMER CALLED, SHE ADVISED Vehicle locks are performing fine now since they were repaired. Mechanically the vehicle is fine. She is now having a concern where the front seats are not adjusting [redacted] are all the way forward and cannot adjust Her sons are [redacted] and can't use the front seats Believes that there may be wiring or other electrical problems causing these faults. Wants to know if additional tests can be done with the electrical systems to try to find the problem. Has a CEL on the air bag, hopes it's not a safety concern. Concerned that this will be an ongoing problem, unhappy that she's had so many problems over her first [redacted] Requests possible trade/swap out of vehicle Same vehicle would be ideal I Advised Will need to speak to [redacted] to see about seat concern Will need to also speak to him about the possibility of additional diagnostics into electrical systems. CEL with air bag may be a faulty air bag indeed, or it may be a faulty sensor that needs fixing. Unsure until the vehicle is diagnosed since CEL's are vague. LR's responsibility is to repair the vehicle under the terms of the warranty Will bring your request for trade/swap to the attention of my internal parties Cannot guarantee anything at this point Will contact you back in [redacted]. <<<[redacted] [redacted] entered by [redacted] Management/Client Server>>>SENT EMAIL TO [redacted]. I ADVISED [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to [redacted] Hello [redacted], I just spoke to Ms. [redacted]. She described the concern with her seats to me. She also stated she has a light illuminated for the air bag on the vehicle. She stated she has an appointment for [redacted]. Ms. [redacted] thinks that there is some underlying electrical problem with the vehicle that is causing the electrical concerns she's experiencing. She asked if any additional diagnostics can be performed. I advised her that I would have to speak to you prior to anything being done if it could be done. Ms. [redacted] then also requested a trade/swap out of the vehicle possibly because of the concerns she's having. Until she brings her vehicle in, there's not much I can do regarding this. I'll bring it to the attention of [redacted] and advise him of her request. I did tell her that we don't normally trade or swap vehicles out, and that our responsibility is to repair the vehicle under the terms of the warranty. Let me know of any updates, or what

you think. Thanks. <<< entered by Management/Client Server>>>SENT AMM AN EMAIL, IT STATES <(><<)> ( ) to Good Morning , I'm emailing you due to the request Ms. made regarding her vehicle. Her info is VIN Retailer Ms. requested her vehicle be traded out because as she stated, she's had too many concerns with her vehicle. Ms. had concerns with her door latches not locking and the blind spot monitors faulting back in Those concerns were repaired and resolved at . Ms. now has a concern where her front seats will not adjust forward or backwards that she brought to my attention . She states that she believes there is an underlying electrical concern that is causing her concerns. Ms. currently has the vehicle in her possession, but is scheduled for an appointment at on . In speaking to he will work to repair the vehicle as he previously has. I wanted to advise you of her request as per our protocol here. Thank You. <<< entered by Management/Client Server>>>RECEIVED EMAIL FROM ( ) to me Good morning" She's scheduled to come in , and I was doing a little homework on this vehicle and wanted to get some notes entered in the system. When I pulled her service history on there was no history of the first service, and when I ran the claimed ops, there is a gap from to the first time we worked with her at in service history and visits to the dealer. I wouldn't think to much on it, BUT, she said she always get a loaner vehicle from her dealer (meaning), and there's no such claims on That and she drove just between and . Not particularly related to the upcoming concerns, but worth documenting. I'm not certain why she hasnt been going back to either, but to be fair, Im more then happy to take her money. I'll update you after we diagnose her seat and srs issues, but wanted to make sure you had all of this information first hand. <<< entered by Management/Client Server>>>EMAIL CORRESPONDENCE FROM ( ) to me Vehicle is complete, scanned vehicle. had no communication. tested fuses all fuses good at this time. ordered . Drivers seat not mobile, had to run jumper leads to seat motor to move seat position to access mounting bolts. when this was done the seat could be removed for access to . replaced and attempted programming. ming unsuccessful. retested for power and ground on all connections. all good except for logic circuit. tested connectors terminal , terminal 8, and rear junction box connector . did find intermittent open circuit on at rear junction box. secured terminals and retested with original . seats inop with unit. replaced and programmed new . function properly at this time. Customer also got trade in value from our sales dept. Current mileage <<< 000PM entered by Management/Client Server>>>EMAIL CORRESPONDENCE WITH <(><<)> ( ) to Hello , I have not been able to contact Ms. . I see she's out of warranty now at . Did she pick her car up and what was the cost Thanks. <(><<)> ( ) to me She did. We ran for goodwill and let her know it would be very difficult to run any further warranty coverage without contacting crc and going thru the motions on the new process. All she paid for was a detail service. She spoke with sales about trading in to my understanding as well. <<< entered by Management/Client Server>>> <(><<)> ( ) to Thank you very much . I appreciate your time and assistance with this" <<< entered by Management/Client Server>>> CALLED, HE ADVISED Has only seen vehicle in his shop Only has he seen door lock concerns Customer missed in customer came in was to check for recalls because selling dealer was too busy. Door lock concerns have been seen in driver's and passenger's front doors. Customer had lavender oil scented oil dispenser on dashboard It leaked, causing the dashboard to bubble and crack Oil leaked all the way down to the carpets, through the back of the firewall as well. Customer has appointment for Will diagnose concerns then I ADVISED Will contact customer to make sure she comes in for service Will call you back to advise of our conversation <<< entered by Management/Client Server>>>CALLED , LEFT VM FOR . I ADVISED Customer name and VIN Customer states multiple concerns Door locks, side mirrors, coolant Vehicle has Calling to confirm diagnosis of vehicle Call me back to discuss <<< entered by Management/Client Server>>>AS PER Reg Repr Date DIST (Mile) Cust Comments CUSTOMER STATES DRIVER SIDE DOOR LATCH LOCKS ON ITS OWN, ADVISE, DOOR MOTOR DOES NOT MAKE ANY SOUND WHEN OPERATING (PARKED SPOT) Tech Comments REPLACED LEFT FRONT DOOR LATCH. Drivers door would not latch. removed drivers door panel, cables and latch assembly to investigate.latch will not close into locked position. replaced latch assemblyand reinstalled removed components. tested door functions, door operates normally at this time. Per customer and manager request, inspect all door latches for similar faults, all remaining doors ope Reg Repr Date DIST(Cust Comments CUSTOMER STATES RATTLE FROM PASS SIDE FRONT LOWER SECTION OF DOOR,NOTICABLE AT HIGH SPEEDS, STATES RATTLE FROM OUTSIDE Tech Comments REPAIRED RIGHT FRONT DOOR RATTLE. Heard rattling noise from rightfront door. Removed door panel to access interior of door. removedwindow regulator and door latch to access and secure impact beam.adhesive needed

to be applied to beam as it was loose and rattling. reinstalled door latch and window regulator as well as door panel. road tested vehicle after repair. no unusual noises heard after LAND ROVER [redacted] Reg Cd [redacted] Repr Date [redacted] DIST([redacted] Cust Comments DURING INSPECTION, TECH NOTED COOLANT LEVEL LOW Tech Comments REPLACED LEAKING WATER PUMP. Found coolant level low. pressure tested system and found water pump leaking. replaced water pump and refilled clloing system. pressure tested system again, no leaks andsystem operates as normal at this time. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>ISSUE Customer States Purchased vehicle in [redacted] Since [redacted] it's been having reoccurring issues Driver's door and rear driver's door will lock before it closes Cannot close the door because the lock hits the vehicle frame That alerts transmission that door is open and car does not drive past [redacted] this concern has happened Occurred on [redacted], customer contacted [redacted] did not dispatch because they beleived it was a non mechanical concern Customer had to get vehicle towed; out of her pocket expense. Locking mechanism has been replaced in doors. Since it's been replaced, concern has occurred [redacted] Other concern; when in reverse, left mirrors go up, right goes down Vehicle's left driver dash is peeling No wheel locks when purchased new; had to buy her own Wind shield wipes won't lift up, they only lift [redacted] or so There was a rattle in the door that was fixed [redacted] the coolant level monitor faulted; vehicle thinks its overheating. A/C blows hot air as a result Vehicle inspected; coolant level ok. No faults Vehicle has [redacted] Purchased, almost fully paid off from [redacted] at [redacted] near [redacted]. [redacted] knows her Has service appointment for brakes [redacted]. Loves the vehicle and brand Owned a [redacted], never had problems. Traded vehicle in. REQUEST Customer Requests Trade/Swap of vehicle ADVISED I Advised Will look into concern Will contact you in [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>[redacted] <(><<)>[redacted]> [redacted] ([redacted]) to [redacted] Thank you very much [redacted]. I appreciate your time and assistance with this" <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED CUSTOMER, LEFT VM. I ADVISED Calling in regards to your case Was advised by [redacted] that your vehicle was recently repaired Was advised that you'd be picking vehicle up Calling to see if vehicle was picked up and if it is performing as intended Call me back to advise. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED CUSTOMER, LEFT VOICEMAIL. I ADVISED Calling in regards to your case [redacted] from [redacted] advised that you were picking your vehicle up He did advise me that there was no charge for the work performed on the door Calling to ensure that everything is working properly Call me back to advise <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>Customer called to speak with [redacted] I advised He's on the phone assisting another customer. Would she like his vm Customer Advised Yes. Transferred to [redacted]'s vm. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED CUSTOMER, LEFT VM. I ADVISED Calling in regards to your case. Call me back to discuss.

CQIS Recommendations

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] GDI SC V6 GAS
Transmission	AUTO 8 [redacted] ZF [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted] L494
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of [redacted] for the [redacted] Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

ECI Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	damage-bent/buckled/kinked
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-terminal/connector
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	loose
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-trunk
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	unlocked metal terminal/push out
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	09-Jun-2015
Version Series Code		Load Date	10 -Jun-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0383
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER RENO
Non Causal Part Prefix-Base-Suffix		Dealer City	RENO
Non Causal Part Numbers		Dealer State/Province	NV
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7753324000
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

[redacted]nician Comment	<<<[redacted] entered by [redacted] [redacted]/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance [redacted] Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the [redacted] using the Closure Requested Tab within the [redacted]. completing all the applicable fields. Is the [redacted] functioning correctly Attach a current session to the [redacted]. <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/ Representative>>>[redacted] Case ID [redacted] [redacted]nician Name [redacted] VIN [redacted] Model [redacted] [redacted] 2015 Country [redacted] Customer Concern driver's door soft close not working. all other doors functioning normally. Detail Diagnosis verified complaint. performed code read and found no codes stored. verified latch would move freely thru all [redacted]. verified that soft close connector near spare tire was latched during pdi. removed door panel and verified cinch motor connector was latched. verified power and ground to motor. checked continuity between latch and motor finding no faults. verified motor was working by placing it in passenger door. verified door module was working by putting it in passengers door. got voltage reading of passenger door cinch motor at pawl and claw signal inputs(after replacing correct module and motor) and compared [redacted] voltage and change of state to driver's door and found drivers side had correct voltage but no change of state thus cinch motor was never signaled to start soft close. suspected door latch micro switch. r/r latch with no change. attempted to update bcm figuring issue is software related having ruled out latch, motor, and wiring. received failure message at last step of programming. retried [redacted] with no success. Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road Yes <<<[redacted] [redacted] entered by [redacted] [redacted]/Representative>>>Owner changed from Not Set to [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>bcm is online with no fault codes. performed successful network integrity test. checked software level was most current version. only fault/failure that I have seen is on the last step of checking software level it says, accessory on (power mode 4) time test failed. It then says that if it fails a [redacted] it will need to be investigated but gives no direction. I am unsure of what the accessory on test is doing so I don' t know how to investigate further. <<<[redacted] entered by [redacted] [redacted]/Representative>>>If you can turn on the ignition and operate accessories in the vehicle, I wouldn't be concern about the test. Attached a word doc explaining [redacted] if you don't already have it. Does the driver's door lock status LED illuminate Check [redacted]. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Thanks for the info. I should have been more specific when I said I verified the latch would move freely thru all positions, as I was refering to that bulletin. I also did a search and looked through all bulletins and ssms that mentioned soft close. The lock status LED and central locking are all functioning normally. <<<[redacted] entered by [redacted] [redacted]/Representative>>>Go over the connector in the trunk behind the rear trim panel for backed out or bent pins. There maybe another connector to the right side. <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Changed report status to 'Investigating' <<<[redacted] 000PM entered by [redacted] From [redacted] or [redacted]/Representative>>>If you are refering to c33_t1 I verified that it was connected properly as stated before. I did also check voltage by back probing on [redacted] of the connector and found it the same (battery) on [redacted]. If you were refering to another connector, can you provide me the number Looking at the wiring diagram the next connection is at [redacted] at the drivers a pillar/door. <<<[redacted] [redacted] entered by [redacted] [redacted]/Representative>>>[redacted] Was a dongle used to PDI the vehicle . If so try SDD and see if the softcloase works if not then check for B+ at [redacted]. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/ Representative>>>Changed report status to 'Investigating' <<<[redacted] entered by [redacted] From [redacted] or [redacted]/ Representative>>>SDD was used for original PDI. I also put vechicle back into transport mode and ran PDI again with no change. B+ is present at [redacted] with [redacted] on and key off. <<<[redacted] entered by [redacted] [redacted]/Representative>>>You stated that you had no pawl signal. If you check at the latch itself do you have the all the correct signals from the micro switches . If you have the door open and you use a screw drivers to turn the pawl to the first latch position does the motor run and pull it the rest of the way closed When you swapped the motor did you take the cable with it . <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Changed report status to 'Investigating' <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>While checking connector [redacted] found continuity between pins 4 and 5 would come and go based on how hard I was pressing on back probe. Tugged on wires one at a time and pin 4 for claw signal came out. Bent out tabs on pin after verifying it was damage free and reinstalled. Found soft close function to now work. Reassembled and verified all functions working normally now. <<<[redacted] entered by [redacted] [redacted]/ Representative>>>Request to close T/A vehicle repaired.
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted] [redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model [redacted]	2015	Engine Description	[redacted] DOHC GDI SC V6 GAS
Transmission	AUTO 8 [redacted] TRANS ([redacted]	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Jun-2015
Version Series Code		Load Date	23 -Jun-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0209
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER HINSDALE
Non Causal Part Prefix-Base-Suffix		Dealer City	HINSDALE
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6303259955
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>i followed ssm [redacted] i replaced door latch . please close case r seluga [redacted] Respond to Helpdesk <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>i followed ssm [redacted] i replaced door latch . please close case <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Changed report status to 'Waiting for tooling' <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Changed report status to 'Waiting for customer / vehicle' <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Changed report status to 'Waiting for parts' <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Urgent Message From The [redacted] Technical HelpLine We have not received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance TA Request with your findings within the [redacted]. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Please follow directions in [redacted] <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] Technician Name [redacted] VIN [redacted] Model [redacted] Country [redacted] Customer Concern left rear door will not latch Detail Diagnosis i checked left rear door , yep it doesnt latch . i know about recall [redacted], no other info is avaible on topix for that . what sould i do Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Exterior Rear LH Condition Corrupted Modification No Vehicle Off Road Yes
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	12-Dec-2013	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	10-Feb-2014
Build Country Code		Transmission Serial Number	
Mileage	15504	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	excessive closing force
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	22-Jun-2015
Version Series Code		Load Date	23 -Jun-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0191
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER MERRIAM
Non Causal Part Prefix-Base-Suffix		Dealer City	MERRIAM
Non Causal Part Numbers		Dealer State/Province	KS
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9136777650
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Jun 23 2015 3 46 53 247AM entered by [redacted] From TA or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] Technician Name [redacted] VIN [redacted] Model [redacted] Year [redacted] Country [redacted] Customer Concern LF DOOR WILL NOT CLOSE. DOOR LATCH NOT LATCHING. Detail Diagnosis VEHICLE IS IN VIN RANGE FOR [redacted] BUT SOFTWARE UPDATE IS NOT AVAILABLE YET. SHOULD I REPLACE THE LATCH Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road No <<<[redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Please follow the steps outlined in [redacted] <<<[redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Changed report status to 'Waiting for parts' <<<[redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>will perform steps outlined in [redacted] <<<[redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>will perform steps outlined in [redacted] d sawy10 [redacted] Close Request
CQIS Recommendations	

Tire Information

Tire Manufacturer	PIRELLI TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	04-Apr-2014	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	02-May-2014
Build Country Code		Transmission Serial Number	
Mileage	12584	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	excessive closing force
Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	23-Jun-2015
Version Series Code		Load Date	24 -Jun-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0289
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER DES MOINES
Non Causal Part Prefix-Base-Suffix		Dealer City	DES MOINES
Non Causal Part Numbers		Dealer State/Province	IA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5152708800
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] 3 49 34 047AM entered by [redacted] From TA or [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted] ician Name [redacted] VIN [redacted] Model [redacted] [redacted] [redacted] Country [redacted] Customer Concern customer states that the passenger front door wont close. Detail Diagnosis verified concern. door latch does not lock into latched position. campaign [redacted] has no supporting documentation at this time. shall i proceed with normal diagnostics or is a known fix available for this concern thank you. [redacted] Dealer Difficulty Reported Customer Symptom Door difficult to close Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road Yes <<< [redacted] entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to [redacted] <<< [redacted] entered by [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted] nical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Make sure the RF door stricker is adjusted correctly so that [redacted] are activated when the stricker hit the center of the latch. They can be monitored on datalogger. <<< [redacted] 000PM entered by [redacted] From TA or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>internal door latch not locking latch into place. replaced latch. operation normal. <<< [redacted] entered by [redacted] Hotline/Representative>>>internal door latch not locking latch into place. replaced latch. operation normal. j grav22 [redacted] Close Request
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	30-Apr-2014	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Jun-2014
Build Country Code		Transmission Serial Number	
Mileage	13931	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	loose
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-Jun-2015
Version Series Code		Load Date	25 -Jun-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0604
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER DARIEN
Non Causal Part Prefix-Base-Suffix		Dealer City	DARIEN
Non Causal Part Numbers		Dealer State/Province	CT
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	2036558811
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted]ician Name [redacted] VIN [redacted] Model [redacted] Year [redacted] Country [redacted] Customer Concern Front passenger door unlocked and opened while the car was being driven. Detail Diagnosis Dealer Difficulty I was just given this car by my supervisor. He told me not to do anything with the vehicle until I was given instruction from TA. [redacted] is open on this vehicle with no fix available yet. Please advise. Reported Customer Symptom Door operating handle user input loose or adrift Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road Yes <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>We have not received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<< [redacted] 55 [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Replaced RF door latch. m calla3 [redacted] Close Request <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Replaced RF door latch. <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Kept report status 'Investigating' <<<Jul 1 2015 [redacted] 38 [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Kept report status 'Investigating' <<< [redacted] entered by [redacted] From [redacted] E Report [redacted] Hotline/Representative>>>Changed report status to 'Investigating' <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>We have not received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<< [redacted] entered by [redacted] From [redacted] [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance TA Request with your findings within the next [redacted]. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Please refer to [redacted] for repair at this time. <<< [redacted] [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Owner changed from Not Set to vamato
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2013	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	12-Nov-2012	Retail Sale Indicator Code	

Plant Description	[redacted] ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	excessive closing force
Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-shuts off
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	26-Jun-2015
Version Series Code		Load Date	27-Jun-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0159
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER CHERRY HILL
Non Causal Part Prefix-Base-Suffix		Dealer City	CHERRY HILL
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8566632800
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] 27 [redacted] entered by [redacted] From [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] Technician Name [redacted] VIN SALGS2WF4EA139140 Model Range Rover V6 [redacted] Country [redacted] Customer Concern the driver door will not close Detail Diagnosis the driver door will not latch. ddw shows [redacted]. there is no instruction attactched to recall. how do i go about repairing this vehicle Dealer Difficulty Reported Customer Symptom Door difficult to close Suspected Causal Part Check Strap Door Condition Not operating Modification No Vehicle Off Road Yes <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>i will refer to [redacted] as directed. thank you [redacted] Close Reques <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>i will refer to [redacted] as directed. thank you <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Please refer to [redacted]
CQIS Recommendations	

Tire Information

Tire Manufacturer	CONTINENTAL TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	S[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	18-Sep-2013	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	30-Oct-2013
Build Country Code		Transmission Serial Number	
Mileage	21023	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	excessive closing force
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	29-Jun-2015
Version Series Code		Load Date	30 -Jun-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0352
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER PEORIA
Non Causal Part Prefix-Base-Suffix		Dealer City	PEORIA
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3096906100
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] 30 2015 3 48 51 360AM entered by [redacted] From [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] Technician Name [redacted] Model [redacted] Country [redacted] Customer Concern customer states that the left front door will not latch closed. Detail Diagnosis verified customer concern. found recall [redacted] for this concern but no information available yet. is there anything we can do other than replacing the latch at this time Dealer Difficulty Reported Customer Symptom Door difficult to close Suspected Causal Part Latch Door Exterior Front LH Condition Unknown Modification No Vehicle Off Road Yes <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Please refer to [redacted] <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>replacing latch <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>replacing latch j [redacted] Close Request
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	13-Mar-2014	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	18-May-2014
Build Country Code		Transmission Serial Number	
Mileage	12559	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Jul-2015
Version Series Code		Load Date	04 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0169
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER WEST CHESTER
Non Causal Part Prefix-Base-Suffix		Dealer City	WEST CHESTER
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6104360600
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] by [redacted] From TA or [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] Technician Name [redacted] VIN [redacted] Model Range Rover Sport V8 SC [redacted] Country [redacted] Customer Concern customer states driver door opened while driving and will not close Detail Diagnosis verified concern driver front door will not latch closed. inspected door latch found it stuck in open position. vehicle does have open recall [redacted] for this concern. Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road Yes <<< [redacted] 000AM entered by [redacted] From TA or [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Please refer to [redacted] <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>REPLACED DOOR LATCH OK AT THIS TIME <<<Jul 6 2015 [redacted] 000AM entered by [redacted] From [redacted] Hotline/Representative>>>Please request closure of the TA <<< [redacted] 000AM entered by [redacted] From [redacted] Hotline/Representative>>>REPLACED DOOR LATCH OK AT THIS TIME <<< [redacted] 50 26 000AM entered by [redacted] From [redacted] Hotline/Representative>>>REPLACED DOOR LATCH OK AT THIS TIME m palit3 [redacted] Close Request
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	25-Feb-2014	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	26-Mar-2014
Build Country Code		Transmission Serial Number	
Mileage	29359	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Significant Event		Verified	N

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	01-Jul-2015
Version Series Code		Load Date	07 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0318
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NORWOOD
Non Causal Part Prefix-Base-Suffix		Dealer City	NORWOOD
Non Causal Part Numbers		Dealer State/Province	MA
Fault Code	401	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7816199000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Jul [redacted] 33 000PM entered by [redacted] Use [redacted] >>>Vehicle is a [redacted] Range Rover Sport <<< [redacted] 2 2015 [redacted] 55 [redacted] entered by [redacted] >>LEFT VOICEMAIL FOR SM SAM Customer does not have VIN, left name, my contact info <<< [redacted] entered by [redacted] >>RECEIVED VOICEMAIL FROM SM SAM VIN IS [redacted] Latch concern is recall [redacted] He has been in touch with [redacted], last contact was [redacted] <<< [redacted] 000PM entered by [redacted] >>CASE [redacted] PREVIOUSLY OPENED O [redacted] WITH TPATE <<< [redacted] 2015 [redacted] entered by [redacted] >>CALLED AND SPOKE TO CUSTOMER Advised that [redacted] will be handling prior case with [redacted] <<<Jul 1 2015 [redacted] entered by [redacted] Client Server>>>ISSUE Customer states She does not have her VIN Vehicle is at [redacted] door has latching concern Dealership gave her a copy of NOTIFICATION OF SAFETY RECALL [redacted] VEHICLE DOOR MAY NOT LATCH SERVICE BULLETIN [redacted] NO. [redacted] RECALL MARKE [redacted] A She is concerned that dealership may not be able to fix and return the vehicle before [redacted] REQUEST Customer requests Fix date ADVISED I advised I will research her request May take [redacted] Provided case number and my contact information <<< [redacted] entered by [redacted] >>Vehicle is a [redacted] <<< [redacted] entered by [redacted] >>LEFT VOICEMAIL FOR SM SAM Customer does not have VIN, left name, my contact info <<< [redacted] entered by [redacted] >>RECEIVED VOICEMAIL FROM SM SAM VIN IS [redacted] Latch concern is recall [redacted] He has been in touch with [redacted], last contact was July 1 <<< [redacted] 1 40 [redacted] entered by [redacted] >>CASE [redacted] PREVIOUSLY OPENED ON [redacted] WITH TPATE <<< [redacted] entered by [redacted] >>CALLED AND SPOKE TO CUSTOMER Advised that [redacted] will be handling prior case with [redacted] <<<Jul 1 2015 [redacted] entered by [redacted] >>ISSUE Customer states She does not have her VIN Vehicle is at [redacted] door has latching concern Dealership gave her a copy of NOTIFICATION OF SAFETY RECALL [redacted] VEHICLE DOOR MAY NOT LATCH SERVICE BULLETIN [redacted] NO. [redacted] RECALL MARKET [redacted] She is concerned that dealership may not be able to fix and return the vehicle before [redacted] REQUEST Customer requests Fix date ADVISED I advised I will research her request May take [redacted] Provided case number and my contact information
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	23-Sep-2014	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	15-Oct-2014
Build Country Code		Transmission Serial Number	

Mileage	[redacted]
Vehicle Restraint Code	

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	voltage/current-no electrical power
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Jul-2015
Version Series Code		Load Date	09 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0157
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER INDIANAPOLIS
Non Causal Part Prefix-Base-Suffix		Dealer City	INDIANAPOLIS
Non Causal Part Numbers		Dealer State/Province	IN
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3178487447
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<[redacted] entered by [redacted] Hotline/Representative>>>Closure accepted. <<<Jul 8 2015 11 27 12 000AM entered by [redacted] Hotline/Representative>>>request to close T/A <<<[redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>We will have to hold vehicle untill update is available. Thanks. <<<[redacted] 000AM entered by [redacted] Hotline/Representative>>>There is no current work around for this the software should be out on the next patch no ETA as of yet. <<<[redacted] 000AM entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to [redacted] <<<[redacted] by [redacted] From TA or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] [redacted]nician Name [redacted] VIN [redacted] Model [redacted] Country [redacted] Customer Concern Drivers door will not latch closed. Detail Diagnosis Verified door will not latch. Vehicle came in [redacted] with this issue. Was able to reset drivers door by removing fuse [redacted] in [redacted] Condition returned [redacted] and owner is very upset. Is ther a work around untill the software for campaign [redacted]8 is avaliable Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Exterior Front LH Condition Corrupted Modification No Vehicle Off Road Yes <<<[redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Performed software update to KVM per campaign [redacted]. This did not correct the door latch concern. Drivers door latch stays in open position. I have ordered a replacement latch assy. <<<[redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Commodity changed from Body & Trim to Electrical <<<[redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Replaced faulty latch and verified proper operation. <<<[redacted] entered by [redacted] Hotline/Representative>>>If you perform a software update on the KVM now, with patch 4 installed, and it states update not available, software is at the latest level, then you will need to diagnose the faulty latch. <<<[redacted] 1 54 41 000PM entered by [redacted] From TA or [redacted] Hotline/Representative>>>The update was performed by another technician as I was out of town [redacted]. The session file from [redacted] is now attached. <<<[redacted] entered by [redacted] Hotline/Representative>>>Provide the session folder where KVM software was updated. <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>Owner changed from Not Set to mmaskal1
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	29-Nov-2013	Retail Sale Indicator Code	

Plant Description	[redacted] ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	circuit-open
Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-codes found
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	13-Jul-2015
Version Series Code		Load Date	14 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0302
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER FOX VALLEY
Non Causal Part Prefix-Base-Suffix		Dealer City	APPLETON
Non Causal Part Numbers		Dealer State/Province	WI
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9209685600
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Jul 14 2015 3 50 28 913AM entered by [redacted] From [redacted] or [redacted] /Representative>>> [redacted] Case ID [redacted] [redacted] ician Name [redacted] VIN [redacted] Model [redacted] [redacted] Country [redacted] Customer Concern guest states that the passenger rear door will not latch. also the drivers rear door will not open. [redacted] problems are intermittant Detail Diagnosis Dealer Difficulty scannde with sdd. found fault code [redacted] in the rfa module. right rear latch clutch switch. everything is operating correctly at this time. seen vehichle had [redacted] recall but no documentation available. wondering if there is a future repair that will be needing to be performed. Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Exterior Rear RH Condition Unknown Modification No Vehicle Off Road Yes DTCs not recognized in CATS [redacted] 23 <<< [redacted] entered by [redacted] /Representative>>>Owner changed from Not Set to [redacted] <<< [redacted] entered by [redacted] /Representative>>>the [redacted] is for a software download that is not available yet.If the latch has faulted and is replaced it could still fail to latch till the download is also done but not likely as the new latches are more robust. <<< [redacted] entered by [redacted] From [redacted] or [redacted] /Representative>>>So should I replace the rear latches at this point or shall we wait for software. <<< [redacted] 000PM entered by [redacted] /Representative>>>Replace any latch that has failed. <<< [redacted] entered by [redacted] From [redacted] [redacted] /Representative>>>I have replaced [redacted] rear door latches per the customer concern. I drove the vehichle and had no further issues. vehichle is being released back to guest <<< [redacted] entered by [redacted] /Representative>>>Ok just submit the close request so I can close the T/A. <<< [redacted] entered by [redacted] From [redacted] [redacted] /Representative>>>replacde [redacted] rear door latches <<< [redacted] entered by [redacted] /Representative>>>request to close T/A vehicle repaired.
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	20-Feb-2014	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	02-May-2014
Build Country Code		Transmission Serial Number	
Mileage	16434	Vehicle Axle Ratio	

[redacted] [redacted] Code

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] [redacted] All Rights Reserved.

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	[redacted]	CATS

Commodity Assignment

Commodity	body-exterior-exterior trim/moldings-	Symptom	administrative cost
Commodity	body-exterior-exterior trim/moldings-	Symptom	damage
Commodity	body-exterior-exterior trim/moldings-	Symptom	field service action
Commodity	body-exterior-exterior trim/moldings-	Symptom	function-malfunction/inoperative
Commodity	body-exterior-exterior trim/moldings-	Symptom	loose
Commodity	body-exterior-exterior trim/moldings-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-location-at a pillar
Commodity	body-exterior-exterior trim/moldings-	Symptom	nvh-noisy operation
Commodity	body-exterior-exterior trim/moldings-	Symptom	repair-prior repair mentioned
Commodity	body-exterior-exterior trim/moldings-	Symptom	separation
Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-exterior-paint-	Symptom	mod-pre delivery
Commodity	body-exterior-paint-paint bumper	Symptom	administrative cost
Commodity	body-exterior-paint-paint bumper	Symptom	damage
Commodity	body-exterior-paint-paint bumper	Symptom	field service action
Commodity	body-exterior-paint-paint bumper	Symptom	loose
Commodity	body-exterior-paint-paint bumper	Symptom	mod-driving condition-while driving
Commodity	body-exterior-paint-paint bumper	Symptom	mod-intermittent/random
Commodity	body-exterior-paint-paint bumper	Symptom	mod-location-roof
Commodity	body-exterior-paint-paint bumper	Symptom	repair-prior repair mentioned
Commodity	body-exterior-paint-paint bumper	Symptom	repair-similar failures on other vehicles mentioned
Commodity	body-exterior-paint-paint door	Symptom	damage
Commodity	body-exterior-paint-paint door	Symptom	field service action
Commodity	body-exterior-paint-paint door	Symptom	mod-driving condition-while driving
Commodity	body-exterior-paint-paint door	Symptom	mod-indicator light/warning chime on
Commodity	body-exterior-paint-paint door	Symptom	mod-intermittent/random
Commodity	body-exterior-paint-paint door	Symptom	mod-location-roof
Commodity	body-exterior-paint-paint door	Symptom	repair-similar failures on other vehicles mentioned
Commodity	body-exterior-paint-paint moldings/trim	Symptom	administrative cost
Commodity	body-exterior-paint-paint moldings/trim	Symptom	damage
Commodity	body-exterior-paint-paint moldings/trim	Symptom	field service action
Commodity	body-exterior-paint-paint moldings/trim	Symptom	loose
Commodity	body-exterior-paint-paint moldings/trim	Symptom	mod-location-at a pillar
Commodity	body-exterior-paint-paint moldings/trim	Symptom	repair-prior repair mentioned
Commodity	body-exterior-paint-paint roof	Symptom	appearance-scratches/nicks
Commodity	body-exterior-paint-paint roof	Symptom	damage
Commodity	body-exterior-paint-paint roof	Symptom	field service action
Commodity	body-exterior-paint-paint roof	Symptom	loose
Commodity	body-exterior-paint-paint roof	Symptom	mod-driving condition-while driving
Commodity	body-exterior-paint-paint roof	Symptom	mod-intermittent/random
Commodity	body-exterior-paint-paint roof	Symptom	mod-location-roof
Commodity	body-exterior-paint-paint roof	Symptom	repair-similar failures on other vehicles mentioned
Commodity	body-glass-windshield-	Symptom	appearance-scratches/nicks
Commodity	body-glass-windshield-	Symptom	damage-cut/torn/frayed
Commodity	body-glass-windshield-	Symptom	field service action
Commodity	body-glass-windshield-	Symptom	function-malfunction/inoperative
Commodity	body-glass-windshield-	Symptom	mod-driving condition-while driving
Commodity	body-glass-windshield-	Symptom	mod-indicator light/warning chime on
Commodity	body-glass-windshield-	Symptom	mod-weather-hot
Commodity	body-interior-headlining-	Symptom	damage
Commodity	body-interior-headlining-	Symptom	field service action
Commodity	body-interior-headlining-	Symptom	mod-location-interior
Commodity	body-interior-instrument panel/console/glove box-	Symptom	administrative cost
Commodity	body-interior-instrument panel/console/glove box-	Symptom	appearance-scratches/nicks
Commodity	body-interior-instrument panel/console/glove box-	Symptom	circuit-open
Commodity	body-interior-instrument panel/console/glove box-	Symptom	field service action
Commodity	body-interior-instrument panel/console/glove box-	Symptom	function-malfunction/inoperative
Commodity	body-interior-instrument panel/console/glove box-	Symptom	leak-water leak/entry
Commodity	body-interior-instrument panel/console/glove box-	Symptom	loose
Commodity	body-interior-instrument panel/console/glove box-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-interior-instrument panel/console/glove box-	Symptom	mod-codes found
Commodity	body-interior-instrument panel/console/glove box-	Symptom	mod-driving condition-at cruise
Commodity	body-interior-instrument panel/console/glove box-	Symptom	mod-driving condition-while driving
Commodity	body-interior-instrument panel/console/glove box-	Symptom	mod-location-interior
Commodity	body-interior-instrument panel/console/glove box-	Symptom	part-missing part
Commodity	body-interior-instrument panel/console/glove box-	Symptom	separation
Commodity	body-interior-instrument panel/console/glove box-	Symptom	voltage/current-out of range
Commodity	body-interior-interior trim/panels-	Symptom	administrative cost
Commodity	body-interior-interior trim/panels-	Symptom	damage
Commodity	body-interior-interior trim/panels-	Symptom	field service action

Commodity	body-interior-interior trim/panels-	Symptom	function-malfunction/inoperative
Commodity	body-interior-interior trim/panels-	Symptom	loose
Commodity	body-interior-interior trim/panels-	Symptom	mod-location-at a pillar
Commodity	body-interior-interior trim/panels-	Symptom	nvh-noisy operation
Commodity	body-interior-interior trim/panels-	Symptom	repair-prior repair mentioned
Commodity	body-interior-interior trim/panels-	Symptom	separation
Commodity	body-locks/latches—	Symptom	damage
Commodity	body-locks/latches—	Symptom	field service action
Commodity	body-locks/latches—	Symptom	improper assembly
Commodity	body-locks/latches—	Symptom	latching-does not release/open
Commodity	body-locks/latches—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches—	Symptom	mod-pre delivery
Commodity	body-locks/latches—	Symptom	sticks/binds/grabs
Commodity	body-locks/latches-door-door front	Symptom	field service action
Commodity	body-locks/latches-door-door front	Symptom	latching-does not latch/close
Commodity	body-locks/latches-door-door front	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	administrative cost
Commodity	body-locks/latches-power locks/rke-	Symptom	appearance-scratches/nicks
Commodity	body-locks/latches-power locks/rke-	Symptom	circuit-open
Commodity	body-locks/latches-power locks/rke-	Symptom	damage
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-cut/torn/frayed
Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-child related
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-codes found
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-at d pillar
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-hot
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	part-missing part
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-restraints-airbags-	Symptom	appearance-scratches/nicks
Commodity	body-restraints-airbags-	Symptom	damage-cut/torn/frayed
Commodity	body-restraints-airbags-	Symptom	deployment-improper deployment
Commodity	body-restraints-airbags-	Symptom	deployment-no deployment
Commodity	body-restraints-airbags-	Symptom	field service action
Commodity	body-restraints-airbags-	Symptom	function-malfunction/inoperative
Commodity	body-restraints-airbags-	Symptom	mod-driving condition-while driving
Commodity	body-restraints-airbags-	Symptom	mod-indicator light/warning chime on
Commodity	body-restraints-airbags-	Symptom	mod-weather-hot
Commodity	body-restraints-airbags-passenger airbag	Symptom	field service action
Commodity	body-restraints-airbags-passenger airbag	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-bumpers-	Symptom	administrative cost
Commodity	body-structure/sheetmetal-bumpers-	Symptom	appearance-scratches/nicks
Commodity	body-structure/sheetmetal-bumpers-	Symptom	damage
Commodity	body-structure/sheetmetal-bumpers-	Symptom	damage-cut/torn/frayed
Commodity	body-structure/sheetmetal-bumpers-	Symptom	field service action
Commodity	body-structure/sheetmetal-bumpers-	Symptom	function-false activation/cycle/deploy
Commodity	body-structure/sheetmetal-bumpers-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-bumpers-	Symptom	loose
Commodity	body-structure/sheetmetal-bumpers-	Symptom	mod-child related
Commodity	body-structure/sheetmetal-bumpers-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-bumpers-	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-bumpers-	Symptom	mod-intermittent/random
Commodity	body-structure/sheetmetal-bumpers-	Symptom	mod-location-at a pillar
Commodity	body-structure/sheetmetal-bumpers-	Symptom	mod-location-roof
Commodity	body-structure/sheetmetal-bumpers-	Symptom	mod-weather-hot
Commodity	body-structure/sheetmetal-bumpers-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-bumpers-	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-bumpers-	Symptom	repair-similar failures on other vehicles mentioned
Commodity	body-structure/sheetmetal-bumpers-	Symptom	separation
Commodity	body-structure/sheetmetal-door-	Symptom	damage
Commodity	body-structure/sheetmetal-door-	Symptom	field service action
Commodity	body-structure/sheetmetal-door-	Symptom	function-false activation/cycle/deploy
Commodity	body-structure/sheetmetal-door-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-door-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-door-	Symptom	mod-intermittent/random
Commodity	body-structure/sheetmetal-door-	Symptom	mod-location-roof
Commodity	body-structure/sheetmetal-door-	Symptom	repair-similar failures on other vehicles mentioned
Commodity	body-structure/sheetmetal-door-	Symptom	separation
Commodity	body-structure/sheetmetal-door-door rear	Symptom	circuit-open
Commodity	body-structure/sheetmetal-door-door rear	Symptom	circuit-poor contact/poor ground
Commodity	body-structure/sheetmetal-door-door rear	Symptom	field service action
Commodity	body-structure/sheetmetal-door-door rear	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-door-door rear	Symptom	loose
Commodity	body-structure/sheetmetal-door-door rear	Symptom	not seated
Commodity	body-structure/sheetmetal-fenders-	Symptom	appearance-scratches/nicks
Commodity	body-structure/sheetmetal-fenders-	Symptom	damage
Commodity	body-structure/sheetmetal-fenders-	Symptom	field service action
Commodity	body-structure/sheetmetal-fenders-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-fenders-	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-fenders-	Symptom	mod-weather-cold

Commodity	body-structure/sheetmetal-fenders-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-roof-	Symptom	administrative cost
Commodity	body-structure/sheetmetal-roof-	Symptom	appearance-scratches/nicks
Commodity	body-structure/sheetmetal-roof-	Symptom	circuit-open
Commodity	body-structure/sheetmetal-roof-	Symptom	damage
Commodity	body-structure/sheetmetal-roof-	Symptom	field service action
Commodity	body-structure/sheetmetal-roof-	Symptom	function-false activation/cycle/deploy
Commodity	body-structure/sheetmetal-roof-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-roof-	Symptom	leak-water leak/entry
Commodity	body-structure/sheetmetal-roof-	Symptom	loose
Commodity	body-structure/sheetmetal-roof-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal-roof-	Symptom	mod-codes found
Commodity	body-structure/sheetmetal-roof-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-roof-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-roof-	Symptom	mod-intermittent/random
Commodity	body-structure/sheetmetal-roof-	Symptom	mod-location-interior
Commodity	body-structure/sheetmetal-roof-	Symptom	mod-location-roof
Commodity	body-structure/sheetmetal-roof-	Symptom	part-missing part
Commodity	body-structure/sheetmetal-roof-	Symptom	repair-similar failures on other vehicles mentioned
Commodity	body-structure/sheetmetal-roof-	Symptom	separation
Commodity	body-structure/sheetmetal-roof-	Symptom	voltage/current-out of range
Commodity	body-structure/sheetmetal-tailgate-	Symptom	administrative cost
Commodity	body-structure/sheetmetal-tailgate-	Symptom	appearance-scratches/nicks
Commodity	body-structure/sheetmetal-tailgate-	Symptom	circuit-open
Commodity	body-structure/sheetmetal-tailgate-	Symptom	field service action
Commodity	body-structure/sheetmetal-tailgate-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-tailgate-	Symptom	leak-water leak/entry
Commodity	body-structure/sheetmetal-tailgate-	Symptom	loose
Commodity	body-structure/sheetmetal-tailgate-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal-tailgate-	Symptom	mod-codes found
Commodity	body-structure/sheetmetal-tailgate-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-tailgate-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-tailgate-	Symptom	mod-location-interior
Commodity	body-structure/sheetmetal-tailgate-	Symptom	mod-location-roof
Commodity	body-structure/sheetmetal-tailgate-	Symptom	part-missing part
Commodity	body-structure/sheetmetal-tailgate-	Symptom	separation
Commodity	body-structure/sheetmetal-tailgate-	Symptom	voltage/current-out of range
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	drag
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	field service action
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-location-trunk
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	part-missing part
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	separation
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	administrative cost
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	appearance-scratches/nicks
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	field service action
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	leak-water leak/entry
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	loose
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	mod-codes found
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	part-missing part
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	separation
Commodity	chassis-steering—	Symptom	damage
Commodity	chassis-steering—	Symptom	field service action
Commodity	chassis-steering—	Symptom	function-malfunction/inoperative
Commodity	chassis-steering—	Symptom	mod-driving condition-while driving
Commodity	chassis-steering—	Symptom	mod-driving condition-while towing
Commodity	chassis-steering—	Symptom	mod-location-under vehicle
Commodity	chassis-steering—	Symptom	mod-weather-cold
Commodity	chassis-steering—	Symptom	nvh-noisy operation
Commodity	chassis-steering-steering linkage-	Symptom	administrative cost
Commodity	chassis-steering-steering linkage-	Symptom	appearance-scratches/nicks
Commodity	chassis-steering-steering linkage-	Symptom	damage
Commodity	chassis-steering-steering linkage-	Symptom	field service action
Commodity	chassis-steering-steering linkage-	Symptom	function-malfunction/inoperative
Commodity	chassis-steering-steering linkage-	Symptom	loose
Commodity	chassis-steering-steering linkage-	Symptom	mod-driving condition-while driving
Commodity	chassis-steering-steering linkage-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-steering-steering linkage-	Symptom	nvh-noisy operation
Commodity	chassis-steering-steering linkage-	Symptom	repair-prior repair mentioned
Commodity	chassis-steering-steering linkage-	Symptom	separation
Commodity	chassis-steering-steering linkage-	Symptom	weak/soft/sagged
Commodity	chassis-wheel assy-tire pressure monitoring system-	Symptom	circuit-open
Commodity	chassis-wheel assy-tire pressure monitoring system-	Symptom	damage
Commodity	chassis-wheel assy-tire pressure monitoring system-	Symptom	field service action
Commodity	chassis-wheel assy-tire pressure monitoring system-	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel assy-tire pressure monitoring system-	Symptom	mod-codes found
Commodity	chassis-wheel assy-tire pressure monitoring system-	Symptom	part-missing part
Commodity	chassis-wheel assy-tire pressure monitoring system-	Symptom	separation
Commodity	chassis-wheel assy-tires-	Symptom	field service action
Commodity	chassis-wheel assy-tires-	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel assy-tires-	Symptom	mod-codes found

Commodity	chassis-wheel assy-tires-	Symptom	part-missing part
Commodity	chassis-wheel assy-tires-	Symptom	pedal concerns-accelerator pedal
Commodity	electrical-accessories/entertainment—	Symptom	damage
Commodity	electrical-accessories/entertainment—	Symptom	field service action
Commodity	electrical-accessories/entertainment—	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment—	Symptom	improper assembly
Commodity	electrical-accessories/entertainment—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-accessories/entertainment—	Symptom	mod-driving condition-while driving
Commodity	electrical-accessories/entertainment—	Symptom	mod-pre delivery
Commodity	electrical-accessories/entertainment—	Symptom	nvh-noisy operation
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	administrative cost
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	appearance-scratches/nicks
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	circuit-open
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	damage
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	field service action
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	leak-water leak/entry
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	loose
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	mod-codes found
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	mod-driving condition-at cruise
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	mod-driving condition-while driving
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	mod-location-interior
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	part-missing part
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	separation
Commodity	electrical-accessories/entertainment-sound system-antenna	Symptom	voltage/current-out of range
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	administrative cost
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	appearance-scratches/nicks
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	damage
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	field service action
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	function-malfunction/inoperative
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	mod-child related
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	nvh-noisy operation
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	repair-prior repair mentioned
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	administrative cost
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	appearance-scratches/nicks
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	damage
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	field service action
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	function-malfunction/inoperative
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	mod-child related
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	mod-driving condition-while driving
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	mod-weather-cold
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	nvh-noisy operation
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	repair-prior repair mentioned
Commodity	electrical-start charge-starter-	Symptom	field service action
Commodity	electrical-wiring—	Symptom	administrative cost
Commodity	electrical-wiring—	Symptom	circuit-open
Commodity	electrical-wiring—	Symptom	damage
Commodity	electrical-wiring—	Symptom	field service action
Commodity	electrical-wiring—	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring—	Symptom	latching-does not release/open
Commodity	electrical-wiring—	Symptom	leak-water leak/entry
Commodity	electrical-wiring—	Symptom	loose
Commodity	electrical-wiring—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-wiring—	Symptom	mod-codes found
Commodity	electrical-wiring—	Symptom	mod-driving condition-at cruise
Commodity	electrical-wiring—	Symptom	mod-driving condition-while driving
Commodity	electrical-wiring—	Symptom	mod-location-at d pillar
Commodity	electrical-wiring—	Symptom	mod-location-interior
Commodity	electrical-wiring—	Symptom	mod-location-roof
Commodity	electrical-wiring—	Symptom	part-missing part
Commodity	electrical-wiring—	Symptom	pedal concerns-accelerator pedal
Commodity	electrical-wiring—	Symptom	separation
Commodity	electrical-wiring—	Symptom	voltage/current-out of range
Commodity	electrical-wiring-connectors-	Symptom	circuit-open
Commodity	electrical-wiring-connectors-	Symptom	circuit-poor contact/poor ground

Commodity	electrical-wiring-connectors-	Symptom	field service action
Commodity	electrical-wiring-connectors-	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring-connectors-	Symptom	loose
Commodity	electrical-wiring-connectors-	Symptom	not seated
Commodity	powertrain-engine—	Symptom	circuit-open
Commodity	powertrain-engine—	Symptom	damage
Commodity	powertrain-engine—	Symptom	field service action
Commodity	powertrain-engine—	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine—	Symptom	latching-does not release/open
Commodity	powertrain-engine—	Symptom	mod-codes found
Commodity	powertrain-engine—	Symptom	part-missing part
Commodity	powertrain-engine—	Symptom	pedal concerns-accelerator pedal
Commodity	powertrain-engine—	Symptom	separation
Commodity	powertrain-engine-electronic engine control-	Symptom	field service action
Commodity	powertrain-engine-electronic engine control-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	field service action
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	improper assembly
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-pre delivery
Commodity	powertrain-transmission—	Symptom	adhesive/sealer failure/missing
Commodity	powertrain-transmission—	Symptom	administrative cost
Commodity	powertrain-transmission—	Symptom	appearance-scratches/nicks
Commodity	powertrain-transmission—	Symptom	damage
Commodity	powertrain-transmission—	Symptom	engine rpm surge/flare
Commodity	powertrain-transmission—	Symptom	field service action
Commodity	powertrain-transmission—	Symptom	function-malfunction/inoperative
Commodity	powertrain-transmission—	Symptom	loose
Commodity	powertrain-transmission—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-transmission—	Symptom	mod-driving condition-while driving
Commodity	powertrain-transmission—	Symptom	mod-pre delivery
Commodity	powertrain-transmission—	Symptom	nvh-noisy operation
Commodity	powertrain-transmission—	Symptom	repair-prior repair mentioned
Commodity	powertrain-transmission—	Symptom	separation
Commodity	powertrain-transmission—	Symptom	sticks/binds/grabs
Commodity	unknown—	Symptom	adhesive/sealer failure/missing
Commodity	unknown—	Symptom	administrative cost
Commodity	unknown—	Symptom	appearance-scratches/nicks
Commodity	unknown—	Symptom	damage
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	latching-does not latch/close
Commodity	unknown—	Symptom	loose
Commodity	unknown—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	unknown—	Symptom	mod-driving condition-at cruise
Commodity	unknown—	Symptom	mod-driving condition-while driving
Commodity	unknown—	Symptom	mod-location-at a pillar
Commodity	unknown—	Symptom	mod-pre delivery
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	part-missing part
Commodity	unknown—	Symptom	repair-prior repair mentioned
Commodity	unknown—	Symptom	repair-similar failures on other vehicles mentioned
Commodity	unknown—	Symptom	separation
Commodity	unknown—	Symptom	sticks/binds/grabs
Commodity	unknown—	Symptom	weak/soft/sagged
Commodity	electrical-accessories/entertainment—	Symptom	damage
Commodity	electrical-accessories/entertainment—	Symptom	field service action
Commodity	electrical-accessories/entertainment—	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment—	Symptom	improper assembly
Commodity	electrical-accessories/entertainment—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-accessories/entertainment—	Symptom	nvh-noisy operation
Commodity	electrical-accessories/entertainment—	Symptom	damage
Commodity	electrical-accessories/entertainment—	Symptom	field service action
Commodity	electrical-accessories/entertainment—	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment—	Symptom	improper assembly
Commodity	electrical-accessories/entertainment—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-accessories/entertainment—	Symptom	nvh-noisy operation
Commodity	electrical-accessories/entertainment—	Symptom	mod-driving condition-while driving
Commodity	electrical-accessories/entertainment—	Symptom	mod-pre delivery
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	[redacted]	Tread Category Description	service brakes
Tread Category Code	[redacted]	Tread Category Description	engine and engine cooling
Tread Category Code	[redacted]	Tread Category Description	powertrain
Tread Category Code	[redacted]	Tread Category Description	electrical
Tread Category Code	[redacted]	Tread Category Description	exterior lighting
Tread Category Code	[redacted]	Tread Category Description	visibility
Tread Category Code	[redacted]	Tread Category Description	airbags
Tread Category Code	[redacted]	Tread Category Description	structure
Tread Category Code	[redacted]	Tread Category Description	latch
Tread Category Code	[redacted]	Tread Category Description	tires

Tread [redacted]	[redacted]	Tread Category Description	lane departure
Tread [redacted]	[redacted]	Tread Category Description	backover prevention system

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V [redacted] ([redacted])	
Source System [redacted] Type		Repair/Report/Paid Date	[redacted]
Version Series Code		Load Date	[redacted]
Causal Part Prefix- Base - Suffix	- -	Dealer Code	[redacted]
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER [redacted]
Non Causal Part Prefix-Base-Suffix		Dealer City	LITTLETON
Non Causal Part Numbers		Dealer State/Province	CO
Fault Code	[redacted]	Dealer Country	[redacted]
Diagonstic Trouble Code		Dealer Phone Number	[redacted]
Labor Operation Code		Attachment	N
Communication Type	null	[redacted] Component Description Code	

Customer Comment

Technician Comment

<<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] <(>&<)> [redacted] To [redacted] <(><<)>[redacted]> [redacted] [redacted] <(><<)>[redacted]> .Good afternoon [redacted], You would find our cases under the 'Vehicle Overview' just like any other [redacted] Case, I don't see any Executive Case for this VIN. I'd recommend handling as usual, confirm the vehicle is at an authorized [redacted] body repair facility for starters, if you have not already. Let me know if you have any other questions. Take care. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>PER DDW Warranty Cover Policy Expires Distance Deductible Corrosion Warranty [redacted] [redacted] Federal Emission Warranty [redacted] [redacted] Paint Warranty [redacted] [redacted] Standard Factory Warranty [redacted] [redacted] Open Field Service Actions Code FSA Message [redacted] FREE SERVICE [redacted] / [redacted] / [redacted] [redacted] [redacted] MIL ILLUMINATED [redacted] PASSENGER AIRBAG [redacted] VEHICLE DOOR WILL NOT LATCH <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>PER AWS No relevant claim history <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>LEFT VOICEMAIL FOR [redacted] LARRY My name, customer, vehicle, vin, my contact info, case number I need to gather some information <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>SENT BELOW TO [redacted] LARRY From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] VIN [redacted] To [redacted] Customer [redacted] [redacted] [redacted] VIN [redacted] Case [redacted] Hello [redacted] The above customer's wife [redacted] called in to the [redacted] regarding a part delay on this vehicle, which she states has been out of service since [redacted]. I need to gather some information to help me to understand her situation. Can you provide me with the following When did vehicle come in to dealership When to body shop When were repairs authorized If you know the part, part number, and order date that is currently behind the delay, I would also appreciate that information. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Executive Case [redacted] [redacted] To [redacted] [redacted] Good afternoon. I just received Mrs. [redacted] case from Dr. [redacted], our CEO, and will be handling the case moving forward. See below the email our Executive Team received [redacted] They are not happy. Do you have this vehicle currently If so, please hold it. Do not release it. Are there any photos of the outstanding damage Do we know the extent of the damage and what the vehicle needs Let me know. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] [redacted] <(><<)>[redacted]> Good afternoon Mrs. [redacted], [redacted] is still diagnosing at this time. Correct, there is some minor cosmetic damage however, I don't believe any of the damage would require that the vehicle go back to Action Collision. I do not know if we'll ever know what the vehicle was used for or why it was driven the additional mileage at this body shop. We are investigating that as well. Please let me continue working with [redacted] in the hopes to resolve this quickly for you. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] [redacted], [redacted] [redacted] | [redacted] [redacted] [redacted] [redacted] [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted] [redacted], [redacted] <(> <<)>[redacted]> wrote Thanks [redacted] for the update. According to the dealership, the car was returned with cosmetic damage as well. I haven't seen the car but that's what I was told. Also, the authorized [redacted] put [redacted] on my car so clearly not a test drive. Has anyone figured out what my car was used for Thanks again for your help. I pulled up this auto body shop on your corporate site [redacted] I really, really hope that you guys remove him as an authorized [redacted] to protect the consumer in [redacted]. This guy should be in jail, not fixing cars" [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] auto body shop [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted] The saga continues. Ms. [redacted]'s vehicle has finally been returned to the dealership by the auto body shop. It is not in perfect condition and her mileage was racked up. Per [redacted] [redacted] We received the vehicle last night, it has been dispatched into the shop but the inspection is not yet complete. My technician says he immediately has found several issues with the vehicle that will have to be diagnosed. Upon arrival, the vehicle had [redacted] on, smart key not found message, etc... There was exterior scratches on the right front fender and damage to the left front wheel. Per a call I received from [redacted] Vehicle was brought in with [redacted] Now has [redacted] of test driving He will advise his AMM Should I advise [redacted] or [redacted] became involved after he was made aware of some tweets by the customer, and he reached out to

[redacted] <<<[redacted] [redacted] entered by [redacted] Management/Client Server>>>RECEIVED CALL FROM [redacted] LARRY Vehicle was brought in with [redacted] Now has [redacted] of test driving He will advise his AMM I will find out if I should notify [redacted] <<<[redacted] entered by [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE [redacted] To [redacted] <(><<)>[redacted]> The owner of [redacted] was advised of the damage when he dropped it off. It's very minor but after [redacted] I would think it would be in great condition. I left [redacted] a voice mail earlier telling her we are going to have to keep the vehicle over the weekend. Thank you, <<<[redacted] entered by [redacted] Management/Client Server>>>Email from Social media department from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>[redacted]> cc [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, Global Customer Relations <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] [redacted] mailed by [redacted] Important mainly because of the people in the conversation. Hi [redacted] The customer has contacted us again on [redacted] saying that she has not been contacted. Are you able to let me know if you would like us to respond Many thanks [redacted] <<<[redacted] entered by [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted]> Hey [redacted] The body shop hasn't picked up their phone for me yet. I've left them voicemails, but I really need to call the customer. Do you know that something has definitely changed there I don't want to feed her a generic we're working on it if there's another option. <<<[redacted] entered by [redacted] [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] [redacted] Subject Re Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> [redacted] , Thanks for the heads up... [redacted] This saga continues. Can you help We really need an update on this customer's vehicle. <<<[redacted] [redacted] entered by [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted]> [redacted] [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> Hi [redacted] Not sure what I can do. They are owned and operated independently, so I cannot enforce anything. I spoke with them and they claimed it was being handled, outside of going to the shop personally, there is little oversight I have. I have provided my solution to our legal department, which was to tow away customers vehicles and remove them from the network. To my knowledge that is not something we can do at this time. [redacted] [redacted] Specialist, Customer Experience T [redacted] email [redacted] <<<[redacted] [redacted] entered by [redacted] Management/Client Server>>>Per [redacted] [redacted] advised him that [redacted] had accepted increased labor rate. <<<[redacted] entered by [redacted] Management/Client Server>>>CALLED ACTION COLLISION AND REACHED STEVE Insurance concerns have been resolved He will complete final detail and return vehicle to customer [redacted] <<<[redacted] [redacted] entered by [redacted] Management/Client Server>>>CALLED AND SPOKE TO CUSTOMER Advised that dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Licensing status of body shop is internal information, cannot comment Independently owned and operated franchises Manufacturer does not set labor rate Customer states she is disappointed and upset and states she will never buy another [redacted] but I may close her case <<<[redacted] entered by [redacted] Management/Client Server>>>NOTES PER DISCUSSION WITH SR Licensing status of body shop is internal information, cannot comment Independently owned and operated franchises Body shop does have the right to change labor rate. Manufacturer does not set labor rate Dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Free to contact [redacted] or engage lawyer as she sees fit, but we would encourage her to choose the option of dealing with her insurance company <<<[redacted] entered by [redacted] Management/Client Server>>>PER GOOGLE SEARCH INCLUDING STREET ADDRESS Address [redacted] Phone [redacted] <<<[redacted] entered by [redacted] Management/Client Server>>>SPOKE TO STEVE AT ACTION COLLISION Vehicle arrived at body shop on [redacted] [redacted] approved the work on [redacted] or 4 [redacted] of labor, [redacted] Work is nearly done, just located a trim panel for the headliner which should be in [redacted] Expects to be finished by the weekend Damage appeared to be only the right rear quarter panel However, when removed, internal structural damage was found which increased the scope of work considerably A [redacted] adjuster has been out to the shop several [redacted] to ensure that the work being done is necessary All work is being approved [redacted] will email me a copy of the work orders and photos including the internal damage <<<[redacted] entered by [redacted] [redacted] Management/Client Server>>>Next steps call customer on next aux <<<[redacted] entered by [redacted] Management/Client Server>>>Customer Posted on [redacted] Please see customer's complaint and details below [redacted] https

[redacted] <<<[redacted] 000PM entered by [redacted] [redacted] >>>From [redacted] <(><<)>[redacted] > Date [redacted] Subject Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted] > What exactly is the issue. Has the car been returned to the customer Is the body shop holding it hostage until they get paid from the insurance company I'm trying to understand the issue. . <<<[redacted] [redacted] entered by [redacted] [redacted] [redacted] >>>From [redacted] <(><<)>[redacted] > Date [redacted] Subject Re [redacted] [redacted] [redacted] To [redacted] <(><<)>[redacted] > Hello [redacted] Did [redacted] actually return the vehicle If they did, is inspection complete And what were the results Thanks, [redacted] <<<[redacted] entered by [redacted] [redacted] >>>From [redacted] <(><<)>[redacted] > Date [redacted] Subject RE [redacted] [redacted] To [redacted] <(><<)>[redacted] > Hi [redacted], We received the vehicle last night, it has been dispatched into the shop but the inspection is not yet complete. My technician says he immediately has found several issues with the vehicle that will have to be diagnosed. Upon arrival, the vehicle had [redacted] on, smart key not found message, etc... There was exterior scratches on the right front fender and damage to the left front wheel. I will keep you updated. Thank you, <<<[redacted] entered by [redacted] [redacted] >>>From [redacted] <(><<)>[redacted] > Date [redacted] Subject Re [redacted] [redacted] To [redacted] <(><<)>[redacted] > I can only imagine how you must feel, seeing the vehicle come in like that. Have you notified anyone of the vehicle's condition <<<[redacted] entered by [redacted] [redacted] >>>From [redacted] <(><<)>[redacted] > Date [redacted] Subject RE [redacted] [redacted] To [redacted] <(><<)>[redacted] > The owner of [redacted] was advised of the damage when he dropped it off. It's very minor but after [redacted] I would think it would be in great condition. I left [redacted] a voice mail earlier telling her we are going to have to keep the vehicle over the weekend. Thank you, <<<[redacted] entered by [redacted] [redacted] [redacted] >>>RECEIVED CALL FROM [redacted] LARRY Vehicle was brought in with [redacted] Now has [redacted] of test driving He will advise his AMM I will find out if I should notify [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted] >>>From [redacted] <(><<)>[redacted] > Date [redacted] Subject [redacted] auto body shop [redacted] To [redacted] [redacted] <(><<)>[redacted] > Hi [redacted] The saga continues. Ms. [redacted]'s vehicle has finally been returned to the dealership by the auto body shop. It is not in perfect condition and her mileage was racked up. Per [redacted] We received the vehicle last night, it has been dispatched into the shop but the inspection is not yet complete. My technician says he immediately has found several issues with the vehicle that will have to be diagnosed. Upon arrival, the vehicle had [redacted] on, smart key not found message, etc... There was exterior scratches on the right front fender and damage to the left front wheel. Per a call I received from [redacted] Vehicle was brought in with [redacted] Now has [redacted] of test driving He will advise his AMM Should I advise [redacted] or [redacted] became involved after he was made aware of some tweets by the customer, and he reached out to [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted] >>>RECEIVED CALL FROM CUSTOMER I advised [redacted] had brought me up to speed I apologized I advised I will research what I can do She states she wants [redacted] off [redacted] She states she ran a background check and found that [redacted] of [redacted] is a felon with multiple [redacted] I asked if she had leased or financed her vehicle She states she purchased outright I advised I am certain [redacted] will see the vehicle put right and I will find out what else I can do <<<[redacted] [redacted] entered by [redacted] [redacted] >>>From [redacted] <(><<)>[redacted] > Date [redacted] Subject Re [redacted] auto body shop [redacted] To [redacted] <(><<)>[redacted] > Hello [redacted], Indeed I feel that [redacted] and [redacted] should know the latest. The scratches and the excessive mileage are most concerning. If there are mechanical issues, I am sure the dealer will repair. Regards, <<<[redacted] [redacted] entered by [redacted] [redacted] >>>From [redacted] <(><<)>[redacted] > Date [redacted] Subject Fwd [redacted] auto body shop [redacted] To [redacted] <(><<)>[redacted] > Hi [redacted] Can I come see you [redacted] to catch you up on the latest regarding [redacted], the auto body customer from [redacted] with the [redacted] account The vehicle was returned to the dealership in less than desirable condition by the auto body shop, and Ms. [redacted] is an avid user of social media. [redacted] <<<[redacted] entered by [redacted] [redacted] >>>From [redacted] <(><<)>[redacted] > Date [redacted] Subject Re [redacted] auto body shop [redacted] To [redacted] <(><<)>[redacted] > [redacted] <(><<)>[redacted] > [redacted], Legal is asking for evidence of these [redacted]. Can we get pictures of the damage and also, [redacted]'s showing mileage difference [redacted] [redacted] Specialist, Customer Experience T [redacted] email [redacted] <<<[redacted] 000PM entered by [redacted] [redacted]/Client

Server>>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re [redacted] auto body shop [redacted] To [redacted] <(><<)> [redacted] > [redacted] <(><<)> [redacted] >, [redacted] <(><<) > [redacted] > I will reach out to the dealership and ask [redacted] for those. <<< [redacted] 000PM entered by [redacted] [redacted] /Client Server>>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re [redacted] [redacted] To [redacted] <(><<)> [redacted] > Hi [redacted] Do you have photos of the vehicle damage and ROs showing the mileage difference that you could send me They will help to address our concerns with Action Collision. Thanks" [redacted] [redacted] Office [redacted] Registered Office [redacted] Registered in [redacted] No [redacted] Confidentiality Note This electronic message contains information that may be confidential, legally privileged or otherwise protected from disclosure. This information is intended for the use of the addressee only. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, printing or any other use of, or any action in reliance on, the contents of this electronic message is strictly prohibited. If you have received this communication in error, please notify the sender and destroy the original message. Forwarded message From [redacted] <(><<)> [redacted] > Date [redacted] Subject My horrible, very bad, no good [redacted] experience To [redacted], [redacted], [redacted] [redacted] Dear Board Members, I was in a minor car accident on [redacted] with my brand new [redacted]. It had a total of [redacted] and was in mint condition. The driver rear ended me at [redacted] and damaged the rear tail light significantly. I describe the impact like being in a bumper car. No [redacted] was hurt. The car went into the only authorized [redacted] aluminum auto body shop in [redacted] Action Collision on [redacted]. The original estimate from the shop was [redacted] which seemed exorbitant but after calling the [redacted] corporate line which I was yelled at and told this is what it costs to repair a [redacted] [redacted] , I resolved that this is what it must cost. (Note the car was purchased for [redacted]). The authorized [redacted] shop told me the car would be r[redacted] approximately beginning of [redacted] The shop issued [redacted] for [redacted] (in [redacted]) and [redacted] (in [redacted]) for additional damages even changing their labor rates from [redacted] to [redacted] on work alr <<< [redacted] entered by [redacted] [redacted] /Client Server>>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re My horrible, very bad, no good [redacted] experience To [redacted] <(><<)> [redacted] >, [redacted] <(><<)> [redacted] >, [redacted] <(> <<)> [redacted] >, [redacted] <(><<)> [redacted] > Hi [redacted] We are well aware of Ms. [redacted] and she has had an unfortunate experience. this is compounded by the fact that the body shop is indep endently owned and operated. We are working very had to resolve her concerns. [redacted] Customer Relationship Centre and Consumer Affairs Manager Customer Service Division T [redacted] | M [redacted] [redacted] [redacted] [redacted] | [redacted] On [redacted], [redacted] <(> <<)> [redacted] > wrote Dear Ms [redacted], As [redacted] [redacted] is out of the office, please allow me to acknowledge and thank you for your email on his behalf [redacted] [redacted] will read your note on his return and be disappointed to hear of the experience you have had with your [redacted] [redacted] [redacted] would want me to waste no further time and send a copy of our exchange of correspondence to Mr [redacted] who, as President for [redacted] [redacted] in the [redacted], is in the best position to look into the issues you have faced. [redacted] will ask a member of his dedicated team to look into the experience you have had and they will be in touch to discuss directly. Please be assured they will keep [redacted] [redacted] fully informed. Ms [redacted], I know [redacted] [redacted] will be so sorry you have had cause to contact him directly but will appreciate you taking the time and trouble to do so. Kind regards, [redacted] Business Manager to Chief Executive Officer [redacted] [redacted] [redacted] Mo [redacted] performed. The shop even openly acknowledged this fact and threatened to charge a storage fee of [redacted] to my insurance if they didn't pay the full amount. After much debate between the shop and insurance, my insurance (the claim is being subrogated) decided to pay the full [redacted] on [redacted]. My car had now been essentially held hostage in an authorized [redacted] auto body shop for [redacted]. I reached out to corporate again to discuss the situation and again was told that this is what it costs to fix a [redacted] [redacted] and I quote, if the damage was so minor, why did you even have it fixed was what [redacted] quipped. On my [redacted] to complain to corporate, I finally got someone who opened a case ([redacted]) and has followed up with me. She has been moderately helpful but has stayed the course in arguing with me that [redacted] is a reasonable amount to fix a car in a minor car accident as well as that corporate has no connection with authorized [redacted] auto body shops (see image I pulled from your corporate site). I have not been able to reconcile how corporate has no connection to the auto body shop, yet, it is listed on your corporate site as a authorized [redacted] shop. (As an aside, I have tweeted and face booked corporate on multiple occasions, [redacted] someone telling me that someone will get back to me. I have heard only the sound of crickets.) Once insurance paid Action Collision on [redacted], it took [redacted] for my car to be returned to the dealership to be certified. During this time, I had multiple interactions with the dealership who basically wiped their hands clean of any wrong doing, telling me that I chose the auto body shop and it was essentially my issue. (See above there is only [redacted] certified [redacted] shop in [redacted]) so I couldn't really reconcile how I chose this shop. I

was also told by the dealership to drive down to the auto body shop and check on the car. Realize the auto body shop is [redacted] away in [redacted] from where I live. Are you kidding In all fairness, I was given a loaner car in [redacted] after complaining about the duration of the work. And here's the kicker... The car was returned on [redacted] ([redacted]). It was returned to the dealership in [redacted] with multiple warning lights on, a big scratch on the bumper, the keyless entry not working and....[redacted] on the car from the authorized [redacted] auto body shop which amounts to a felony of a stolen car in the state of [redacted]. The odometer now reads ~[redacted]. I have the documentation to prove the different on the odometer reading as well. The dealership has been unable to fix the car as of [redacted] There may be other problems with the car. I have not gone to the dealership to investigate. The car in all fairness could have been driven to [redacted] with that many miles. Who knows. This is my first experience with a [redacted] I hope that this is unique. The only acceptable solution to me is to hav <<<[redacted] entered by [redacted] /Client Server>>>Number below is non working <<<[redacted] entered by [redacted] /Client Server>>>PER [redacted] Action Auto Collision [redacted] <<<[redacted] entered by [redacted] /Client Server>>>SENT BELOW TO SM [redacted] From [redacted] <(><<)>[redacted] > Date [redacted] Subject [redacted] To [redacted] Customer [redacted] Case [redacted] Hello [redacted] The above customer's wife [redacted] called in to the [redacted] regarding a part delay on this vehicle, which she states has been out of service since [redacted]. I need to gather some information to help me to understand her situation. Can you provide me with the following When did vehicle come in to dealership When to body shop When were repairs authorized If you know the part, part number, and order date that is currently behind the delay, I would also appreciate that information. <<<[redacted] entered by [redacted] /Client Server>>>CALLED AND SPOKE TO CUSTOMER Advised that dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Licensing status of body shop is internal information, cannot comment Independently owned and operated franchises Manufacturer does not set labor rate Customer states she is disappointed and upset and states she will never buy another [redacted] but I may close her case <<<[redacted] entered by [redacted] / Client Server>>>Next Close <<<[redacted] entered by [redacted] /Client Server>>>CALLED AND SPOKE TO CUSTOMER She states work is still not done She purchased vehicle cash She has paid out a lot in rental Insurance has to go through subrogation to determine how much rental is covered I advised that we normally do not step in on rentals, but since she has been without a vehicle for so long, I would be happy to look at her receipts It may take a [redacted] for insurance to finish making their determinations [redacted]'s first priority has to be making sure the work is done correctly [redacted] was running into part delays (internal only, not discussed with customer if body shop waiting for parts has caused extended delay, I think we have a case to refund some rental costs) <<<[redacted] entered by [redacted] /Client Server>>>[redacted] is a fax number <<<[redacted] entered by [redacted] /Client Server>>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<<[redacted] entered by [redacted] /Client Server>>>.From [redacted] <(><<)>[redacted] > Date [redacted] Subject RE FW Executive Case [redacted] To [redacted] <(><<) >[redacted] > You are welcome, and I have updated Mrs. [redacted]. From [redacted] [[redacted]] Sent [redacted] To [redacted] Subject Re FW Executive Case [redacted] Thank you [redacted] Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] , [redacted] | [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted] , [redacted] <(> <<)>[redacted] > wrote Good morning [redacted] , We are waiting on [redacted] and we should have it completed. There was a roof finisher that was scratched and would not stay clipped in , we have received the part but had to send it out for paint. We should have the finisher [redacted] or [redacted] and with that, we should be able to wrap this up. Thank you, From [redacted] [[redacted]] Sent [redacted] To [redacted] Subject Re FW Executive Case [redacted] Good morning [redacted] I hope you're well. How are we on Mrs. [redacted] vehicle Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] /Client Server>>>From [redacted] < (><<)>[redacted] > Date [redacted] Subject Re Executive Case [redacted] Your [redacted] To [redacted] [redacted] <(><<)>[redacted] > Sorry I was out of town and not checking email. Thanks [redacted] for the update. Yes, [redacted] reached out to me to basically relay the same information. I paid for the car outright. I'm happy to send you the check image. Just may take me a

moment to find it. [redacted] <<<[redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]> Good afternoon Mrs. [redacted], I know [redacted] has likely already updated you on your vehicle's repair status, however, I wanted to make sure we connected [redacted]. They are waiting on just [redacted] that was sent off to match your paint. It is the final piece left to repair your vehicle so that it can be returned to you. We're hoping this can take place before the [redacted]. I know it has been a long journey, but it's almost over" I'll prepare some compensation options for you to consider once you've received your vehicle and I've confirmed you're satisfied with the work. Best Regards, [redacted] Senior Executive Liaison T [redacted] | [redacted] E [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] at [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]>, [redacted] [redacted] <(><<)>[redacted]> I am finishing up [redacted] of having no car. This is beyond ridiculous. I'm trying to maintain a level of professionalism but after [redacted]...it's gettin' kind of hard. What do I have to do to get my car back The fact that the car was fixed by an authorized land [redacted] shop and took [redacted] to fix at a whopping [redacted], then sent back to the dealership with [redacted] of error codes (I believe [redacted] in total) no key access, scratches on the bumper and other places I am told, a sunroof that won't close, possibly [redacted], and the dealership has been trying to fix the car for [redacted] now leaves me [redacted] in the car's longevity and reliability. Oh, and I get yelled at by the dealership [redacted] for saying this very same thing I'm saying to you now. Really I m being ridiculous Seriously Please, at the very least, take the authorized [redacted] shop [redacted] off of your authorized land [redacted] network"" These people are abysmal. The appraiser has had horror stories using them and no longer will. The dealership in [redacted] (another [redacted] shop) I am told had to literally drive to [redacted] [redacted] a way to retrieve a car and ended up giving the consumer a new car because of issues with the car. Do, at the very least, the [redacted] consumer the right thing. [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re FW Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted] Good afternoon. Can I get an update on Mrs. [redacted] vehicle Best Regards, [redacted] Senior Executive Liaison <<<[redacted] [redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]> Hello Mrs. [redacted], Thank you for your email. I'll follow with [redacted] [redacted] to see how I can help. Best Regards, [redacted] Senior Executive Liaison T [redacted] | [redacted] E [redacted] [redacted], [redacted] [redacted] | [redacted] [redacted] [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], [redacted] <(> <<)>[redacted]> wrote Dealership called [redacted] and said the car is ready with some cosmetic damages that they are trying to buff out. FYI. <<<[redacted] [redacted] [redacted] entered by [redacted] [redacted]/Client Server>>>ISSUE Customer states Customer's wife [redacted] calling on his behalf Vehicle was rear ended on [redacted] vehicle has been down since then Going [redacted] on ice. Other driver at fault, knocked off tail light Insurance has been notified [redacted]. Policy number [redacted] under [redacted], Claim handler [redacted] [redacted], auto claims Accident report and photos available Strange that a small fender bender has had such a long delay Original repair estimate [redacted]. Supplementary estimate [redacted] additional. Other driver has [redacted] liability She has asked for help [redacted] from corporate and the dealership. So far only [redacted] at [redacted] on [redacted] has been nice Autobody shop [redacted] [redacted] [redacted] has totally disassembled vehicle Her husband may have spoken to some people he knows in [redacted] executive REQUEST Customer requests Progress be made on repairs ADVISED I advised I will research this I will try to get all the information pulled into [redacted] [redacted] to call back Gave my contact information and case number <<<[redacted] [redacted] entered by [redacted] [redacted]/ Client Server>>>NEED TO KNOW When did vehicle come in to dealership When to body shop When were repairs authorized <<<[redacted] [redacted] entered by [redacted] [redacted]/Client Server>>>SENT BELOW TO EXECUTIVE [redacted] TEAM From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] <(>&<)> [redacted] To [redacted] <(><<)>[redacted] [redacted]>, [redacted] <(><<)>[redacted]> Hi guys, I just opened a case for [redacted], but she says her husband may have been speaking to some friends of his in corporate already about their vehicle being rear ended back in [redacted] and the auto body shop being slow to

repair and charging an extreme amount for the repairs. Do either of you know anything about something like this Case number is [redacted], vehicle VIN is [redacted]. She hasn't asked for an executive escalation, but I'm wondering if something already exists. <<<[redacted] entered by [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] <(>&<)> [redacted] To [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> . Good afternoon [redacted], You would find our cases under the 'Vehicle Overview' just like any other CRC Case, I don't see any Executive Case for this VIN. I'd recommend handling as usual, confirm the vehicle is at an authorized [redacted] body repair facility for starters, if you have not already. Let me know if you have any other questions. Take care. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] <<<[redacted] [redacted] 30 [redacted] entered by [redacted]/Client Server>>>PER DDW Warranty Cover Policy Expires Distance Deductible Corrosion Warranty [redacted] [redacted] Federal Emission Warranty [redacted] [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] Open Field Service Actions Code FSA Message [redacted] FREE SERVICE [redacted] [redacted] / [redacted] [redacted] [redacted] MIL ILLUMINATED [redacted] PASSENGER AIRBAG [redacted] VEHICLE DOOR WILL NOT LATCH <<<[redacted] 1 [redacted] [redacted] entered by [redacted]/Client Server>>>PER [redacted] No relevant claim history <<<[redacted] [redacted] entered by [redacted]/Client Server>>>LEFT VOICEMAIL FOR [redacted] [redacted] My name, customer, vehicle, vin, my contact info, case number I need to gather some information e a full refund of my car issued or a new [redacted] [redacted] that is c <<<[redacted] entered by [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] [redacted] <(><<)>[redacted]> Good afternoon Mrs. [redacted], [redacted] hopes to have your vehicle repairs completed soon. They have cleared all fault codes, test drove the vehicle on the highway and tested for any water leaks so they are getting closer. As of [redacted] they had [redacted] return (Bluetooth antenna circuit open and EPASS voltage low). So they had remaining . Diagnose the final [redacted] . Align the rear tailgate . Replace the right roof finisher (scratched and will not stay clipped in). . Overhead console missing foam pad underneath We would like to consider goodwill given your experience <(>&<)> inconvenience. At your earliest convenience, if you could, can you please forward a copy of your sales contract or a bank statement advising your monthly payment amount. If you own your vehicle outright, we'll utilize an average monthly payment for your area instead. Thank you in advance. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] [redacted] entered by [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] [redacted] Subject FW Executive Case [redacted] [redacted] ([redacted]) <(> <<)>[redacted] [redacted]> Cc [redacted] <(><<)>[redacted]> Hello [redacted], We have cleared all [redacted] of fault codes, test drove the vehicle on the highway and tested for any water leaks so we are getting closer. We had [redacted] return (Bluetooth antenna circuit open and EPASS voltage low). So what we have left . Diagnose the final [redacted] . Align the rear tailgate . Replace the right roof finisher (scratched and will not stay clipped in). . Overhead console missing foam pad underneath Just an FYI, my technician has [redacted] into it at this point. Thank you, <<<[redacted] [redacted] entered by [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] [redacted] Subject RE Executive Case [redacted] [redacted] <(><<)>[redacted]> Cc [redacted] [redacted] <(><<)>[redacted]> Good Morning [redacted], We had [redacted] hard fault in the system indicating an open circuit, [redacted] we found a loose connector is the right rear door. [redacted] we are going to reassemble the vehicle, clear all the fault codes and test drive. I know the customer has an issue with the mileage discrepancy so I have attached a copy of the [redacted] view from the vehicle which documents trigger mileage. Thank you, From [redacted] [[redacted] [redacted]] Sent [redacted] To [redacted] Subject Re Executive Case [redacted] [redacted] Good morning [redacted] Can I get an update on the vehicle's repair status Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] [redacted] entered by [redacted]/Client Server>>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<<[redacted] entered by [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Executive Case [redacted] [redacted] To [redacted] [redacted] Good afternoon. I just received Mrs. [redacted] case from Dr. [redacted], our CEO, and will be handling the case moving forward. See below the email our Executive Team received [redacted] They are not happy. Do you have this vehicle currently If so, please hold it. Do not release it. Are there any photos of the outstanding damage Do we know the extent of the damage and what the vehicle needs Let me know. <<<[redacted] entered by [redacted]/Client Server>>>SPOKE TO STEVE AT ACTION COLLISION He has already called the customer [redacted] He will have vehicle delivered to her either [redacted] or [redacted] Detail and certification will be complete by then <<<[redacted] [redacted] entered by [redacted] User

[redacted]/[redacted]>>>LEFT CUSTOMER VOICEMAIL My name, case, contact info I spoke to [redacted] who told me they spoke to you and will return your vehicle by the [redacted] Feel free to contact me <<<[redacted] entered by [redacted]>>>SPOKE TO [redacted] AT ACTION COLLISION He advised vehicle would be returned to customer [redacted] He advised he had told customer that as well <<<[redacted] entered by [redacted]>>>LEFT CUSTOMER VOICEMAIL My name, case, contact info I've spoken to [redacted] and he says delivery [redacted] He says he's informed you Please call me with any questions <<<[redacted] entered by [redacted]>>>SPOKE TO [redacted] AT ACTION COLLISION He states he is returning to the dealership on [redacted] for CPO inspection <<<[redacted] entered by [redacted] [redacted]>>>NEXT Inform customer that we'll be happy to review any documents after [redacted] has completed their analysis and offer. This may take a [redacted], so I will close case but she can call back and reference this case number at that time. <<<[redacted] entered by [redacted]>>>RECEIVED VOICEMAIL FROM CUSTOMER [redacted] in arbitration regarding cost of repairs, stating shop changed labor rate, [redacted] won't cover difference Shop is charging customer [redacted] storage This is the only aluminum auto [redacted] shop in [redacted] I think I have to get an attorney <<<[redacted] entered by [redacted]>>>Confirmed on [redacted] <(>&<)>filter=[redacted] Telephone [redacted] Is the only [redacted]shop in [redacted] <<<[redacted] entered by [redacted]>>>NOTES PER DISCUSSION WITH SR Licensing status of [redacted] shop is internal information, cannot comment Independently owned and operated franchises Body shop does have the right to change labor rate. Manufacturer does not set labor rate Dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Free to contact [redacted] or engage lawyer as she sees fit, but we would encourage her to choose the option of dealing with her insurance company <<<[redacted] entered by [redacted]>>>CALLED AND SPOKE TO CUSTOMER She advised it's not a good time, can she call back in [redacted] I advised I may not be able to pick up due to my work schedule, but yes she can call back then <<<[redacted] entered by [redacted]>>>NOTES PER DISCUSSION WITH SR Licensing status of [redacted] shop is internal information, cannot comment Independently owned and operated franchises Body shop does have the right to change labor rate. Manufacturer does not set labor rate Dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Free to contact [redacted] or engage lawyer as she sees fit, but we would encourage her to choose the option of dealing with her insurance company <<<[redacted] entered by [redacted]>>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<<[redacted] entered by [redacted]>>>Received voicemail from customer Still can't get her car Dispute between [redacted] shop and [redacted] over retroactively raising their labor rate Wants us to make [redacted] shop return to original rate <<<[redacted] entered by [redacted]>>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<<[redacted] entered by [redacted]>>>Email from Social Team from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>[redacted]> cc [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, Global Customer Relations <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] [redacted] mailed by [redacted] Important mainly because of the people in the conversation. Hi [redacted] This customer has been in touch again. She is claiming that some[redacted] should have been in touch with her on [redacted]. The last contact I can see on the case says the [redacted] and there is no mention of any[redacted] calling her back on a particular date. I'm assuming the [redacted] are still awaiting further information from the [redacted] shop. Kind regards <<<[redacted] entered by [redacted]>>>CALLED AND SPOKE TO CUSTOMER Advised that I had heard from [redacted] that insurance concern was resolved and he expected to return [redacted] She stated she was waiting to hear regarding certification [redacted] did also mention to me completing certification. I advised he is finishing certification and final detail She thanked me for the update and confirmed she had their best contact number <<<[redacted] entered by [redacted]>>>CALLED ACTION COLLISION AND REACHED [redacted] Insurance concerns have been resolved He will complete final detail and return vehicle to customer [redacted] <<<[redacted] [redacted] entered by [redacted]>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd My horrible, very bad, no good [redacted] experience To [redacted] <(><<)>[redacted]>, [redacted] <(> <<)>[redacted]> [redacted] [redacted] <(><<)>[redacted]> [redacted]/[redacted] Good afternoon, I hope you enjoyed your holiday weekend. See below an email Dr. [redacted] received regarding Mrs. [redacted] [redacted] [redacted], VIN [redacted], worked done at [redacted] Certified Aluminium Repair facility. Our Executives are not happy about this one. It's the [redacted] our Executives have received regarding this particular Certified Aluminium Repair facility. Please let me know what can be done to ensure this customer's

vehicle is repaired correctly <(>&<)> promptly. I have sent an email to the SM at [redacted] to see if 1) they have the vehicle currently/to hold the vehicle if they currently have it in their possession , 2) have photos of the outstanding damage/work needed, and 3) a list with all the outstanding mechanical issues outlined. [redacted] How do we ensure that NO [redacted] are towed to this facility moving forward They can not keep operating this way with our customers <(>&<)> receive our brands' support. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] Subject Executive Case [redacted] Your [redacted] To [redacted] Good morning Mrs. [redacted], Thank you for your correspondence to [redacted] 's CEO, Dr. [redacted]. Your matter was forwarded to me for handling on his behalf. We are distraught to hear of the concerns you are experiencing with your vehicle, yet we are glad that you took the time to write to us. Please rest assured that your matter will be investigated thoroughly and I will work with our regional team in your area in the hopes to reach an amicable resolution to your concerns. Your Executive Case # will be [redacted]. I would like to follow up with you shortly with my progress on your case. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>LEFT VOICEMAIL FOR [redacted] Customer name, vehicle, vin, case, my contact info Looking to see if [redacted] actually returned vehicle and if they did, what results of inspection were <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted], I talked to [redacted] at [redacted] and he did tell they would be sending me the car on [redacted] for inspection. I do not trust this company but if the vehicle is received, upon successful completion of the inspection we can return directly to [redacted]. I will let you know how it turns out. Thank you, <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] To [redacted] Customer [redacted] Vehicle [redacted] VIN [redacted] Case [redacted] Hello [redacted] I have been working with the above customer since [redacted] regarding repairs to her vehicle. [redacted] from [redacted] informed me [redacted] that the vehicle will be returned to the dealership on [redacted], for inspection. Can you confirm that for me and let me know what happens next [redacted] Customer Relationship Center Representative T [redacted] or [redacted], [redacted], Ext. [redacted] <<<[redacted] [redacted] 000PM entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted] I've only dealt with the customer's wife, [redacted]. She states that the body shop is trying to retroactively increase their labor rate. Her insurance, [redacted], is disputing this action, and the body shop will not release the vehicle until they are paid. [redacted] from [redacted] stated to me that they have wound up unpaid previously when they released before payment. My notes from my last conversation with her [redacted] are Advised that dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Licensing status of body shop is internal information, cannot comment Independently owned and operated franchises Manufacturer does not set labor rate Customer states she is disappointed and upset and states she will never buy another [redacted] but I may close her case She seems unwilling to believe that a body shop listed on [redacted] and recommended by her dealership cannot have their labor rates influenced by [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] To [redacted], [redacted] Good afternoon [redacted] I hope you're well. This case is pretty high up on the [redacted]. . . Can I get an update at your earliest convenience please Thanks in advance. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] at [redacted] Subject RE Executive Case [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted], Sorry for the delay, I will respond to your questions within [redacted]. I need to get an update from my technician. Thank you, <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> [redacted], Thanks.. I am copying in [redacted] as he may be able to offer some assistance. I think we need to keep the case open until the customer is reunited with their vehicle. [redacted] [redacted] will not release this customer's vehicle. Is this something you can assist with We have some responsibility as we recommend the body shop, no [redacted] Customer Relationship Centre and Consumer Affairs Manager Customer Service Division T [redacted] | M [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>LEFT VOICEMAIL FOR ACTION COLLISION My name, contact information, customer name, vehicle, vin, contact

info I've been informed I should contact you for an update [redacted] Please give me a call <<<[redacted] entered by [redacted] [redacted]>>>E mail to [redacted] Case [redacted], [redacted], [redacted] <(><<)>[redacted] [redacted] ([redacted]) to [redacted] Hello [redacted], Being that [redacted] is out of the office and you are her [redacted] call back buddy, please check her voice mail to see if she has a voice mail regarding this case from [redacted] Collision. Please document the case either way. Also, if there is a voice mail from Mr. or Ms. [redacted], document the case and let me know. Regards, [redacted] [redacted]hip Center Operations Superviso <<<[redacted] entered by [redacted] [redacted]>>>From [redacted] <(><<)>[redacted] Date [redacted] [redacted] Subject Re Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted] [redacted] [redacted] <(><<)>[redacted] Please check with the body shop. I think the issue with the labor rate has been resolved. You may then be able to give the customer some good news. [redacted] <<<[redacted] entered by [redacted] [redacted]>>>I checked [redacted]'s voice mail No voice mails from Either [redacted] or his wife [redacted] <<<[redacted] entered by [redacted] [redacted]>>>Email from Social media department from [redacted] <(><<)>[redacted] to [redacted] <(><<)>[redacted] cc [redacted] <(><<)>[redacted], [redacted] <(><<)>[redacted], Global [redacted] <(><<)>[redacted], [redacted] <(><<)>[redacted] date [redacted] [redacted] subject Re [redacted] [redacted] mailed by [redacted] Important mainly because of the people in the conversation. Hi [redacted] The customer has contacted us again on [redacted] saying that she has not been contacted. Are you able to let me know if you would like us to respond Many thanks [redacted] <<<[redacted] entered by [redacted] [redacted]>>>From [redacted] <(><<)>[redacted] Date [redacted] Subject Re Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted] Hey [redacted] The body shop hasn't picked up their phone for me yet. I've left them voicemails, but I really need to call the customer. Do you know that something has definitely changed there I don't want to feed her a generic we're working on it if there's another option. <<<[redacted] entered by [redacted] [redacted] [redacted]>>>From [redacted] <(><<)>[redacted] Date [redacted] Subject Re Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted], [redacted] <(><<)>[redacted] [redacted] , Thanks for the heads up... [redacted] This saga continues. Can you help We really need an update on this customer's vehicle. <<<[redacted] [redacted] entered by [redacted] [redacted]>>>From [redacted] <(><<)>[redacted] Date [redacted] Subject Re Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted] [redacted] [redacted] <(><<)>[redacted], [redacted] <(><<)>[redacted] Hi [redacted] Not sure what I can do. They are owned and operated independently, so I cannot enforce anything. I spoke with them and they claimed it was being handled, outside of going to the shop personally, there is little oversight I have. I have provided my solution to our legal department, which was to tow away customers vehicles and remove them from the network. To my knowledge that is not something we can do at this time. [redacted] [redacted] Specialist, Customer Experience T [redacted] email [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted]>>>Per [redacted] [redacted] advised him that [redacted] had accepted increased labor rate. <<<[redacted] entered by [redacted] [redacted]>>>From [redacted] <(><<)>[redacted] [redacted] Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted] Sorry I was out of town and not checking email. Thanks [redacted] for the update. Yes, [redacted] reached out to me to basically relay the same information. I paid for the car outright. I'm happy to send you the check image. Just may take me a moment to find it. [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted]>>>From [redacted] <(><<)>[redacted] Date [redacted] [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted] Good afternoon Mrs. [redacted], I know [redacted] has likely already updated you on your vehicle's repair status, however, I wanted to make sure we connected [redacted]. They are waiting on just [redacted] that was sent off to match your paint. It is the final piece left to repair your vehicle so that it can be returned to you. We're hoping this can take place before the [redacted]. I know it has been a long journey, but it's almost over" I'll prepare some compensation options for you to consider once you've received your vehicle and I've confirmed you're satisfied with the work. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] [redacted]/ Client Server>>>From [redacted] <(><<)>[redacted] Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted], [redacted] <(><<)>[redacted] I am finishing up [redacted]

of having no car. This is beyond ridiculous. I'm trying to maintain a level of professionalism but after [redacted]...it's gettin' kind of hard. What do I have to do to get my car back The fact that the car was fixed by an authorized [redacted] and took [redacted] to fix at a whopping [redacted], then sent back to the dealership with [redacted] of error codes (I believe [redacted] in total) no key access, scratches on the bumper and other places I am told, a sunroof that won't close, possibly [redacted], and the dealership has been trying to fix the car for [redacted] now leaves me ZERO faith in the car's longevity and reliability. Oh, and I get yelled at by the dealership [redacted] for saying this very same thing I'm saying to you now. Really I m being ridiculous Seriously Please, at the very least, take the authorized [redacted] shop [redacted] off of your authorized land rover network"" These people are abysmal. The appraiser has had horror stories using them and no longer will. The dealership in [redacted] (another [redacted] shop) I am told had to literally drive to [redacted] [redacted] a way to retrieve a car and ended up giving the consumer a new car because of issues with the car. Do, at the very least, the [redacted] consumer the right thing. [redacted] <<<[redacted] 000AM entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]> Good afternoon Mrs. [redacted], [redacted] is still diagnosing at this time. Correct, there is some minor cosmetic damage however, I don't believe any of the damage would require that the vehicle go back to [redacted]. I do not know if we'll ever know what the vehicle was used for or why it was driven the additional mileage at this body shop. We are investigating that as well. Please let me continue working with [redacted] in the hopes to resolve this quickly for you. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] [redacted], [redacted] [redacted] | [redacted] [redacted] [redacted] [redacted] [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], [redacted] <(> <<)>[redacted]> wrote Thanks [redacted] for the update. According to the dealership, the car was returned with cosmetic damage as well. I haven't seen the car but that's what I was told. Also, the authorized [redacted] put [redacted] on my car so clearly not a test drive. Has anyone figured out what my car was used for Thanks again for your help. I pulled up this auto body shop on your corporate site [redacted] I really, really hope that you guys remove him as an authorized [redacted] to protect the consumer in [redacted]. This guy should be in jail, not fixing cars" [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE Executive Case [redacted] [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> Good Morning [redacted], We had [redacted] hard fault in the system indicating an open circuit, [redacted] we found a loose connector is the right rear door. [redacted] we are going to reassemble the vehicle, clear all the fault codes and test drive. I know the customer has an issue with the mileage discrepancy so I have attached a copy of the DTC view from the vehicle which documents trigger mileage. Thank you, From [redacted] [[redacted] [redacted]] Sent [redacted] To [redacted] Subject Re Executive Case [redacted] [redacted] Good morning [redacted] Can I get an update on the vehicle's repair status Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/ Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] at [redacted] Subject FW Executive Case [redacted] [redacted] ([redacted]) <(> <<)>[redacted]> Cc [redacted] <(><<) >[redacted]> Hello [redacted], We have cleared all [redacted] of fault codes, test drove the vehicle on the highway and tested for any water leaks so we are getting closer. We had [redacted] return (Bluetooth antenna circuit open and EPASS voltage low). So what we have left . Diagnose the final [redacted] . Align the rear tailgate . Replace the right roof finisher (scratched and will not stay clipped in). . Overhead console missing foam pad underneath Just an FYI, my technician has [redacted] into it at this point. Thank you, <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]> Good afternoon Mrs. [redacted], [redacted] hopes to have your vehicle repairs completed soon. They have cleared all fault codes, test drove the vehicle on the highway and tested for any water leaks so they are getting closer. As of [redacted] they had [redacted] return (Bluetooth antenna circuit open and EPASS voltage low). So they had remaining . Diagnose the final [redacted] . Align the rear tailgate . Replace the right roof finisher (scratched and will not stay clipped in). . Overhead console missing foam pad underneath We would like to consider goodwill given your experience <(>&<)> inconvenience. At your earliest convenience, if you could, can you please forward a copy of your sales contract or a bank statement advising your

monthly payment amount. If you own your vehicle outright, we'll utilize an average monthly payment for your area instead. Thank you in advance. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE [redacted] Executive Case [redacted] To [redacted] <(><<)>[redacted]> You are welcome, and I have updated Mrs. [redacted]. From [redacted] [[redacted] [redacted]] Sent [redacted] To [redacted] Subject Re [redacted] Executive Case [redacted] Thank you [redacted] Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], [redacted] <(> <<)>[redacted]> wrote Good morning [redacted], We are waiting on [redacted] and we should have it completed. There was a roof finisher that was scratched and would not stay clipped in , we have received the part but had to send it out for paint. We should have the finisher [redacted] or [redacted] and with that, we should be able to wrap this up. Thank you, From [redacted] [[redacted] [redacted]] Sent [redacted] To [redacted] Subject Re [redacted] Executive Case [redacted] Good morning [redacted] I hope you're well. How are we on Mrs. [redacted] vehicle Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] 000PM entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] at [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]> Sorry I was out of town and not checking email. Thanks [redacted] for the update. Yes, [redacted] reached out to me to basically relay the same information. I paid for the car outright. I'm happy to send you the check image. Just may take me a moment to find it. [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]> Good afternoon Mrs. [redacted], I know [redacted] [redacted] has likely already updated you on your vehicle's repair status, however, I wanted to make sure we connected [redacted]. They are waiting on just [redacted] that was sent off to match your paint. It is the final piece left to repair your vehicle so that it can be returned to you. We're hoping this can take place before the [redacted]. I know it has been a long journey, but it's almost over" I'll prepare some compensation options for you to consider once you've received your vehicle and I've confirmed you're satisfied with the work. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted]> Good morning [redacted] Please advise on Mrs. [redacted] vehicle She's written our CEO's office again complaining. Thanks in advance. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] 000PM entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] at [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]>, [redacted], [redacted] <(><<)>[redacted]> I am finishing up [redacted] of having no car. This is beyond ridiculous. I'm trying to maintain a level of professionalism but after [redacted]...it's gettin' kind of hard. What do I have to do to get my car back The fact that the car was fixed by an authorized [redacted] shop and took [redacted] to fix at a whopping [redacted], then sent back to the dealership with [redacted] of error codes (I believe [redacted] in total) no key access, scratches on the bumper and other places I am told, a sunroof that won't close, possibly [redacted], and the dealership has been trying to fix the car for [redacted] now leaves me ZERO faith in the car's longevity and reliability. Oh, and I get yelled at by the dealership [redacted] for saying this very same thing I'm saying to you now. Really I m being ridiculous Seriously Please, at the very least, take the authorized [redacted] shop [redacted] off of your authorized [redacted] network"" These people are abysmal. The appraiser has had horror stories using them and no longer will. The dealership in [redacted] (another [redacted] shop) I am told had to literally drive to [redacted] [redacted] a way to retrieve a car and ended up giving the consumer a new car because of issues with the car. Do, at the very least, the [redacted] consumer the right thing. [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted] Good afternoon. Can I get an update on Mrs.

[redacted] vehicle Best Regards, [redacted] Senior Executive Liaison <<<[redacted] [redacted] entered by [redacted] [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]> Hello Mrs. [redacted], Thank you for your email. I'll follow with [redacted] [redacted] to see how I can help. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] [redacted] [redacted], [redacted] [redacted] | [redacted] [redacted] [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], [redacted] <(> <<)>[redacted]> wrote Dealership called [redacted] and said the car is ready with some cosmetic damages that they are trying to buff out. FYI. <<<[redacted] entered by [redacted] [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] at [redacted] Subject Re [redacted] Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted] Good afternoon. Can I get an update on Mrs. [redacted] vehicle Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] [redacted] <<<[redacted] entered by [redacted] [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] [redacted] Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted] [redacted]> Cc [redacted] <(><<)>[redacted]> Good afternoon [redacted] Can you confirm you've received the oxygen sensor needed for the repairs Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] [redacted] Executive Case [redacted] [redacted] To [redacted] ([redacted]) <(> <<)>[redacted]> Cc [redacted] <(><<)>[redacted]> Hello, Just an update on the Mrs. [redacted] vehicle, it has just returned with a check engine light. I have put her in a loaner for the day and overnighted an oxygen sensor. There is actually a technical service bulletin that applies for this concern; shown below. We test drove the vehicle [redacted] before delivery, while talking to Mrs. [redacted] [redacted] she authorized us to put [redacted] on the car before giving it back to her. Thank you, From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE [redacted] Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> Good Morning [redacted], All repairs have been completed and Mrs. [redacted] took delivery of her vehicle last night. I received an email from Mrs. [redacted] [redacted] and she stated that she would like an extended service contract because she has lost [redacted] on her car. Due to the circumstances I think this is very reaso nable. I pasted her email below. [redacted], I have a shop ticket bill of [redacted] and I am not sure who is paying for the repairs, my technician spent a great amount of time tracing down numerous problems and did not even flag all of his time spent. I have talked to [redacted] and they said to send them a bill and they will take a look at. They want to go after her insurance for the cost but all repairs were due to a lack of detail and failure to reassemble correctly. Hi I received my [redacted] [redacted] Thank you. Since the car had been in the shop for [redacted], starting [redacted] until now [redacted], I am hoping that you guys can extend the [redacted] or [redacted] warranty. It does not seem fair to have [redacted] pass on my warranty while this car was being fixed. Given that we don't drive our cars that much, it is most likely I will hit the [redacted] mark before the [redacted]age. I'm hoping this doesn't become a [redacted] warranty. [redacted] Thank you, [redacted] [redacted] Fixed Operations Director [redacted] <<<[redacted] entered by [redacted] [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] <(>&<)> [redacted] To [redacted], [redacted], [redacted] Good morning All, I hope you're well. Just need to get some sales information on Mr. <(>&<)> Mrs. [redacted] [redacted] VIN [redacted] Trying to calculate compensation for her given her post accident inconvenience. Can you forward her sales contract showing the amount paid on her vehicle, please I understand she purchased it out right. Can you provide an estimated payment for her particular vehicle as well please Thanks in advance for your help. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] From [redacted] <(><<)>[redacted]> Date [redacted] [redacted] Subject Re [redacted] [redacted] Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> [redacted] Good morning. Please advise if Mrs. [redacted] vehicle was successfully repaired and returned to her Best Regards, [redacted] Senior Executive Liaison <<<[redacted] entered by [redacted] User

Program Management/Client Server>>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re FW Executive Case [redacted] To [redacted] <(><<)> [redacted] > Hi [redacted] Good afternoon. Can I get an update on Mrs. [redacted] vehicle Best Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] <<< [redacted] entered by [redacted] User Program Management/Client Server>>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re FW Executive Case [redacted] To [redacted] <(><<)> [redacted] > Good morning [redacted] Please advise on Mrs. [redacted] vehicle She's written our CEO's office again complaining. Thanks in advance. Best Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] <<< [redacted] entered by [redacted] User Program Management/Client Server>>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re FW FW Executive Case [redacted] To [redacted] <(><<)> [redacted] > [redacted] <(><<) > [redacted] > Good afternoon [redacted] Can you confirm you've received the oxygen sensor needed for the repairs Best Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] From [redacted] <(><<)> [redacted] > Date [redacted] Subject FW FW Executive Case [redacted] To [redacted] ([redacted]) <(> <<)> [redacted] > [redacted] <(><<)> [redacted] > Hello, Just an update on the Mrs. [redacted] vehicle, it has just returned with a check engine light. I have put her in a loaner for the day and overnighted an oxygen sensor. There is actually a technical service bulletin that applies for this concern; shown below. We test drove the vehicle [redacted] before delivery, while talking to Mrs. [redacted] she authorized us to put [redacted] on the car before giving it back to her. Thank you, From [redacted] <(><<)> [redacted] > Date [redacted] Subject RE FW Executive Case [redacted] To [redacted] <(><<) > [redacted] > [redacted] <(><<)> [redacted] > Good Morning [redacted], All repairs have been completed and Mrs. [redacted] took delivery of her vehicle last night. I received an email from Mrs. [redacted] and she stated that she would like an extended service contract because she has lost [redacted] on her car. Due to the circumstances I think this is very reaso nable. I pasted her email below. [redacted], I have a shop ticket bill of [redacted] and I am not sure who is paying for the repairs, my technician spent a great amount of time tracing down numerous problems and did not even flag all of his time spent. I have talked to [redacted] and they said to send them a bill and they will take a look at. They want to go after her insurance for the cost but all repairs were due to a lack of detail and failure to reassemble correctly. Hi I received my [redacted] Thank you. Since the car had been in the shop for [redacted], starting [redacted] until now [redacted], I am hoping that you guys can extend the [redacted] or [redacted] warranty. It does not seem fair to have [redacted] pass on my warranty while this car was being fixed. Given that we don't drive our cars that much, it is most likely I will hit the [redacted] mark before the [redacted]age. I'm hoping this doesn't become a [redacted] Thank you, [redacted] Fixed Operations Director [redacted] <<< [redacted] entered by [redacted] User Program Management/ Client Server>>>CALLED AND SPOKE TO CUSTOMER She states work is still not done She purchased vehicle cash She has paid out a lot in rental Insurance has to go through subrogation to determine how much rental is covered I advised that we normally do not step in on rentals, but since she has been without a vehicle for so long, I would be happy to look at her receipts It may take [redacted] for insurance to finish making their determinations Action Collision's first priority has to be making sure the work is done correctly [redacted] was running into part delays (internal only, not discussed with customer if body shop waiting for parts has caused extended delay, I think we have a case to refund some rental costs) <<< [redacted] entered by [redacted] User Program Management/Client Server>>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re Executive Case [redacted] Your [redacted] To [redacted] <(><<)> [redacted] > Good morning Mrs. [redacted], I truly thank you for your patience. It was important to get some details from [redacted] since they currently have your vehicle. Their service team is assessing the full extent of necessary repairs as they have several [redacted] of codes from the vehicle they are still interpreting at this time. There were multiple warning lights and error message upon arrival. They are addressing the warning lights and messages first. So far there was a receiver communication error from a module and there was no remote, passive entry or smart key operation. After diagnosis, technician found that there was a connector in the right rear d pillar unplugged. There is a hard fault for the right rear door handle antenna which is indicating there is an open wire somewhere in the circuit that your technician will have to trace. There was a hard fault for the adaptive dynamics and after diagnosis they found that the right rear vertical accelerator sensor was missing; this part has been ordered. There is a flashing Tire Pressure Monitoring System light, etc... They are fixing the major issues first and then will clear all fault codes, test drive and see what returns. My hope is that any issues found can be fully addressed at the retailer without having to send it to another body shop. I will keep you posted as the repairs progress. Once your vehicle is repaired we can evaluate your case for goodwill based on your inconvenience. Thank

you. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted]>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE Executive Case [redacted] To [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> Hello [redacted], Sorry for the delay, I will start by answering your questions below. Do you have this vehicle currently If so, please hold it. Do not release it.. We do have this vehicle and it will not be released until authorized to do so. Are there any photos of the outstanding damage There is not really any outstanding damage, we just noted some minor damage on our walk around. I attached a [redacted]. Do we know the extent of the damage and what the vehicle needs We are still in the middle of accessing all the issues with the vehicle. There were multiple warning lights and error message upon arrival. There are [redacted] of error codes so right now my technician is trying to sort through all them by addressing the warning lights and messages first. So far there was a receiver communication error from the KVM and there was no remote, passive entry or smart key operation. After diagnosis, technician found that there was a connector in the right rear d pillar unplugged. There is a hard fault for the right rear door handle antenna which is indicating there is an open wire somewhere in the circuit that he will have to trace. There was a hard fault for the adaptive dynamics and after diagnosis we found that the right rear vertical accelerator sensor was missing; this part has been ordered. There is a flashing TPMS light, etc... We are fixing the major issues first and then we will clear all fault codes, test drive and see what returns. I will keep you updated on the progress as we move along. Thank you, [redacted] [redacted] [redacted] Fixed Operations Director [redacted] <<<[redacted] entered by [redacted]>>>From [redacted] [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] <(>&<)> [redacted] To [redacted], [redacted], [redacted] Good morning All, I hope you're well. Just need to get some sales information on Mr. <(>&<)> Mrs. [redacted] [redacted] VIN [redacted] Trying to calculate compensation for her given her post accident inconvenience. Can you forward her sales contract showing the amount paid on her vehicle, please I understand she purchased it out right. Can you provide an estimated payment for her particular vehicle as well please Thanks in advance for your help. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re FW FW Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> [redacted] Good morning. Please advise if Mrs. [redacted] vehicle was successfully repaired and returned to her Best Regards, [redacted] Senior Executive Liaison <<<[redacted] entered by [redacted] [redacted]>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re update To [redacted] <(><<)>[redacted]> Good morning Mrs. [redacted], I'm glad we could come to an resolution for you. There is a standard Settlement Agreement that will require your signature and must be notarized for a settlement of this amount. I have attached it for you. I can respect that it may take some time to get the agreement notarized. If you'd like you can have your retailer assist in notarizing that for you they typically have a notary on site. To begin processing your check, [redacted] will only need an electronic copy of your signed agreement emailed to me. This will reduce the delay to getting the check out to you. At your earliest convenience you can then send the notarized original copy by mail to me directly. The original notarized copy will be required given the amount of this settlement to overnight you the check once it has been processed. It can take [redacted] to process from our [redacted] Dept. However, we'll do our best to expedite for you. Let me know if you have any questions. Thanks again. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted]>>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<<[redacted] entered by [redacted] [redacted]>>>[redacted] is a fax number <<<[redacted] entered by [redacted]>>>From [redacted] [redacted] <(><<)>[redacted]> Date [redacted] Subject update To [redacted] <(><<)>[redacted]> Hi [redacted] I have my car back now for [redacted] and it seems to be running well. I would like to close this out. I had inquired about an extension on my warranty. I don't feel like I should be penalized for the car being in the shop for [redacted]. This is beyond acceptable time to fix a minor rear ended car. [redacted] authorized the fixes in [redacted] and the car was returned [redacted] and spent another [redacted] in the shop because it had so many issues with it then I had to return it [redacted] for the oxygen tanks. You had also mentioned some sort of compensation for the time but I haven't heard back on either point warranty extension or compensation. Finally, I have heard from multiple sources that [redacted], the authorized [redacted] shop is near bankruptcy and/or has terrible credit so it is hard for them to get parts, which explains the delay in fixing my car. I also heard from a mechanic in that shop that they don't have all the tools to correctly calibrate the the fixes to [redacted] cars, therefore making them a safety concern. Scary. I would like to close this out. I think you guys really need to re evaluate who you consider an authorized [redacted] auto body. [redacted] <<<[redacted] entered by [redacted] [redacted]Client

Server>>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject RE FW Executive Case [redacted] To [redacted] <(><<)> [redacted] >, [redacted] <(><<)> [redacted] >, [redacted] <(><<) > [redacted] > Cc [redacted] <(><<)> [redacted] > Hi [redacted], I have attached a worksheet showing what Mrs. [redacted] monthly payment would have been, looks like [redacted]. Thank you, <<< [redacted] entered by [redacted] / Client Server>>>CALLED AND SPOKE TO [redacted] AT ACTION COLLISION Vehicle is complete and ready for delivery Customer is aware Shop is awaiting payment from [redacted] [redacted] sent documentation to [redacted]'s independent inspector [redacted] [redacted] [redacted] from [redacted] asked him to send the documentation directly to her, which he did He has advised [redacted] from [redacted] that he cannot release without payment due to delays in the past with [redacted] He has suggested that she overnight a check which he is aware she can do He sympathizes with customer but must require payment in order to run his business <<< [redacted] entered by [redacted] >>>From [redacted] <(><<) > [redacted] > Date [redacted] [redacted] Subject Re Customer [redacted] Case [redacted] To [redacted] <(><<) > [redacted] > Cc [redacted] <(><<)> [redacted] > Please check with the body shop. I think the issue with the labor rate has been resolved. You may then be able to give the customer some good news. [redacted] <<< [redacted] 000PM entered by [redacted] >>>Discussed with [redacted]. Customer should pursue compensation for time down with her insurance company. Body shops are not owned by [redacted] and if it is their policy not to release until insurance pays, she should pursue with insurance <<< [redacted] entered by [redacted] >>>CALLED CUSTOMER. PHONE WAS PICKED UP AND IMMEDIATELY HUNG UP. NO OPTION FOR VOICEMAIL. <<< [redacted] entered by [redacted] >>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<< [redacted] entered by [redacted] >>>NOTE Customer's wife [redacted] opened case <<< [redacted] entered by [redacted] >>>CALLED AND SPOKE TO CUSTOMER She states [redacted] has still not agreed to pay for repairs She states that [redacted] had a 3rd party inspector authorize an additional [redacted] in work that [redacted] did not know about until after the fact She appreciates the follow up and states that [redacted] from [redacted] yelled at her and would not take her case She is hoping for assistance with rental costs I advised to let [redacted] assist her first as this is accident related, but we will be happy to review after [redacted] does. <<< [redacted] entered by [redacted] >>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<< [redacted] entered by [redacted] >>>NEXT Inform customer that we'll be happy to review any documents after [redacted] has completed their analysis and offer. This may take a few [redacted], so I will close case but she can call back and reference this case number at that time. <<< [redacted] entered by [redacted] >>>RECEIVED VOICEMAIL FROM CUSTOMER [redacted] in arbitration regarding cost of repairs, stating shop changed labor rate, [redacted] won't cover difference Shop is charging customer [redacted] storage This is the only aluminum auto body shop in [redacted] I think I have to get an attorney <<< [redacted] entered by [redacted] >>>Confirmed on [redacted] [redacted] <(>&<)>fi [redacted] [redacted] [redacted] Telephone [redacted] Is the only bodyshop in [redacted] <<< [redacted] entered by [redacted] >>>NOTES PER DISCUSSION WITH SR Licensing status of body shop is internal information, cannot comment Independently owned and operated franchises Body shop does have the right to change labor rate. Manufacturer does not set labor rate Dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Free to contact [redacted] or engage lawyer as she sees fit, but we would encourage her to choose the option of dealing with her insurance company <<< [redacted] [redacted] entered by [redacted] / Client Server>>>CALLED AND SPOKE TO CUSTOMER She advised it's not a good time, can she call back in [redacted] I advised I may not be able to pick up due to my work schedule, but yes she can call back then <<< [redacted] entered by [redacted] >>>Customer Posted on [redacted] Please see customer's complaint and details below [redacted] [redacted] <<< [redacted] entered by [redacted] >>>Next Close <<< [redacted] entered by [redacted] >>>ISSUE Customer states Customer's wife [redacted] calling on his behalf Vehicle was rear ended on [redacted] vehicle has been down since then Going [redacted] on ice. Other driver at fault, knocked off tail light Insurance has been notified [redacted], Policy number [redacted] under [redacted], Claim handler [redacted] [redacted], auto claims Accident report and photos available Strange that a small fender bender has had such a long delay Original repair estimate [redacted]. Supplementary estimate [redacted] additional. Other driver has [redacted] liability She has asked for help [redacted] from corporate and the dealership. So far only [redacted] at [redacted] on [redacted] has been nice Autobody shop [redacted]. [redacted] has totally disassembled vehicle Her husband may have spoken to some people he knows in [redacted] executive REQUEST Customer requests Progress be made on repairs ADVISED I advised I will research this I will try to get all the

information pulled into [redacted] to call back Gave my contact information and case number <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>NEED TO KNOW When did vehicle come in to dealership When to [redacted] shop When were repairs authorized <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>SENT BELOW TO EXECUTIVE LIAISON TEAM From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] <(>&<)> [redacted] To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> Hi guys, I just opened a case for [redacted], but she says her husband may have been speaking to some friends of his in corporate already about their vehicle being rear ended back in [redacted] and the auto [redacted] shop being slow to repair and charging an extreme amount for the repairs. Do either of you know anything about something like this Case number is [redacted], vehicle VIN is [redacted]. She hasn't asked for an executive escalation, but I'm wondering if something already exists. <<<[redacted] [redacted] entered by [redacted] User [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] <(>&<)> [redacted] To [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> .Good afternoon [redacted], You would find our cases under the 'Vehicle Overview' just like any other [redacted] Case, I don't see any Executive Case for this VIN. I'd recommend handling as usual, confirm the vehicle is at an authorized [redacted] [redacted] repair facility for starters, if you have not already. Let me know if you have any other questions. Take care. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>PER DDW Warranty Cover Policy Expires Distance Deductible Corrosion Warranty [redacted] [redacted] Federal Emission Warranty [redacted] [redacted] Paint Warranty [redacted] [redacted] Standard Factory Warranty [redacted] [redacted] Open Field Service Actions Code FSA Message [redacted] FREE SERVICE [redacted] / [redacted] [redacted] [redacted] MIL ILLUMINATED [redacted] PASSENGER AIRBAG [redacted] VEHICLE DOOR WILL NOT LATCH <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>PER [redacted] No relevant claim history <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>LEFT VOICEMAIL FOR SM LARRY My name, customer, vehicle, vin, my contact info, case number I need to gather some information <<<[redacted] [redacted] entered by [redacted] User [redacted]/Client Server>>>SENT BELOW TO SM LARRY From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] VIN [redacted] To [redacted] Customer [redacted] [redacted] [redacted] Case [redacted] Hello [redacted] The above customer's wife [redacted] called in to the [redacted] regarding a part delay on this vehicle, which she states has been out of service since [redacted]. I need to gather some information to help me to understand her situation. Can you provide me with the following When did vehicle come in to dealership When to [redacted] shop When were repairs authorized If you know the part, part number, and order date that is currently behind the delay, I would also appreciate that information. <<<[redacted] [redacted] entered by [redacted] User [redacted]/Client Server>>>PER GOOGLE Action Auto Collision [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted]/Client Server>>>Number below is non working <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>PER GOOGLE SEARCH INCLUDING STREET ADDRESS Address [redacted] [redacted] Phone [redacted] <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>SPOKE TO [redacted] AT ACTION COLLISION Vehicle arrived at [redacted] shop on [redacted] [redacted] approved the work on [redacted] or 4 [redacted] of labor, [redacted] Work is nearly done, just located a trim panel for the headliner which should be in [redacted] Expects to be finished by the weekend Damage appeared to be only the right rear quarter panel However, when removed, internal structural damage was found which increased the scope of work considerably A [redacted] adjuster has been out to the shop [redacted] to ensure that the work being done is necessary All work is being approved [redacted] will email me a copy of the work orders and photos including the internal damage <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>Next steps call customer on next aux <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>CALLED AND SPOKE TO CUSTOMER Advised that dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Licensing status of [redacted] shop is internal information, cannot comment Independently owned and operated franchises Manufacturer does not set labor rate Customer states she is disappointed and upset and states she will never buy another [redacted] but I may close her case <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>NOTES PER DISCUSSION WITH SR Licensing status of [redacted] shop is internal information, cannot comment Independently owned and operated franchises Body shop does have the right to change labor rate. Manufacturer does not set labor rate Dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Free to contact [redacted] or engage lawyer as she sees fit, but we would encourage her to choose the option of dealing with her insurance company <<<[redacted] entered by [redacted] User [redacted]/Client Server>>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<<[redacted] entered by [redacted] User [redacted] [redacted]/Client Server>>>Received voicemail from customer Still can't get her car Dispute between [redacted] shop and [redacted] over retroactively raising their

labor rate Wants us to make body shop return to original rate <<< [redacted] entered by [redacted] /Client [redacted] >>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<< [redacted] entered by [redacted] /Client [redacted] >>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject [redacted] Case [redacted] To [redacted] <(><<)> [redacted] > What exactly is the issue. Has the car been returned to the customer Is the body shop holding it hostage until they get paid from the insurance company I'm trying to understand the issue. . <<< [redacted] entered by [redacted] /Client [redacted] >>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re [redacted] Case [redacted] To [redacted] <(><<)> [redacted] > Hi [redacted] I've only dealt with the customer's wife, [redacted]. She states that the body shop is trying to retroactively increase their labor rate. Her insurance, [redacted], is disputing this action, and the body shop will not release the vehicle until they are paid. [redacted] from [redacted] stated to me that they have wound up unpaid previously when they released before payment. My notes from my last conversation with her [redacted] are Advised that dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Licensing status of body shop is internal information, cannot comment Independently owned and operated franchises Manufacturer does not set labor rate [redacted] states she is disappointed and upset and states she will never buy another [redacted] but I may close her case She seems unwilling to believe that a body shop listed on [redacted] and recommended by her dealership cannot have their labor rates influenced by [redacted] <<< [redacted] entered by [redacted] [redacted] /Client [redacted] >>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re [redacted] [redacted] Case [redacted] To [redacted] <(><<)> [redacted] >, [redacted] <(><<) > [redacted] > [redacted], Thanks.. I am copying in [redacted] as he may be able to offer some assistance. I think we need to keep the case open until the customer is reunited with their vehicle. [redacted] [redacted] will not release this customer's vehicle. Is this something you can assist with We have some responsibility as we recommend the body shop, no [redacted] [redacted] Relationship Centre and Consumer Affairs Manager [redacted] Service Division T [redacted] | M [redacted] <<< [redacted] [redacted] entered by [redacted] [redacted] /Client [redacted] >>>LEFT VOICEMAIL FOR ACTION COLLISION My name, contact information, customer name, vehicle, vin, contact info I've been informed I should contact you for an update [redacted] Please give me a call <<< [redacted] [redacted] entered by [redacted] [redacted] /Client [redacted] >>>E mail to [redacted], [redacted] Case [redacted], [redacted], [redacted] <(><<)> [redacted] > [redacted] ([redacted]) to [redacted], [redacted] Hello [redacted], Being that [redacted] is out of the office and you are her [redacted] call back buddy, please check her voice mail to see if she has a voice mail regarding this case from [redacted]. Please document the case either way. Also, if there is a voice mail from Mr. or Ms. [redacted], document the case and let me know. Regards, [redacted] [redacted] Relationship Center Operations Superviso <<< [redacted] entered by [redacted] [redacted] / Client [redacted] >>>I checked [redacted]'s voice mail No voice mails from Either [redacted] or his wife [redacted] <<< [redacted] entered by [redacted] [redacted] /Client [redacted] >>>Email from Social media department from [redacted] <(><<)> [redacted] > to [redacted] [redacted] <(><<)> [redacted] > cc [redacted] [redacted] <(><<)> [redacted] >, [redacted] <(><<) > [redacted] >, Global [redacted] Relations <(><<)> [redacted] >, [redacted] <(><<) > [redacted] > date [redacted] subject Re [redacted] [redacted] mailed by [redacted] Important mainly because of the people in the conversation. Hi [redacted] The customer has contacted us again on [redacted] saying that she has not been contacted. Are you able to let me know if you would like us to respond Many thanks [redacted] <<< [redacted] entered by [redacted] [redacted] /Client [redacted] >>>From [redacted] <(><<)> [redacted] > Date [redacted] [redacted] Subject Re [redacted] [redacted] Case [redacted] To [redacted] <(><<)> [redacted] > Hey [redacted] The body shop hasn't picked up their phone for me yet. I've left them voicemails, but I really need to call the customer. Do you know that something has definitely changed there I don't want to feed her a generic we're working on it if there's another option. <<< [redacted] [redacted] [redacted] entered by [redacted] [redacted] /Client [redacted] >>>From [redacted] <(><<) > [redacted] > Date [redacted] Subject Re [redacted] [redacted] Case [redacted] To [redacted] <(><<) > [redacted] >, [redacted] <(><<)> [redacted] > [redacted] , Thanks for the heads up... [redacted] This saga continues. Can you help We really need an update on this customer's vehicle. <<< [redacted] entered by [redacted] [redacted] /Client [redacted] >>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re [redacted] [redacted] Case [redacted] To [redacted] <(><<)> [redacted] > [redacted] [redacted] <(><<)> [redacted] >, [redacted] <(><<) > [redacted] > Hi [redacted] Not sure what I can do. They are owned and operated independently, so I cannot enforce anything. I spoke with them and they claimed it was being handled, outside of going to the shop personally, there is little oversight I have. I have provided my solution to our legal department, which was to

tow away customers vehicles and remove them from the network. To my knowledge that is not something we can do at this time. [redacted] Specialist, Customer Experience T [redacted] email [redacted] <<<[redacted] entered by [redacted] /Client Server>>>Per [redacted] advised him that [redacted] had accepted increased labor rate. <<<[redacted] entered by [redacted] /Client Server>>>CALLED ACTION COLLISION AND REACHED [redacted] Insurance concerns have been resolved He will complete final detail and return vehicle to customer [redacted] <<<[redacted] entered by [redacted] /Client Server>>>CALLED AND SPOKE TO CUSTOMER Advised that I had heard from [redacted] that insurance concern was resolved and he expected to return [redacted] She stated she was waiting to hear regarding certification [redacted] did also mention to me completing certification. I advised he is finishing certification and final detail She thanked me for the update and confirmed she had their best contact number <<<[redacted] 000AM entered by [redacted] /Client Server>>>Email from Social Team from [redacted] <(><<)>[redacted] > to [redacted] <(><<)>[redacted] > cc [redacted] [redacted] <(><<)>[redacted] >, [redacted] <(><<) >[redacted] >, Global Customer Relations <(><<)>[redacted] >, [redacted] <(><<) >[redacted] > date [redacted] subject Re [redacted] [redacted] mailed by [redacted] Important mainly because of the people in the conversation. Hi [redacted] This customer has been in touch again. She is claiming that somebody should have been in touch with her on [redacted]. The last contact I can see on the case says the [redacted] and there is no mention of anybody calling her back on a particular date. I'm assuming the [redacted] are still awaiting further information from the body shop. Kind regards <<<[redacted] entered by [redacted] /Client Server>>>SPOKE TO [redacted] AT ACTION COLLISION He has already called the customer [redacted] He will have vehicle delivered to her either [redacted] or [redacted] Detail and certification will be complete by then <<<[redacted] entered by [redacted] /Client Server>>>LEFT CUSTOMER VOICEMAIL My name, case, contact info I spoke to [redacted] who told me they spoke to you and will return your vehicle by the [redacted] Feel free to contact me <<<[redacted] entered by [redacted] /Client Server>>>SPOKE TO [redacted] AT ACTION COLLISION He advised vehicle would be returned to customer [redacted] He advised he had told customer that as well <<<[redacted] entered by [redacted] /Client Server>>>LEFT CUSTOMER VOICEMAIL My name, case, contact info I've spoken to [redacted] and he says delivery [redacted] He says he's informed you Please call me with any questions <<<[redacted] [redacted] entered by [redacted] /Client Server>>>SPOKE TO [redacted] AT ACTION COLLISION He states he is returning to the dealership on [redacted] for CPO inspection <<<[redacted] entered by [redacted] /Client Server>>>From [redacted] <(><<) >[redacted] > Date [redacted] Subject [redacted] [redacted] To [redacted] Customer [redacted] [redacted] Vehicle [redacted] [redacted] VIN [redacted] Case [redacted] Hello [redacted] I have been working with the above customer since [redacted] [redacted] regarding repairs to her vehicle. [redacted] from [redacted] informed me [redacted] that the vehicle will be returned to the dealership on [redacted], for inspection. Can you confirm that for me and let me know what happens next [redacted] Customer Relationship Center Representative T US [redacted] 1 [redacted] or [redacted] [redacted], [redacted], Ext. [redacted] <<<[redacted] entered by [redacted] /Client Server>>>From [redacted] <(><<)>[redacted] > Date [redacted] Subject RE [redacted] [redacted] To [redacted] [redacted] <(><<)>[redacted] > Hi [redacted], I talked to [redacted] at [redacted] [redacted] and he did tell they would be sending me the car on [redacted] for inspection. I do not trust this company but if the vehicle is received, upon successful completion of the inspection we can return directly to [redacted]. I will let you know how it turns out. Thank you, <<<[redacted] entered by [redacted] /Client Server>>>From [redacted] <(><<)>[redacted]@gmail.com> Date [redacted] Subject Re update To [redacted] <(><<) >[redacted] > Thank you for your consideration. I will take the [redacted] payment at [redacted] Thank you again [redacted] Sent from [redacted] <<<[redacted] entered by [redacted] /Client Server>>>From [redacted] <(><<)>[redacted] > Date [redacted] Subject Re update To [redacted] <(><<)>[redacted] > Thank you. I appreciate this and will get back to you on [redacted] I am glad you are investigating [redacted]. [redacted] Sent from [redacted] <<<[redacted] entered by [redacted] /Client Server>>>From [redacted] <(><<)>[redacted] > Date [redacted] [redacted] Subject Re [redacted] auto body shop [redacted] To [redacted] <(><<)>[redacted] > [redacted] <(><<) >[redacted] > [redacted], Legal is asking for evidence of these [redacted]. Can we get pictures of the damage and also, RO's showing mileage difference [redacted] [redacted] Specialist, Customer Experience T [redacted] email [redacted] <<<[redacted] entered by [redacted] /Client Server>>>From [redacted] <(><<)>[redacted] > Date [redacted] Subject Re [redacted] auto body shop [redacted] To [redacted]

<(><<)>[redacted]> [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> I will reach out to the dealership and ask [redacted] for those. <<<[redacted] entered by SVCRM User Program Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted] Do you have photos of the vehicle damage and ROs showing the mileage difference that you could send me They will help to address our concerns with [redacted]. Thanks" [redacted] <<<[redacted] entered by SVCRM User Program Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] at [redacted] Subject Re My horrible, very bad, no good [redacted] experience To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, [redacted] <(> <<)>[redacted]>, [redacted] <(><<)>[redacted]> Hi [redacted] We are well aware of Ms. [redacted] and she has had an unfortunate experience. this is compounded by the fact that the body shop is indep endently owned and operated. We are working very had to resolve her concerns. [redacted] Customer Relationship Centre and Consumer Affairs Manager Customer Service Division T [redacted] | M [redacted] | [redacted] On [redacted], [redacted] <(> <<)>[redacted]> wrote Dear Ms [redacted], As Dr [redacted] is out of the office, please allow me to acknowledge and thank you for your email on his behalf Dr [redacted] will read your note on his return and be disappointed to hear of the experience you have had with your [redacted] Dr [redacted] would want me to waste no further time and send a copy of our exchange of correspondence to Mr [redacted] who, as President for [redacted] in the [redacted], is in the best position to look into the issues you have faced. [redacted] will ask a member of his dedicated team to look into the experience you have had and they will be in touch to discuss directly. Please be assured they will keep Dr [redacted] fully informed. Ms [redacted], I know Dr [redacted] will be so sorry you have had cause to contact him directly but will appreciate you taking the time and trouble to do so. Kind regards, [redacted] Business Manager to Chief Executive Officer [redacted] Mo bile [redacted] Office [redacted] Registered Office [redacted] Registered in [redacted] No [redacted] Confidentiality Note This electronic message contains information that may be confidential, legally privileged or otherwise protected from disclosure. This information is intended for the use of the addressee only. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, printing or any other use of, or any action in reliance on, the contents of this electronic message is strictly prohibited. If you have received this communication in error, please notify the sender and destroy the original message. Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject My horrible, very bad, no good [redacted] experience To [redacted], [redacted] Dear Board Members, I was in a minor car accident on [redacted] with my brand new [redacted]. It had a total of [redacted] and was in mint condition. The driver rear ended me at [redacted] and damaged the rear tail light significantly. I describe the impact like being in a bumper car. No [redacted] was hurt. The car went into the only authorized [redacted] aluminum auto body shop in [redacted] [redacted] on [redacted]. The original estimate from the shop was [redacted] which seemed exorbitant but after calling the [redacted] corporate line which I was yelled at and told this is what it costs to repair a [redacted], I resolved that this is what it must cost. (Note the car was purchased for [redacted]). The authorized [redacted] shop told me the car would be ready approximately beginning of [redacted] The shop issued [redacted] for [redacted] (in [redacted]) and [redacted] (in [redacted]) for additional damages even changing their labor rates from [redacted] to [redacted] on work alr eady performed. The shop even openly acknowledged this fact and threatened to charge a storage fee of [redacted] to my insurance if they didn't pay the full amount. After much debate between the shop and insurance, my insurance (the claim is being subrogated) decided to pay the full [redacted] on [redacted]. My car had now been essentially held hostage in an authorized [redacted] auto body shop for [redacted]. I reached out to corporate again to discuss the situation and again was told that this is what it costs to fix a [redacted] and I quote, if the damage was so minor, why did you even have it fixed was what [redacted] quipped. On my [redacted] to complain to corporate, I finally got someone who opened a case ([redacted]) and has followed up with me. She has been moderately helpful but has stayed the course in arguing with me that [redacted] is a reasonable amount to fix a car in a minor car accident as well as that corporate has no connection with authorized [redacted] auto body shops (see image I pulled from your corporate site). I have not been able to reconcile how corporate has no connection to the auto body shop, yet, it is listed on your corporate site as a authorized [redacted] shop. (As an aside, I have tweeted and face booked corporate on multiple occasions, [redacted] someone telling me that someone will get back to me. I have heard only the sound of crickets.) Once insurance paid [redacted] on [redacted], it took [redacted] for my car to be returned to the dealership to be certified. During this time, I had multiple interactions with the dealership who basically wiped their hands clean of any wrong doing, telling me that I chose the auto body shop and it was essentially my issue. (See above there is only [redacted] certified [redacted] shop in [redacted]) so I couldn't really reconcile how I chose this shop. I was also told by the dealership to drive down to the auto body shop and check on the car. Realize the auto body shop is [redacted] away in [redacted] from where I live. Are you kidding In all

fairness, I was given a loaner car in [redacted] after complaining about the duration of the work. And here's the kicker... The car was returned on [redacted] ([redacted]). It was returned to the dealership in [redacted] with multiple warning lights on, a big scratch on the bumper, the keyless entry not working and....[redacted] on the car from the authorized [redacted] auto [redacted] which amounts to a felony of a stolen car in the state of [redacted]. The odometer now reads ~[redacted]. I have the documentation to prove the different on the odometer reading as well. The dealership has been unable to fix the car as of [redacted] There may be other problems with the car. I have not gone to the dealership to investigate. The car in all fairness could have been driven to [redacted] with that many miles. Who knows. This is my first experience with a [redacted] I hope that this is unique. The only acceptable solution to me is to hav e a full refund of my car issued or a new [redacted] that is c <<<[redacted] entered by [redacted] User Program Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Executive Case [redacted] [redacted] To [redacted] [redacted] Good afternoon. I just received Mrs. [redacted] case from Dr. [redacted], our CEO, and will be handling the case moving forward. See below the email our Executive Team received [redacted] They are not happy. Do you have this vehicle currently If so, please hold it. Do not release it. Are there any photos of the outstanding damage Do we know the extent of the damage and what the vehicle needs Let me know. <<<[redacted] entered by [redacted] User Program Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd My horrible, very bad, no good [redacted] experience To [redacted] <(><<)>[redacted]>, [redacted] <(> <<) >[redacted]> [redacted] [redacted] <(><<)>[redacted]> [redacted]/[redacted] Good afternoon, I hope you enjoyed your holiday weekend. See below an email Dr. [redacted] received regarding Mrs. [redacted] [redacted] [redacted], [redacted] [redacted], worked done at [redacted] Certified Aluminium Repair facility. Our Executives are not happy about this [redacted]. It's the [redacted] our Executives have received regarding this particular Certified Aluminium Repair facility. Please let me know what can be done to ensure this customer's vehicle is repaired correctly <(>&<)> promptly. I have sent an email to the [redacted] at [redacted] [redacted] to see if 1) they have the vehicle currently/to hold the vehicle if they currently have it in their possession , 2) have photos of the outstanding damage/work needed, and 3) a list with all the outstanding mechanical issues outlined. [redacted] How do we ensure that NO [redacted] are towed to this facility moving forward They can not keep operating this way with our customers <(>&<)> receive our brands' support. Best Regards, [redacted] [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User Program Management/Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] Subject Executive Case [redacted] Your [redacted] [redacted] To [redacted] Good morning Mrs. [redacted], Thank you for your correspondence to [redacted] 's CEO, Dr. [redacted]. Your matter was forwarded to me for handling on his behalf. We are distraught to hear of the concerns you are experiencing with your vehicle, yet we are glad that you took the time to write to us. Please rest assured that your matter will be investigated thoroughly and I will work with our regional team in your area in the hopes to reach an amicable resolution to your concerns. Your Executive Case # will be [redacted]. I would like to follow up with you shortly with my progress on your case. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User Program Management/ Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] [redacted] To [redacted], [redacted] Good afternoon [redacted] I hope you're well. This case is pretty high up on the [redacted] chain. . . Can I get an update at your earliest convenience please Thanks in advance. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] <<<[redacted] [redacted] entered by [redacted] User Program Management/Client Server>>>.From [redacted] <(><<)>[redacted] [redacted]> Date [redacted] Subject RE Executive Case [redacted] [redacted] To [redacted] <(><<) >[redacted]> Hi [redacted], Sorry for the delay, I will respond to your questions within [redacted]. I need to get an update from my technician. Thank you, <<<[redacted] [redacted] [redacted] entered by [redacted] User Program Management/Client Server>>>.From [redacted] <(><<) >[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] < (><<)>[redacted]> Thanks [redacted]. I will give you a very brief summary of what has happened and some photos. Sent my car to [redacted] [redacted] authorized auto [redacted] Action Collision in [redacted] on [redacted] after a minor car accident. (I was rear ended at [redacted] approximately photo attached). Attached photo from your corporate site, showing that it is an authorized [redacted] shop. It is also the only [redacted] in [redacted] and it is [redacted] [redacted] away Estimate from auto [redacted] was [redacted] after he, and I quote, tore the car completely apart to find the damage This included ripping up all the flooring, air bags, sun roof, windshield. [redacted] I receive an email from auto [redacted] that says car should be ready by beginning of [redacted] Supplemental issued for [redacted] in [redacted] He says he finds additional damage [redacted] supplemental issued for [redacted]. Auto [redacted] changes labor rates from [redacted] to [redacted] in this estimate for work already performed in [redacted] thru current. I spend the summer inquiring when my car will be returned. Insurance continues to work with auto [redacted] to understand the additional damage and increased costs. Auto [redacted] threatens a [redacted]

storage fee since all work has been completed according to [redacted] After many phone calls, my car is returned to the [redacted] dealership on [redacted]. [redacted] It has multiple warning lights on, keyless entry does not work, a scratch across the bumper, and [redacted] (see attached photos) from the time the car was brought in to when it was returned. Clearly, the auto body shop has used my car as a loaner, to run drugs, I have no idea at this point, smoked in th e car...I have not seen the car to verify additional damage as it has been at the dealer. [redacted] I go to the police who tell me the auto body shop has committed a felony in the state of [redacted] and is considered a stolen car if what I'm saying is true [redacted] I still do not have a car.... As an aside, I have reached out to the [redacted], [redacted] dealership, and corporate on numerous occasions and have received no help. The only help I finally did receive was thru [redacted] who opened a case but she has only been able to provide lip service and says corporate has nothing to do with an authorized [redacted] auto body shop. Please help... [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] To [redacted] <(><<)>[redacted]> Will do. Thank you" On [redacted], [redacted] <(> <<)>[redacted]> wrote Thank you Mrs. [redacted], I'm waiting on further details regarding your vehicle's outstanding concerns from [redacted] [redacted]'s Technician. Please hang in there for me. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re update To [redacted] <(><<)>[redacted]> Good morning Mrs. [redacted], I'm glad we could come to an resolution for you. There is a standard Settlement Agreement that will require your signature and must be notarized for a settlement of this amount. I have attached it for you. I can respect that it may take some time to get the agreement notarized. If you'd like you can have your retailer assist in notarizing that for you they typically have a notary on site. To begin processing your check, [redacted] will only need an electronic copy of your signed agreement emailed to me. This will reduce the delay to getting the check out to you. At your earliest convenience you can then send the notarized original copy by mail to me directly. The original notarized copy will be required given the amount of this settlement to overnight you the check once it has been processed. It can take [redacted] [redacted] to process from our [redacted] Dept. However, we'll do our best to expedite for you. Let me know if you have any questions. Thanks again. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] [redacted] Subject Fwd To [redacted] <(><<)>[redacted]>, [redacted] <(> <<)>[redacted]>, [redacted] <(><<)>[redacted]> Attached are [redacted] where the paneling (just noticed [redacted]) is starting to come off the car. [redacted] is above the door on the side that was hit and [redacted] is on the top of the car (same side). I have no time to bring the car in to get fixed every other week. As you recall, I just brought it in for a warning light. I have a corporate job, am a full time parent, and my husband travels extensively, I did not buy a [redacted] car so that I could spend endless hours trying to a) get my car back from an authorized [redacted] shop and b) to spend time fixing it [redacted] and [redacted] later.... What do I need to do to ensure reliable transportation [redacted] This is RIDICULOUS. [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re update To [redacted] <(><<)>[redacted]> Good morning Mrs. [redacted], I'm glad we could come to an resolution for you. There is a standard Settlement Agreement that will require your signature and must be notarized for a settlement of this amount. I have attached it for you. I can respect that it may take some time to get the agreement notarized. If you'd like you can have your retailer assist in notarizing that for you they typically have a notary on site. To begin processing your check, [redacted] will only need an electronic copy of your signed agreement emailed to me. This will reduce the delay to getting the check out to you. At your earliest convenience you can then send the notarized original copy by mail to me directly. The original notarized copy will be required given the amount of this settlement to overnight you the check once it has been processed. It can take [redacted] to process from our [redacted] Dept. However, we'll do our best to expedite for you. Let me know if you have any questions. Thanks again. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd To [redacted] <(><<)>[redacted]>, [redacted] <(> <<)>[redacted]>, [redacted] <(><<)>[redacted]> Attached are [redacted] where the paneling (just noticed [redacted]) is starting to come off the car. [redacted] is above the door on the side that was hit and [redacted] is on the top of the car (same side). I have no time to bring the car in to get fixed every other week. As you recall, I just brought it in for a warning light. I have a corporate job, am a full time parent, and my husband travels extensively, I did not buy a [redacted] car so that I could spend endless hours trying to a) get my car back from an authorized [redacted] shop and b) to spend time fixing it [redacted]

and [redacted] later.... What do I need to do to ensure reliable transportation [redacted] This is RIDICULOUS. [redacted] <<<[redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject signing papers To [redacted] <(><<)>[redacted]> [redacted] I am not signing any papers absolving [redacted] of any responsibility at this time. This car continues to have problems, is a time suck, and a mental drag for me. This has been going on for [redacted] now. As stated in an earlier email, the paneling is now falling off in [redacted]. I had to take in [redacted] for a warning light. I can only imagine that the rest of the paneling will soon follow. Plus, I still do not have my back screen which I asked [redacted] at [redacted] to send. This is the piece that hides any stuff you have in the trunk. [redacted] something breaks and/or is missing. I do have time to schlep the car every other week to the dealership to get fixed and then schlep back. This was not the intention in spending [redacted] for a car. My only options at this point are to get a corporate attorney to handle this and/or continue to email the board members, [redacted] accounts, [redacted], whatever it takes for [redacted] corporate [redacted] as well as [redacted] dealership to actually do the right thing. Giving me a new car at this point is the ONLY FAIR option. I have been thru enough. [redacted] <<<[redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd [redacted] auto body shop [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted] Can I come see you [redacted] to catch you up on the latest regarding [redacted], the auto body customer from [redacted] with the [redacted] account The vehicle was returned to the dealership in less than desirable condition by the auto body shop, and Ms. [redacted] is an avid user of social media. [redacted] <<<[redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] auto body shop [redacted] To [redacted] <(><<)>[redacted]> Hello [redacted], Indeed I feel that [redacted] and [redacted] should know the latest. The scratches and the excessive mileage are most concerning. If there are mechanical issues, I am sure the dealer will repair. Regards, <<<[redacted] [redacted] entered by [redacted] [redacted]/Client Server>>>RECEIVED CALL FROM CUSTOMER I advised [redacted] had brought me up to speed I apologized I advised I will research what I can do She states she wants [redacted] off [redacted] She states she ran a background check and found that [redacted] of [redacted] is a felon with multiple convictions I asked if she had leased or financed her vehicle She states she purchased outright I advised I am certain [redacted] will see the vehicle put right and I will find out what else I can do <<<[redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re FW Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted] Good afternoon. Can I get an update on Mrs. [redacted] vehicle Best Regards, [redacted] Senior Executive Liaison <<<[redacted] [redacted] entered by [redacted] [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]> Hello Mrs. [redacted], Thank you for your email. I'll follow with [redacted] to see how I can help. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] [redacted] | [redacted] [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], [redacted] <(> <<) >[redacted]> wrote Dealership called [redacted] and said the car is ready with some cosmetic damages that they are trying to buff out. FYI. <<<[redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted] [redacted]> Date [redacted] Subject Re FW Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted] Good afternoon. Can I get an update on Mrs. [redacted] vehicle Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re FW Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted]> Good morning [redacted] Please advise on Mrs. [redacted] vehicle She's written our CEO's office again complaining. Thanks in advance. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re signing papers To [redacted] <(><<)>[redacted]> Mrs. [redacted], Good morning. Thank you for your email. Please know, the work performed by [redacted] <(>&<)> our Authorized Aluminum

Repair Facilities are backed by [redacted] The General Settlement Agreement is simply an acknowledgement that the [redacted] is accepted in resolution to your repair history to date. It by no means releases [redacted] from our obligation to uphold our warranties or to ensure your vehicle is correctly repaired. I wouldn't turn my back on you after your ordeal. That's simply not how I operate. This experience resulted from an accident not a defect in manufacturing or workmanship. Although we empathize with your situation, we are not in the position to repurchase/replace your vehicle. However, if you'd like, you can certainly use the [redacted] towards your next [redacted] or [redacted] purchase at our Authorized [redacted] retailers. It is a very generous offer. The standard Settlement Agreement would still be required given the amount of our goodwill gesture. [redacted]'s Executive Team here in the [redacted] and the [redacted] are well aware of our offer and your experience to date. Before declining [redacted]'s offer please take the necessary time to reconsider, simply let me know how you would like to proceed by [redacted]. [redacted] will be happy to address any outstanding concerns you have with the work performed and I'll monitor the repairs, just let me know what date your appointment is. Thank you. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User Program Management/ Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re FW FW Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> Good afternoon [redacted] Can you confirm you've received the oxygen sensor needed for the repairs Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] From [redacted] <(><<)>[redacted]> Date [redacted] at [redacted] Subject FW FW Executive Case [redacted] [redacted] ([redacted]) <(> <<)>[redacted] [redacted]> Cc [redacted] <(><<)>[redacted]> Hello, Just an update on the Mrs. [redacted] vehicle, it has just returned with a check engine light. I have put her in a loaner for the day and overnighted an oxygen sensor. There is actually a technical service bulletin that applies for this concern; shown below. We test drove the vehicle [redacted] before delivery, while talking to Mrs. [redacted] [redacted] she authorized us to put [redacted] [redacted] on the car before giving it back to her. Thank you, From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE FW Executive Case [redacted] [redacted] <(><<)>[redacted]> Cc [redacted] <(><<) >[redacted]> Good Morning [redacted], All repairs have been completed and Mrs. [redacted] took delivery of her vehicle last night. I received an email from Mrs. [redacted] [redacted] and she stated that she would like an extended service contract because she has lost [redacted] on her car. Due to the circumstances I think this is very reaso nable. I pasted her email below. [redacted], I have a shop ticket bill of [redacted] and I am not sure who is paying for the repairs, my technician spent a great amount of time tracing down numerous problems and did not even flag all of his time spent. I have talked to [redacted] and they said to send them a bill and they will take a look at. They want to go after her insurance for the cost but all repairs were due to a lack of detail and failure to reassemble correctly. Hi I received my [redacted] [redacted] Thank you. Since the car had been in the shop for [redacted], starting [redacted] until now [redacted], I am hoping that you guys can extend the [redacted] or [redacted] warranty. It does not seem fair to have [redacted] pass on my warranty while this car was being fixed. Given that we don't drive our cars that much, it is most likely I will hit the [redacted] mark before the [redacted] [redacted]age. I'm hoping this doesn't become a [redacted] warranty. [redacted] Thank you, [redacted] [redacted] Fixed Operations Director [redacted] <<<[redacted] entered by [redacted] User Program Management/Client Server>>>From [redacted] <(><<)>[redacted] [redacted]> Date [redacted] Subject [redacted] <(>&<)> [redacted] To [redacted], [redacted], [redacted] Good morning All, I hope you're well. Just need to get some sales information on Mr. <(>&<)> Mrs. [redacted] VIN [redacted] Trying to calculate compensation for her given her post accident inconvenience. Can you forward her sales contract showing the amount paid on her vehicle, please I understand she purchased it out right. Can you provide an estimated payment for her particular vehicle as well please Thanks in advance for your help. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] From [redacted] [redacted] <(><<)>[redacted]> Date [redacted] Subject Re FW FW Executive Case [redacted] [redacted] To [redacted] < (><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> [redacted] Good morning. Please advise if Mrs. [redacted] vehicle was successfully repaired and returned to her Best Regards, [redacted] Senior Executive Liaison <<<[redacted] entered by [redacted] User Program Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] [redacted] Subject RE FW Executive Case [redacted] [redacted] <(><<)>[redacted]>, [redacted] <(><<) >[redacted]>, [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> Hi [redacted], I have attached a worksheet showing what Mrs. [redacted] monthly payment would have been, looks like [redacted]. Thank you, <<<[redacted]

000AM entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] at [redacted] Subject update To [redacted] <(><<)>[redacted]> Hi [redacted] I have my car back now for [redacted] and it seems to be running well. I would like to close this out. I had inquired about an extension on my warranty. I don't feel like I should be penalized for the car being in the shop for [redacted]. This is beyond acceptable time to fix a minor rear ended car. [redacted] authorized the fixes in [redacted] and the car was returned [redacted] and spent another [redacted] in the shop because it had so many issues with it then I had to return it [redacted] for the oxygen tanks. You had also mentioned some sort of compensation for the time but I haven't heard back on either point warranty extension or compensation. Finally, I have heard from multiple sources that Action [redacted], the authorized [redacted] shop is near bankruptcy and/or has terrible credit so it is hard for them to get parts, which explains the delay in fixing my car. I also heard from a mechanic in that shop that they don't have all the tools to correctly calibrate the the fixes to [redacted] cars, therefore making them a safety concern. Scary. I would like to close this out. I think you guys really need to re evaluate who you consider an authorized [redacted] auto body. [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re update To [redacted] <(><<)>[redacted]> Good morning Mrs. [redacted], [redacted] let me start by saying, I'm truly sorry for your experience with your [redacted] Thank you for being so patient and understanding given the circumstances. Please know that we are formally investigating Action [redacted]'s repair center. We do take your experience and feedback seriously. It is being handled internally and unfortunately I can not advise on any corrective action taken moving forward. However, rest assured they are being monitored closely at this time. I am pleased to be able to come back to you with [redacted] on behalf of [redacted]'s Executive Office for you to consider (*We calculated an average payment for our offers as you own it outright.) [redacted] of payments in the total amount of [redacted] by check. OR [redacted] of payments in the total amount of [redacted] by check. AND Given that your Standard Factory Warranty can not be extended, we are willing to offer an [redacted] (by whichever occurs first) [redacted] [redacted] Protection Plan. Please know, this is a [redacted] Approved protection plan that begins from the date of the contract agreement. Like most extended warranties, it is an exclusionary plan and does not cover pre existing conditions. So if you have concerns with regard to the parts or work performed due to the accident and/or repairs, this plan will not cover it. However, you may reach out to me directly and I'll review any assistance I can provide at that time. This program does include [redacted] Roadside Assistance during this time period as well. I have attached a brochure for your review. Please review it thoroughly as there are a lot of great benefits to our program. [Please note A check will take [redacted] to process from our offices, however, we'll do our best to expedite it for you.] I hope our gesture of goodwill restores your faith in our brand. If you have any questions about these offers please let me know. I look forward to hearing from you. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], [redacted] <(> <<)>[redacted]> wrote Thank you Mrs. [redacted], I'll have an offer for your consideration by close of business day [redacted] I'm hoping I can turn this around for you. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re update To [redacted] <(><<)>[redacted]> Thank you. I appreciate this and will get back to you on [redacted] I am glad you are investigating Action [redacted]. [redacted] Sent from [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re update To [redacted] <(><<)>[redacted]> Thank you for your consideration. I will take the [redacted] payment at [redacted] Thank you again [redacted] Sent from [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]> Good morning Mrs. [redacted], I truly thank you for your patience. It was important to get some details from [redacted] since they currently have your vehicle. Their service team is assessing the full extent of necessary repairs as they have several pages of codes from the vehicle they are still interpreting at this time. There were multiple warning lights and error message upon arrival. They are addressing the warning lights and messages first. So far there was a receiver communication error from a module and there was no remote, passive entry or smart key operation. After diagnosis, technician found that there was a connector in the right rear d pillar unplugged. There is a hard fault for the right rear door handle antenna which is

indicating there is an open wire somewhere in the circuit that your technician will have to trace. There was a hard fault for the adaptive dynamics and after diagnosis they found that the right rear vertical accelerator sensor was missing; this part has been ordered. There is a flashing Tire Pressure Monitoring System light, etc... They are fixing the major issues first and then will clear all fault codes, test drive and see what returns. My hope is that any issues found can be fully addressed at the retailer without having to send it to another body shop. I will keep you posted as the repairs progress. Once your vehicle is repaired we can evaluate your case for goodwill based on your inconvenience. Thank you. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] [redacted] <<<[redacted] entered by [redacted]/Client Server>>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<<[redacted] [redacted] entered by [redacted]/Client Server>>>SPOKE TO [redacted] AT ACTION COLLISION Vehicle arrived at body shop on [redacted] [redacted] approved the work on [redacted] [redacted] of labor, [redacted] Work is nearly done, just located a trim panel for the headliner which should be in [redacted] Expects to be finished by the weekend Damage appeared to be only the right rear quarter panel However, when removed, internal structural damage was found which increased the scope of work considerably A [redacted] adjuster has been out to the shop [redacted] to ensure that the work being done is necessary All work is being approved [redacted] will email me a copy of the work orders and photos including the internal damage <<<[redacted] [redacted] entered by [redacted]/Client Server>>>Next steps call customer on next aux <<<[redacted] entered by [redacted]/Client Server>>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<<[redacted] entered by [redacted]/Client Server>>>[redacted] is a fax number <<<[redacted] [redacted] entered by [redacted]/Client Server>>>CALLED AND SPOKE TO CUSTOMER She states work is still not done She purchased vehicle cash She has paid out a [redacted] in rental Insurance has to go through subrogation to determine how much rental is covered I advised that we normally do not step in on rentals, but since she has been without a vehicle for so long, I would be happy to look at her receipts It may take [redacted] for insurance to finish making their determinations [redacted]'s first priority has to be making sure the work is done correctly [redacted] was running into part delays (internal only, not discussed with customer if body shop waiting for parts has caused extended delay, I think we have a case to refund some rental costs) <<<[redacted] entered by [redacted]/Client Server>>>CALLED AND SPOKE TO [redacted] AT ACTION COLLISION Vehicle is complete and ready for delivery Customer is aware Shop is awaiting payment from [redacted] [redacted] sent documentation to [redacted]'s independent inspector [redacted] [redacted] [redacted] from [redacted] asked him to send the documentation directly to her, which he did He has advised [redacted] from [redacted] that he cannot release without payment due to delays in the past with [redacted] He has suggested that she overnight a check which he is aware she can do He sympathizes with customer but must require payment in order to run his business <<<[redacted] [redacted] entered by [redacted]/Client Server>>>Discussed with [redacted]. Customer should pursue compensation for time down with her insurance company. Body shops are not owned by [redacted] and if it is their policy not to release until insurance pays, she should pursue with insurance <<<[redacted] entered by [redacted]/Client Server>>>CALLED CUSTOMER. PHONE WAS PICKED UP AND IMMEDIATELY HUNG UP. NO OPTION FOR VOICEMAIL. <<<[redacted] entered by [redacted]/Client Server>>>E mail to [redacted] Case [redacted], [redacted] <(><<)>[redacted]> [redacted] ([redacted]) to [redacted] Hello [redacted], Being that [redacted] is out of the office and you are her [redacted] call back buddy, please check her voice mail to see if she has a voice mail regarding this case from [redacted]. Please document the case either way. Also, if there is a voice mail from Mr. or Ms. [redacted], document the case and let me know. Regards, [redacted] Customer Relationship Center Operations Superviso <<<[redacted] entered by [redacted] [redacted]/Client Server>>>I checked [redacted]'s voice mail No voice mails from Either [redacted] or his wife [redacted] <<<[redacted] [redacted] entered by [redacted]/Client Server>>>RECEIVED CALL FROM CUSTOMER I advised [redacted] had brought me up to speed I apologized I advised I will research what I can do She states she wants [redacted] off [redacted] She states she ran a background check and found that [redacted] of [redacted] is a felon with [redacted] I asked if she had leased or financed her vehicle She states she purchased outright I advised I am certain [redacted] will see the vehicle put right and I will find out what else I can do <<<[redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] auto body shop [redacted] To [redacted] <(><<)>[redacted]> Hello [redacted], Indeed I feel that [redacted] and [redacted] should know the latest. The scratches and the excessive mileage are most concerning. If there are mechanical issues, I am sure the dealer will repair. Regards, <<<[redacted] [redacted] entered by [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd [redacted] auto body shop [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted] Can I come see you [redacted] to catch you up on the latest regarding [redacted], the auto body customer from [redacted] with the [redacted] account The vehicle was returned to the dealership in less than desirable condition by the auto body shop, and Ms. [redacted] is an avid user of social media. [redacted]

<<< entered by /Client Server>>>From <(><<)> > Date Subject Re auto body shop To <(><<)> > <(><<)> >. Legal is asking for evidence of these . Can we get pictures of the damage and also, RO's showing mileage difference Program Specialist, Customer Experience T email <<< entered by /Client Server>>>From <(><<)> > Date Subject Re auto body shop To <(><<)> > <(><<)> >, <(><<)> > I will reach out to the dealership and ask for those. <<< entered by /Client Server>>>From <(><<)> > Date Subject Re To <(><<)> > Hi Do you have photos of the vehicle damage and ROs showing the mileage difference that you could send me They will help to address our concerns with Action Collision. Thanks" <<< entered by /Client Server>>>From <(><<)> > Date Subject Re My horrible, very bad, no good experience To <(><<)> >, <(><<)> >, <(> <<)> >, <(><<)> > Hi We are well aware of Ms. and she has had an unfortunate experience. this is compounded by the fact that the body shop is indep endently owned and operated. We are working very had to resolve her concerns. Customer Relationship Centre and Consumer Affairs Manager Customer Service Division T | M | On , <(> <<)> > wrote Dear Ms , As Dr is out of the office, please allow me to acknowledge and thank you for your email on his behalf Dr will read your note on his return and be disappointed to hear of the experience you have had with your Dr would want me to waste no further time and send a copy of our exchange of correspondence to Mr who, as President for in the , is in the best position to look into the issues you have faced. will ask a member of his dedicated team to look into the experience you have had and they will be in touch to discuss directly. Please be assured they will keep Dr fully informed. Ms , I know Dr will be so sorry you have had cause to contact him directly but will appreciate you taking the time and trouble to do so. Kind regards, Business Manager to Chief Executive Officer Mo bile Office Registered Office Registered in No Confidentiality Note This electronic message contains information that may be confidential, legally privileged or otherwise protected from disclosure. This information is intended for the use of the addressee only. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, printing or any other use of, or any action in reliance on, the contents of this electronic message is strictly prohibited. If you have received this communication in error, please notify the sender and destroy the original message. Forwarded message From <(><<)> > Date Subject My horrible, very bad, no good experience To , , Dear Board Members, I was in a minor car accident on with my brand new . It had a total of and was in mint condition. The driver rear ended me at and damaged the rear tail light significantly. I describe the impact like being in a bumper car. No one was hurt. The car went into the only authorized aluminum auto body shop in on . The original estimate from the shop was which seemed exorbitant but after calling the corporate line which I was yelled at and told this is what it costs to repair a , I resolved that this is what it must cost. (Note the car was purchased for). The authorized land shop told me the car would be ready approximately The shop issued for (in) and (in) for additional damages even changing their labor rates from to on work alr eady performed. The shop even openly acknowledged this fact and threatened to charge a storage fee of $45 a day to my insurance if they didn't pay the full amount. After much debate between the shop and insurance, my insurance (the claim is being subrogated) decided to pay the full on . My car had now been essentially held hostage in an authorized auto body shop for . I reached out to corporate again to discuss the situation and again was told that this is what it costs to fix a and I quote, if the damage was so minor, why did you even have it fixed was what quipped. On my to complain to corporate, I finally got someone who opened a case ( ) and has followed up with me. She has been moderately helpful but has stayed the course in arguing with me that is a reasonable amount to fix a car in a minor car accident as well as that corporate has no connection with authorized auto body shops (see image I pulled from your corporate site). I have not been able to reconcile how corporate

has no connection to the auto [redacted], yet, it is listed on your corporate site as a authorized [redacted] shop. (As an aside, I have tweeted and face booked corporate on multiple occasions, [redacted] someone telling me that someone will get back to me. I have heard only the sound of crickets.) Once insurance paid [redacted] on [redacted], it took [redacted] for my car to be returned to the dealership to be certified. During this time, I had multiple interactions with the dealership who basically wiped their hands clean of any wrong doing, telling me that I chose the auto [redacted] and it was essentially my issue. (See above there is only [redacted] certified [redacted] shop in [redacted]) so I couldn't really reconcile how I chose this shop. I was also told by the dealership to drive down to the auto [redacted] and check on the car. Realize the auto [redacted] is [redacted] away in [redacted] from where I live. Are you kidding In all fairness, I was given a loaner car in [redacted] after complaining about the duration of the work. And here's the kicker... The car was returned on [redacted] ([redacted]). It was returned to the dealership in [redacted] with multiple warning lights on, a big scratch on the bumper, the keyless entry not working and....[redacted] on the car from the authorized [redacted] auto [redacted] which amounts to a felony of a stolen car in the state of [redacted]. The odometer now reads ~[redacted]. I have the documentation to prove the different on the odometer reading as well. The dealership has been unable to fix the car as of [redacted] There may be other problems with the car. I have not gone to the dealership to investigate. The car in all fairness could have been driven to [redacted] with that many [redacted]. Who knows. This is my first experience with a [redacted] I hope that this is unique. The only acceptable solution to me is to hav e a full refund of my car issued or a new [redacted] that is c <<<[redacted] [redacted] entered by [redacted] User [redacted] [redacted]Client Server>>>PER [redacted] SEARCH INCLUDING STREET ADDRESS Address [redacted] Phone [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted] [redacted]Client Server>>>Number below is non working <<<[redacted] [redacted] entered by [redacted] User [redacted] [redacted]Client Server>>>PER [redacted] Action Auto Collision [redacted] [redacted] <<<[redacted] [redacted] [redacted] entered by [redacted] User [redacted] [redacted]Client Server>>>Next Close <<<[redacted] entered by [redacted] User [redacted] [redacted]Client Server>>>Customer Posted on [redacted] Please see customer's complaint and details below [redacted] [redacted] <<<[redacted] entered by [redacted] User [redacted] [redacted]Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted]> What exactly is the issue. Has the car been returned to the customer Is the [redacted] holding it hostage until they get paid from the insurance company I'm trying to understand the issue. . <<<[redacted] entered by [redacted] User [redacted] [redacted]Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] [redacted] Subject Re Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted] I've only dealt with the customer's wife, [redacted]. She states that the [redacted] is trying to retroactively increase their labor rate. Her insurance, [redacted], is disputing this action, and the [redacted] will not release the vehicle until they are paid. [redacted] from [redacted] stated to me that they have wound up unpaid previously when they released before payment. My notes from my last conversation with her [redacted] are Advised that dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Licensing status of [redacted] is internal information, cannot comment Independently owned and operated franchises Manufacturer does not set labor rate Customer states she is disappointed and upset and states she will never buy another [redacted] but I may close her case She seems unwilling to believe that a [redacted] listed on [redacted] and recommended by her dealership cannot have their labor rates influenced by [redacted] <<<[redacted] [redacted] [redacted] entered by [redacted] User [redacted] [redacted]Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] [redacted] Subject Re Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> [redacted], Thanks.. I am copying in [redacted] as he may be able to offer some assistance. I think we need to keep the case open until the customer is reunited with their vehicle. [redacted] [redacted] will not release this customer's vehicle. Is this something you can assist with We have some responsibility as we recommend the [redacted], no [redacted] Customer Relationship Centre and Consumer Affairs Manager Customer Service Division T [redacted] | M [redacted] <<<[redacted] entered by [redacted] User [redacted] [redacted]Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Customer [redacted] Case [redacted] To [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> Please check with the [redacted]. I think the issue with the labor rate has been resolved. You may then be able to give the customer some good news. [redacted] <<<[redacted] entered by [redacted] User [redacted] [redacted]Client Server>>>LEFT VOICEMAIL FOR ACTION COLLISION My name, contact information, customer name, vehicle, vin, contact info I've been informed I should contact you for an update [redacted] Please give me a call <<<[redacted] entered by [redacted] User [redacted] [redacted]Client Server>>>CALLED AND SPOKE TO CUSTOMER She states [redacted] has still not agreed to pay for repairs She states that [redacted] had a 3rd party inspector authorize an additional [redacted] in work that [redacted] did not know about until after the fact She appreciates the follow up and states that [redacted] from [redacted] yelled at her and would not take

her case She is hoping for assistance with rental costs I advised to let [redacted] assist her first as this is accident related, but we will be happy to review after [redacted] does. <<<[redacted] entered by [redacted] [redacted]/Client [redacted]>>>NOTE Customer's wife [redacted] opened case <<<[redacted] entered by [redacted] [redacted]/Client [redacted]>>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<<[redacted] entered by [redacted] [redacted]/Client [redacted]>>>ISSUE Customer states Customer's wife [redacted] calling on his behalf Vehicle was rear ended on [redacted] vehicle has been down since then Going [redacted] on ice. Other driver at fault, knocked off tail light Insurance has been notified [redacted], Policy number [redacted] under [redacted], Claim handler [redacted] [redacted], auto claims Accident report and photos available Strange that a small fender bender has had such a long delay Original repair estimate [redacted]. Supplementary estimate [redacted] additional. Other driver has [redacted] liability She has asked for help [redacted] from corporate and the dealership. So far only [redacted] at [redacted] on [redacted] has been nice Autobody shop [redacted]. [redacted] has totally disassembled vehicle Her husband may have spoken to some people he knows in [redacted] executive REQUEST Customer requests Progress be made on repairs ADVISED I advised I will research this I will try to get all the information pulled into [redacted] to call back Gave my contact information and case number <<<[redacted] entered by [redacted] [redacted]/Client [redacted]>>>NEED TO KNOW When did vehicle come in to dealership When to body shop When were repairs authorized <<<[redacted] entered by [redacted] [redacted]/Client [redacted]>>>SENT BELOW TO EXECUTIVE LIAISON TEAM From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] <(>&<)> [redacted] To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> Hi guys, I just opened a case for [redacted], but she says her husband may have been speaking to some friends of his in corporate already about their vehicle being rear ended back in [redacted] and the auto body shop being slow to repair and charging an extreme amount for the repairs. Do either of you know anything about something like this Case number is [redacted], vehicle [redacted] is [redacted]. She hasn't asked for an executive escalation, but I'm wondering if something already exists. <<<[redacted] [redacted] entered by [redacted] [redacted]/Client [redacted]>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd My horrible, very bad, no good [redacted] experience To [redacted] <(><<)>[redacted]>, [redacted] <(> <<)>[redacted]> [redacted] <(><<)>[redacted]> [redacted]/[redacted] Good afternoon, I hope you enjoyed your holiday [redacted] nd. See below an email Dr. [redacted] received regarding Mrs. [redacted] [redacted] [redacted], [redacted] [redacted], worked done at [redacted] [redacted]fied Aluminium Repair facility. Our Executives are not happy about this one. It's the [redacted] our Executives have received regarding this particular Certified Aluminium Repair facility. Please let me know what can be done to ensure this customer's vehicle is repaired correctly <(>&<)> promptly. I have sent an email to the [redacted] at [redacted] to see if 1) they have the vehicle currently/to hold the vehicle if they currently have it in their possession , 2) have photos of the outstanding damage/work needed, and 3) a list with all the outstanding mechanical issues outlined. [redacted] How do we ensure that NO [redacted] [redacted] are towed to this facility moving forward They can not keep operating this way with our customers <(>&<)> receive our brands' support. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] [redacted]/Client [redacted]>>>LEFT CUSTOMER VOICEMAIL My name, case, contact info I spoke to [redacted] who told me they spoke to you and will return your vehicle by the [redacted] Feel free to contact me <<<[redacted] entered by [redacted] [redacted]/Client [redacted]>>>SPOKE TO [redacted] AT ACTION COLLISION He advised vehicle would be returned to customer [redacted] He advised he had told customer that as well <<<[redacted] 000PM entered by [redacted] [redacted]/Client [redacted]>>>LEFT CUSTOMER VOICEMAIL My name, case, contact info I've spoken to [redacted] and he says delivery [redacted] He says he's informed you Please call me with any questions <<<[redacted] entered by [redacted] [redacted]/Client [redacted]>>>SPOKE TO [redacted] AT ACTION COLLISION He states he is returning to the dealership on [redacted] for CPO inspection <<<[redacted] [redacted] entered by [redacted] [redacted]/Client [redacted]>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] [redacted] To [redacted] Customer [redacted] [redacted] [redacted] [redacted] Case [redacted] Hello [redacted] I have been working with the above customer since [redacted] regarding repairs to her vehicle. [redacted] from [redacted] informed me [redacted] that the vehicle will be returned to the dealership on [redacted], for inspection. Can you confirm that for me and let me know what happens next [redacted] Customer Relationship Center Representative [redacted] [redacted] or [redacted] [redacted], [redacted], Ext. [redacted] <<<[redacted] entered by [redacted] [redacted]/Client [redacted]>>>From [redacted] <(><<)>[redacted]> Date [redacted] [redacted] Subject RE [redacted] [redacted] To [redacted] <(><<)>[redacted]> Hi [redacted], I talked to [redacted] at [redacted] earlier [redacted] and he did tell they would be sending me the car on [redacted] for inspection. I do not trust this company but if the vehicle is received, upon successful completion of the inspection we can return directly to [redacted]. I will let you know how it turns out. Thank you,

<<< [redacted] entered by [redacted] User [redacted]/Client Server>>>LEFT VOICEMAIL FOR [redacted] Customer name, vehicle, vin, case, my contact info Looking to see if Action Collision actually returned vehicle and if they did, what results of inspection were <<< [redacted] entered by [redacted] User [redacted]/Client Server>>>From [redacted] <(><<)> [redacted]> Date [redacted] Subject Re [redacted] To [redacted] <(><<)> [redacted]> Hello [redacted] Did Action Collision actually return the vehicle If they did, is inspection complete And what were the results Thanks, [redacted] <<< [redacted] entered by [redacted] User [redacted]/Client Server>>>From [redacted] <(><<)> [redacted]> Date [redacted] Subject RE [redacted] To [redacted] <(><<)> [redacted]> Hi [redacted], We received the vehicle last night, it has been dispatched into the shop but the inspection is not yet complete. My technician says he immediately has found several issues with the vehicle that will have to be diagnosed. Upon arrival, the vehicle had [redacted] on, smart key not found message, etc... There was exterior scratches on the right front fender and damage to the left front wheel. I will keep you updated. Thank you, <<< [redacted] entered by [redacted] User [redacted]/Client Server>>>From [redacted] <(><<)> [redacted]> Date [redacted] Subject Re [redacted] To [redacted] <(><<)> [redacted]> I can only imagine how you must feel, seeing the vehicle come in like that. Have you notified anyone of the vehicle's condition <<< [redacted] entered by [redacted] User [redacted]/Client Server>>>.From [redacted] <(><<)> [redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] To [redacted] <(><<) > [redacted]> Thanks [redacted]. I will give you a very brief summary of what has happened and some photos. Sent my car to [redacted] authorized auto body Action Collision in [redacted] on [redacted] after a minor car accident. (I was rear ended at [redacted] approximately photo attached). Attached photo from your corporate site, showing that it is an authorized [redacted] shop. It is also the only [redacted] in [redacted] and it is [redacted] away Estimate from [redacted] was [redacted] after he, and I quote, tore the car completely apart to find the damage This included ripping up all the flooring, air bags, sun roof, windshield. [redacted] I receive an email from [redacted] that says car should be ready by beginning of [redacted] Supplemental issued for [redacted] in [redacted] He says he finds additional damage [redacted] supplemental issued for [redacted]. [redacted] changes labor rates from [redacted] to [redacted] in this estimate for work already performed in [redacted] thru current. I spend the summer inquiring when my car will be returned. Insurance continues to work with [redacted] to understand the additional damage and increased costs. [redacted] threatens a $45 a day storage fee since all work has been completed according to [redacted] [redacted] After many phone calls, my car is returned to the [redacted] dealership on [redacted]. [redacted] [redacted] It has multiple warning lights on, keyless entry does not work, a scratch across the bumper, and [redacted] (see attached photos) from the time the car was brought in to when it was returned. Clearly, the [redacted] has used my car as a loaner, to run drugs, I have no idea at this point, smoked in th e car...I have not seen the car to verify additional damage as it has been at the dealer. [redacted] I go to the police who tell me the [redacted] has committed a felony in the state of [redacted] and is considered a stolen car if what I'm saying is true [redacted] I still do not have a car.... As an aside, I have reached out to the [redacted], [redacted] dealership, and corporate on numerous occasions and have received no help. The only help I finally did receive was thru [redacted] who opened a case but she has only been able to provide lip service and says corporate has nothing to do with an authorized [redacted] [redacted]. Please help... [redacted] <<< [redacted] entered by [redacted] User [redacted]/Client Server>>>.From [redacted] <(><<) > [redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] To [redacted] < (><<)> [redacted]> Will do. Thank you" On [redacted], [redacted] <(> <<)> [redacted]> wrote Thank you Mrs. [redacted], I'm waiting on further details regarding your vehicle's outstanding concerns from [redacted]'s Technician. Please hang in there for me. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<< [redacted] [redacted] entered by [redacted] User [redacted]/Client Server>>>.From [redacted] <(><<)> [redacted]> Date [redacted] Subject Update Action Collision To [redacted] <(><<)> [redacted]>, [redacted] <(><<) > [redacted]> Hello, An update on the situation with [redacted]. We have spoke with them over the phone, sent an email, and will be following up with a letter outlining our concerns and unresolved issues. You will be CC'd on the letter [redacted] or [redacted]. [redacted] [redacted] Specialist, Customer Experience T [redacted] email [redacted] <<< [redacted] entered by [redacted] User [redacted] [redacted]/Client Server>>>From [redacted] <(><<)> [redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)> [redacted]> Good afternoon Mrs. [redacted], [redacted] is still diagnosing at this time. Correct, there is some minor cosmetic damage however, I don't believe any of the damage would require that the vehicle go back to Action Collision. I do not know if we'll ever know what the vehicle was used for or why it was driven the additional mileage at this

body shop. We are investigating that as well. Please let me continue working with [redacted] in the hopes to resolve this quickly for you. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], [redacted] <(> <<)>[redacted]> wrote Thanks [redacted] for the update. According to the dealership, the car was returned with cosmetic damage as well. I haven't seen the car but that's what I was told. Also, the authorized land [redacted] shop put [redacted] on my car so clearly not a test drive. Has anyone figured out what my car was used for Thanks again for your help. I pulled up this auto body shop on your corporate site [redacted] I really, really hope that you guys remove him as an authorized land [redacted] shop to protect the consumer in [redacted]. This guy should be in jail, not fixing cars" [redacted] <<<[redacted] entered by [redacted] User Program Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE Executive Case [redacted] [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> Good Morning [redacted], We had [redacted] last hard fault in the system indicating an open circuit, [redacted] we found a loose connector is the right rear door. [redacted] we are going to reassemble the vehicle, clear all the fault codes and test drive. I know the customer has an issue with the mileage discrepancy so I have attached a copy of the DTC view from the vehicle which documents trigger mileage. Thank you, From [redacted] [[redacted]] Sent [redacted] To [redacted] Subject Re Executive Case [redacted] [redacted] Good morning [redacted] Can I get an update on the vehicle's repair status Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User Program Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject FW Executive Case [redacted] [redacted] ([redacted]) <(> <<)>[redacted]> Cc [redacted] <(><<)>[redacted]> Hello [redacted], We have cleared all [redacted] of fault codes, test drove the vehicle on the highway and tested for any water leaks so we are getting closer. We had [redacted] return (Bluetooth antenna circuit open and EPASS voltage low). So what we have left . Diagnose the final [redacted] . Align the rear tailgate . Replace the right roof finisher (scratched and will not stay clipped in). . Overhead console missing foam pad underneath Just an FYI, my technician has [redacted] into it at this point. Thank you, <<<[redacted] [redacted] entered by [redacted] User Program Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] at [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]> Good afternoon Mrs. [redacted], [redacted] hopes to have your vehicle repairs completed soon. They have cleared all fault codes, test drove the vehicle on the highway and tested for any water leaks so they are getting closer. As of [redacted] they had [redacted] return (Bluetooth antenna circuit open and EPASS voltage low). So they had remaining . Diagnose the final [redacted] . Align the rear tailgate . Replace the right roof finisher (scratched and will not stay clipped in). . Overhead console missing foam pad underneath We would like to consider goodwill given your experience <(>&<)> inconvenience. At your earliest convenience, if you could, can you please forward a copy of your sales contract or a bank statement advising your monthly payment amount. If you own your vehicle outright, we'll utilize an average monthly payment for your area instead. Thank you in advance. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User Program Management/Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE FW Executive Case [redacted] [redacted] <(><<)>[redacted]> You are welcome, and I have updated Mrs. [redacted]. From [redacted] [[redacted]] Sent [redacted] To [redacted] Subject Re FW Executive Case [redacted] [redacted] Thank you [redacted] Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] [redacted], [redacted] [redacted] | [redacted] [redacted] [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], [redacted] <(> <<)>[redacted]> wrote Good morning [redacted], We are waiting on [redacted] and we should have it completed. There was a roof finisher that was scratched and would not stay clipped in , we have received the part but had to send it out for paint. We

should have the finisher [redacted] or [redacted] and with that, we should be able to wrap this up. Thank you, From [redacted] [[redacted] Sent [redacted] To [redacted] Subject Re FW Executive Case [redacted] [redacted] Good morning [redacted] I hope you're well. How are we on Mrs. [redacted] vehicle Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>SPOKE TO STEVE AT ACTION COLLISION He has already called the customer [redacted] He will have vehicle delivered to her either [redacted] or [redacted] Detail and certification will be complete by then <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>Email from Social Team from [redacted] [redacted] <(><<)>[redacted]> to [redacted] <(><<)>[redacted]> cc [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]>, Global Customer Relations <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] [redacted] mailed by [redacted] Important mainly because of the people in the conversation. Hi [redacted] This customer has been in touch again. She is claiming that somebody should have been in touch with her on [redacted]. The last contact I can see on the case says the [redacted] and there is no mention of anybody calling her back on a particular date. I'm assuming the [redacted] are still awaiting further information from the body shop. Kind regards <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>CALLED AND SPOKE TO CUSTOMER Advised that I had heard from [redacted] that insurance concern was resolved and he expected to return [redacted] She stated she was waiting to hear regarding certification [redacted] did also mention to me completing certification. I advised he is finishing certification and final detail She thanked me for the update and confirmed she had their best contact number <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] Subject Executive Case [redacted] Your [redacted] [redacted] To [redacted] Good morning Mrs. [redacted], Thank you for your correspondence to [redacted] 's CEO, Dr. [redacted]. Your matter was forwarded to me for handling on his behalf. We are distraught to hear of the concerns you are experiencing with your vehicle, yet we are glad that you took the time to write to us. Please rest assured that your matter will be investigated thoroughly and I will work with our regional team in your area in the hopes to reach an amicable resolution to your concerns. Your Executive Case # will be [redacted]. I would like to follow up with you shortly with my progress on your case. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] [redacted] [redacted], [redacted] Good afternoon [redacted] I hope you're well. This case is pretty high up on the [redacted] food chain. . . Can I get an update at your earliest convenience please Thanks in advance. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE Executive Case [redacted] [redacted] [redacted] <(><<)>[redacted]> Hi [redacted], Sorry for the delay, I will respond to your questions within [redacted]. I need to get an update from my technician. Thank you, <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]> Thanks [redacted]. I will give you a very brief summary of what has happened and some photos. Sent my car to [redacted] [redacted] authorized auto body [redacted] in [redacted] on [redacted] after a minor car accident. (I was rear ended at [redacted] approximately photo attached). Attached photo from your corporate site, showing that it is an authorized [redacted] shop. It is also the only [redacted] in [redacted] and it is [redacted] [redacted] away Estimate from [redacted] was [redacted] after he, and I quote, tore the car completely apart to find the damage This included ripping up all the flooring, air bags, sun roof, windshield. [redacted] I receive an email from [redacted] that says car should be ready by beginning of [redacted] Supplemental issued for [redacted] in [redacted] He says he finds additional damage [redacted] supplemental issued for [redacted]. [redacted] changes labor rates from [redacted] to [redacted] in this estimate for work already performed in [redacted] thru current. I spend the summer inquiring when my car will be returned. Insurance continues to work with [redacted] to understand the additional damage and increased costs. [redacted] threatens a $45 a day storage fee since all work has been completed according to [redacted] [redacted] After many phone calls, my car is returned to the [redacted] dealership on [redacted] [redacted]. [redacted] It has multiple warning lights on, keyless entry does not work, a scratch across the bumper, and [redacted] (see attached photos) from the time the car was brought in to when it was returned. Clearly, the [redacted] has used my car as a loaner, to run drugs, I have no idea at this point, smoked in th e car...I have not seen the car to verify additional damage as it has been at the dealer. [redacted] I go to the police who tell me the [redacted] has committed a felony in the state of [redacted] and is considered a stolen car if what I'm saying is true [redacted] I still do not have a car.... As an aside, I have reached out to the [redacted], [redacted] dealership, and corporate on numerous occasions and have received no help.

The only help I finally did receive was thru [redacted] who opened a case but she has only been able to provide lip service and says corporate has nothing to do with an authorized [redacted] auto body shop. Please help... [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]> Will do. Thank you" On [redacted] [redacted], [redacted] <(> <<)>[redacted]> wrote Thank you Mrs. [redacted], I'm waiting on further details regarding your vehicle's outstanding concerns from [redacted]'s Technician. Please hang in there for me. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>.From [redacted] <(><<)>[redacted]> Date [redacted] Subject Update Action Collision To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> Hello, An update on the situation with [redacted]. We have spoke with them over the phone, sent an email, and will be following up with a letter outlining our concerns and unresolved issues. You will be CC'd on the letter [redacted] or [redacted]. [redacted] [redacted] Specialist, Customer Experience T [redacted] email [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted] [redacted]> Date [redacted] Subject RE Executive Case [redacted] [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> Hello [redacted], Sorry for the delay, I will start by answering your questions below. Do you have this vehicle currently If so, please hold it. Do not release it.. We do have this vehicle and it will not be released until authorized to do so. Are there any [redacted] of the outstanding damage There is not really any outstanding damage, we just noted some minor damage on our walk around. I attached a [redacted] of [redacted]. Do we know the extent of the damage and what the vehicle needs We are still in the middle of accessing all the issues with the vehicle. There were multiple warning lights and error message upon arrival. There are [redacted] of error codes so right now my technician is trying to sort through all them by addressing the warning lights and messages first. So far there was a receiver communication error from the KVM and there was no remote, passive entry or smart key operation. After diagnosis, technician found that there was a connector in the right rear d pillar unplugged. There is a hard fault for the right rear door handle antenna which is indicating there is an open wire somewhere in the circuit that he will have to trace. There was a hard fault for the adaptive dynamics and after diagnosis we found that the right rear vertical accelerator sensor was missing; this part has been ordered. There is a flashing TPMS light, etc... We are fixing the major issues first and then we will clear all fault codes, test drive and see what returns. I will keep you updated on the progress as we move along. Thank you, [redacted] [redacted] Fixed Operations Director [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] Your [redacted] [redacted] To [redacted] <(><<)>[redacted]> Good morning Mrs. [redacted], I truly thank you for your patience. It was important to get some details from [redacted] since they currently have your vehicle. Their service team is assessing the full extent of necessary repairs as they have several pages of codes from the vehicle they are still interpreting at this time. There were multiple warning lights and error message upon arrival. They are addressing the warning lights and messages first. So far there was a receiver communication error from a module and there was no remote, passive entry or smart key operation. After diagnosis, technician found that there was a connector in the right rear d pillar unplugged. There is a hard fault for the right rear door handle antenna which is indicating there is an open wire somewhere in the circuit that your technician will have to trace. There was a hard fault for the adaptive dynamics and after diagnosis they found that the right rear vertical accelerator sensor was missing; this part has been ordered. There is a flashing Tire Pressure Monitoring System light, etc... They are fixing the major issues first and then will clear all fault codes, test drive and see what returns. My hope is that any issues found can be fully addressed at the retailer without having to send it to another body shop. I will keep you posted as the repairs progress. Once your vehicle is repaired we can evaluate your case for goodwill based on your inconvenience. Thank you. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE Executive Case [redacted] [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> Hello [redacted], Sorry for the delay, I will start by answering your questions below. Do you have this vehicle currently If so, please hold it. Do not release it.. We do have this vehicle and it will not be released until authorized to do so. Are there any [redacted] of the outstanding damage There is not really any outstanding damage, we just noted some minor damage on our walk around. I attached a [redacted] of [redacted]. Do we know the extent of the damage and what the vehicle needs We are still in the middle of accessing all the issues with the vehicle. There were multiple warning lights and error message upon arrival. There are [redacted] of error codes so right now my technician is trying to sort through all them by addressing the warning lights and messages first. So far there was

a receiver communication error from the KVM and there was no remote, passive entry or smart key operation. After diagnosis, technician found that there was a connector in the right rear d pillar unplugged. There is a hard fault for the right rear door handle antenna which is indicating there is an open wire somewhere in the circuit that he will have to trace. There was a hard fault for the adaptive dynamics and after diagnosis we found that the right rear vertical accelerator sensor was missing; this part has been ordered. There is a flashing TPMS light, etc... We are fixing the major issues first and then we will clear all fault codes, test drive and see what returns. I will keep you updated on the progress as we move along. Thank you, [redacted] Fixed Operations Director [redacted] <<< [redacted] 3 [redacted] entered by [redacted] >>>.From [redacted] <(><<)> [redacted] > Date [redacted] Subject Update Action Collision To [redacted] <(><<)> [redacted] >, [redacted] < (><<)> [redacted] > Hello, An update on the situation with [redacted]. We have spoke with them over the phone, sent an email, and will be following up with a letter outlining our concerns and unresolved issues. You will be CC'd on the letter [redacted] or [redacted]. [redacted] Specialist, Customer Experience T [redacted] email [redacted] <<< [redacted] entered by [redacted] >>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re [redacted] To [redacted] <(><<)> [redacted] > I can only imagine how you must feel, seeing the vehicle come in like that. Have you notified anyone of the vehicle's condition <<< [redacted] entered by [redacted] >>>From [redacted] < (><<)> [redacted] > Date [redacted] Subject RE [redacted] To [redacted] <(><<) > [redacted] > The owner of [redacted] was advised of the damage when he dropped it off. It's very minor but after [redacted] I would think it would be in great condition. I left [redacted] a voice mail earlier telling her we are going to have to keep the vehicle over the weekend. Thank you, <<< [redacted] entered by [redacted] >>>RECEIVED CALL FROM [redacted] LARRY Vehicle was brought in with [redacted] Now has [redacted] of test driving He will advise his AMM I will find out if I should notify [redacted] <<< [redacted] 000PM entered by [redacted] >>>From [redacted] <(><<)> [redacted] > Date [redacted] at [redacted] Subject [redacted] auto body shop [redacted] To [redacted] <(><<)> [redacted] > Hi [redacted] The saga continues. Ms. [redacted]'s vehicle has finally been returned to the dealership by the auto body shop. It is not in perfect condition and her mileage was racked up. Per [redacted] We received the vehicle last night, it has been dispatched into the shop but the inspection is not yet complete. My technician says he immediately has found several issues with the vehicle that will have to be diagnosed. Upon arrival, the vehicle had [redacted] on, smart key not found message, etc... There was exterior scratches on the right front fender and damage to the left front wheel. Per a call I received from [redacted] was brought in with [redacted] Now has [redacted] of test driving He will advise his AMM Should I advise [redacted] or [redacted] became involved after he was made aware of some tweets by the customer, and he reached out to [redacted] <<< [redacted] entered by [redacted] / [redacted] >>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re signing papers To [redacted] <(><<)> [redacted] > Thanks [redacted]. Apologies for not getting back to you. My husband is perennially out of town. He is here this weekend and we will get the doc notarized and sent back to you. [redacted] On [redacted], [redacted] <(> <<) > [redacted] > wrote Good morning Mrs. [redacted], I hope you had a good weekend. Please let me know if you have any questions regarding our offer. I'm here. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<< [redacted] entered by [redacted] >>>From [redacted] <(><<)> [redacted] > Date [redacted] at [redacted] Subject Re signing papers To [redacted] <(><<)> [redacted] > Hi [redacted] The signed letter is going out [redacted] FYI. Thanks"" [redacted] On [redacted], [redacted] <(> <<)> [redacted] > wrote Good morning Mrs. [redacted], I'm glad to hear you've accepted [redacted]'s goodwill offer. Once the Settlement Agreement is received I can submit your check for processing and I'll make sure it's expedited for you. Please keep me posted on your appointment date so that I can follow up with [redacted] to ensure they are addressed for you. Thank you. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<< [redacted] entered by [redacted] >>>Submitted check request for customer. [redacted] <<< [redacted] [redacted] entered by [redacted] >>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Fwd To [redacted] <(><<)> [redacted] >, [redacted] <(> <<)> [redacted] > [redacted] As you may recall from a previous email, the paneling started to come off the car within [redacted] of it being returned to me. [redacted] fixed it but [redacted] it has popped off again. Let's just recap what has happened here over the [redacted] [redacted] I was rear ended going [redacted] [redacted] Car was in

the shop, being fixed by an authorized [redacted] (who is still on your web site) who extorted money from my insurance company. [redacted] estimate [redacted], then he issued a supplemental at [redacted], then another at [redacted] period. Making it impossible for my insurance company to total the car as they were already [redacted] in with the first payment. Very clever scheme I might add. [redacted] Car is returned to dealership with ~[redacted] error codes and non functional. At this point, I Think the dealership realizes that the shop is so bad with other experiences they've had, they decide to try and fix it themselves which I believe they have not been paid for. [redacted] Dealership fixes the car and returns it to me [redacted] [redacted] Warning light goes off. Oxygen tanks are bad. I return the car which dealership fixes. [redacted] Paneling on car starts to come off on roof and side car door Car is hit at dealership and spends another [redacted] in the shop getting repaired [redacted] Car is returned to me. Paneling is falling off again [redacted] No amount of money compensates me for the time I spend fixing and dealing with this car. [redacted] is time away from my family, my career, my life, etc. I did not spend [redacted] to have a year long headache. When do you guys at corporate do the right thing The car is structura lly damaged. There is a reason the paneling keeps popping off. It was never put back together correctly in the first place. Can you please help Can you please, please give me my money back so I can get out of this nightmare once and for all [redacted] From [redacted] <(><<)>[redacted]> Date [redacted] Subject confirmation To [redacted] <(><<) >[redacted]> Hello [redacted] Can you confirm you received my signed paperwork Thank you. On another note, I took my car in on [redacted] to fix the paneling that was falling off from the previous fix. Some technician hit my car in the dealership and it's been in their shop ever since, getting a new bumper, repainted, etc. [redacted] ..Was told that I'd have it back [redacted] but no phone call or follow up. I guess it's still there. Who knows... No...I can't make this stuff up if I tried. [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted]Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re To [redacted] <(><<)>[redacted]> Hi [redacted] Good afternoon. Can you advise if [redacted] has provided any goodwill towards the most recent incident Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] [redacted] <<<[redacted] entered by [redacted] [redacted] [redacted]Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] To [redacted] <(><<)>[redacted]> [redacted] [redacted] <(><<)>[redacted]> Thank you [redacted] She claims to have had the vehicle in your shop for [redacted] for this. Can you advise on what the delay was Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] [redacted], [redacted] [redacted] | [redacted] [redacted] [redacted] [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted] [redacted], [redacted] <(> <<)>[redacted]> wrote Hello [redacted], Mrs. [redacted] brought her vehicle in because the right A pillar was loose and she also requested ski rack installation. There was no goodwill provided at this time. This is now the [redacted] this A pillar has come off so I am not sure if it might be something with the body itself as I have heard it has come loose again for the [redacted]. While her vehicle was in for repair, my service porter backed a car into her front bumper (extremely minor) so we had it repainted. Thank you, From [redacted] [mailto [redacted]] Sent [redacted] [redacted] To [redacted] [redacted] [redacted] Subject Re [redacted] [redacted] G ood afternoon. Please advise on what took place with Mrs. [redacted] vehicle so I know the extent of the damage. I do understand that she received the vehicle back on [redacted] and is still having issues with trim popping off. Was any goodwill provided to her Thanks. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] [redacted] <<<[redacted] entered by [redacted] [redacted]Client Server>>>From [redacted] < (><<)>[redacted]> Date [redacted] Subject Re To [redacted] <(><<)>[redacted]> Good afternoon Mrs. [redacted], I hope you enjoyed your holiday. Thank you for your email. You have accepted [redacted]'s goodwill offer as resolution for the repair inconvenience prior to the date of your acceptance ([redacted]). I would not be in the position to offer further goodwill towards that experience. The ongoing trim issue is understandably a nuisance that I am sorry continues. We will continue to honor the terms of your warranty and repair it for you. I will ask [redacted]'s Senior Management to review your most recent accident experience to see if there's any further goodwill they would be willing to extend given the circumstances. Thank you. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted]Client Server>>>check sent to customer via fedex <<<[redacted] [redacted] entered by [redacted] [redacted]Client Server>>>From [redacted] <(><<) >[redacted]> Date [redacted] Subject Re FW Re To [redacted] [redacted] <(><<)>[redacted] [redacted]> Good afternoon Mr. [redacted], Thank you for your email. I'll do my best to answer

your [redacted] below 1) Why should we as a customer feel confident that the vehicle would be fixable in the case of an accident (e.g., a minor rear end collision) As of [redacted] your vehicle is fixed from [redacted]. Unfortunately the main issue here was the service provided by [redacted]. It took the action of [redacted] having to essentially go behind a collision repair center's work (when they were not there to witness the work progress) to ensure it was done correctly, albeit multiple times, to address the various remaining issues/re address the issues appropriately. I wish I could say that you wouldn't have any lingering issues in the future that may present themselves from this accident repair I simply can not with certainty. I can only advise you that we're committed to backing the work done at our authorized facilities on this car or any other. Do you have some basis for giving yourselves and your customers confidence Unfortunately accidents, repair issues, part back orders, systematic procedural break downs, and delays can happen with any brand. It does speak volumes as to how we handle those situations thereafter. I'm confident in our ability to handle those situations and making it right with our customer. I'm not going anywhere. My team and I will be here for you, your wife, and your family with any concerns in the future. The offer you accepted was a goodwill gesture in efforts to begin restoring your faith in our brand. My case notes will always be accessible internally if they need to be referenced by a future [redacted] employee and I've documented your experience an d [redacted] intentions to care for your family here on out [redacted] as a brand stands behind this. and is our experience an outlying exception What is that basis and could you please share it In my [redacted] I have not encountered anything like your experience and I've seen it all. I guarantee you I'm just as angry with your experience as you must be and I'm ensuring with every ounce of power behind my title that this never happens again at [redacted]. Changes have taken place already, when I can advise you of them in detail, I will be happy to relay that information. I personally have never had issues like this with any of our facilities (in the [redacted] nor [redacted]), this was the exception. And what is [redacted]'s view of the root cause in our situation that gives you confidence our experience was an exception and not something that would be repeated See above. 2) What is [redacted]'s definition of an authorized repair center Our Authorized, in this case, 'Aluminum' Repair network is comprised of qualified and fully trained repair centers that have met our rigorous repair standards and feature specialized tools, equipment and certified technicians who understand the needs of your [redacted] vehicle. It is a lengthy process to become a certified collision center. They are, like our retailer franchises, individually owned and operated although we hold them to our corporate standards. and how should we interpret that as customers I can't speak to your interpretation, these are simply facts. Are you actually providing them any training, tools, methods, etc., or do you only sell them parts and expect that they can figure out the rest themselves They receive training, authorized [redacted] tools, have access to all our technical resources [redacted] written and live support, just like any authorized [redacted] dealer. I'm not minimizing your experience at all. I know this was a tough pill to swallow and will be a tough decision for you on whether to conti nue with our brand. I do hope you choose to stay with us. Think about it and let me know. Thanks again. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], <(><<)>[redacted]> wrote [redacted] I think there are a few [redacted] we'd need to understand if we were going to consider buying another [redacted] and I think these are ones that only corporate could answer vs. a dealer, so I'm hoping you can help. In particular 1) Why should we as a customer feel confident that the vehicle would be fixable in the case of an accident (e.g., a minor rear end collision) Do you have some basis for giving yourselves and your customers confidence, and is our experience an outlying exception What is that basis and could you please share it And what is [redacted]'s view of the root cause in our situation that gives you confidence our experience was an exception and not something that would be repeated 2) What is [redacted]'s definition of an authorized repair center and how should we interpret that as customers Are you actually providing them any training, tools, methods, etc., or do y ou only sell them parts and expect that they can figure out the rest themselves If [redacted] could provide reasonable answers to these [redacted], I'd be eager to discuss trading in our car for another. Thanks and regards, [redacted] <(>&<)> Company tel. [redacted] mob. [redacted] e fax [redacted] From [redacted] [[redacted] [redacted]] Sent [redacted] To [redacted] Subject Fwd Re Sent from [redacted] Begin forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] To [redacted] <(><<)>[redacted]> Subject Re Good afternoon Mrs. [redacted], I certainly appreciate where you're coming from. If your intentions are to get into another vehicle, I can only recommend you work with your <<<[redacted] [redacted] 000PM entered by [redacted] User Program Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted]

Subject Re FW Re To [redacted] <(><<)>[redacted]> [redacted] [redacted] <(><<)>[redacted]> You're welcome. I am aware of this last occurrence and that your wife was contacted to arrange delivery back to her [redacted] I have been involved with every repair since your case was escalated to our Executive Team. The Service Manager found that the pillar had not been properly adhered at Action Collision, an explanation was provided to her see below. . . From [redacted] <(><<)>[redacted]> Date [redacted] Subject RE Re To [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> Hi [redacted], We have your car all ready to go, what we found was there is a special adhesive used to install the a pillars which was not applied at [redacted]. [redacted] a pillars have now been secured with the adhesive and should not come off in the future. Just let me know when you are ready and we will have someone run it out to you. Thank you, Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] On [redacted], <(><<)>[redacted]> wrote [redacted] thanks for this response. Are you unaware that the car is back at the dealer, because the paneling came off yet again after a few days of driving That seems to me to indicate an alignment issue, hopefully just with the exterior panels and not the chassis. I appreciate that the [redacted] dealer has agreed to work on this again, but re occurring symptoms tend to point to a deeper underlying root cause. I'm not sure why [redacted]'s repair tools and processes would miss or be una ble to fix this issue. I'm therefore struggling to synch your response below with this situation. Do you think that I'm missing something Regards, [redacted] [redacted] [redacted] <(>&<)> Company tel. [redacted] mob. [redacted] e fax [redacted] [redacted] [redacted] [redacted] [redacted] <<<[redacted] 000AM entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted]> [redacted] [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> Hi [redacted], [redacted] from [redacted] is looking towards us to help close out this RO...this work was required when our authorized repairer failed to provide robust and satisfactory repairs for Ms [redacted] vehicle...could we arrange to pay this using goodwill ...I've copied [redacted] and [redacted] as they have been involved in the other adverse cases....I think [redacted] and [redacted] [redacted] deserve our support. Let me know your thoughts....thanks in advance for your consideration. <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re Executive Case [redacted] [redacted] To [redacted] <(><<)>[redacted]> [redacted] [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> Good morning [redacted],) Thanks. The total amount [redacted] was already approved. Just have the retailer contact the [redacted] Line, provide my case number, [redacted]. I'll have this email in the case for [redacted] to reference. They'll provide an auth code or escalate for [redacted]. It already has [redacted]'s approval. . . No worries. They'll get paid. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/ Client Server>>>From <(><<)>[redacted]> Date [redacted] Subject RE FW Re To [redacted] <(><<)>[redacted]> [redacted], We will of course hope for the best (as we've been doing for ~[redacted]). I assumed the photo was from the repair manual; but I'm sure you understand my skepticism based on the experience to date. You've been clear on your position regarding the [redacted], and I recognize that we did accept it as the best of the [redacted] that you offered. Your message then (and still) was that there was no opportunity to discuss other options. So of course it's better than nothing. I'm sure you also recognize why, as a customer, we are still highly dissatisfied with our overall experience owning this vehicle. Perhaps if at some point in the future we are actually able to have it work with any degree of consistency, we may come to change our minds. Admittedly, however, it is hard to imagine how we could get to a perspective that is better than neutral. Personally, I find that quite sad. For years a [redacted] is something we [redacted] wanted to own. We finally got to a position in life where we can afford to make such an expenditure, and unfortunately other than the first 2 months of ownership, the rest has only been an irritation. If I were [redacted] [redacted] I would be focused on the potential lifetime value of the customer, including the impact of what we tell our many friends and colleagues who are also financially in a position to buy [redacted]. I'm quite optimistic that the economics of something along the lines of what I described below would be significantly more favorable to you than the [redacted] offer. I recognize this is unlikely to influence your decision or thinking, at least in our case. But I do remain puzzled and disapp ointed, and hope that as a company you will continue to rethink situations like this, with an eye on the long term . Best regards, [redacted] [redacted] [redacted] <(>&<)> Company tel. [redacted] mob. [redacted] e fax [redacted] [redacted] [redacted] [redacted] From [redacted] [[redacted]] Sent [redacted] To [redacted] [redacted] [redacted] Subject Re FW Re Good morning Mr. [redacted], The retailer's Service Team are my eyes on the ground and they are confident that this will address the issue permanently for you. That photo the Service Director provided is not something he created. It's a photo out of [redacted] [redacted]'s corporate repair manual. Again, I can not guarantee you won't have further issues due to the work performed at Action Collision or the accidents, however, we will stand behind the work. That's the only reassurance I

can give you. I'm sorry, I wish I could give you more. With all do respect Mr. [redacted] 's gesture is no longer an 'offer' of [redacted]. It is a mutually accepted settlement in resolution to your experience. I did explain in detail to Mrs. [redacted] that given the experience was due to an accident not a defect in the manufacturing of the vehicle, your vehicle would not qualify for repurchase/replacement. However, if she wanted to take the [redacted] and trade her vehicle in utilizing any [redacted] incentive programs we have available, she would be free to do so. I will work with your retailer's management in ensuring that you get the best deal possible for her vehicle. Please know, I made sure you were compensated the MAX possible for your situation and then exceeded that in efforts to satisfy you. Unfortunately I would not be in the position to renegotiate our agreed upon settlement. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], <(><<)> [redacted] > wrote [redacted] of course it would be terrific if that fixes it, and that we finally have a chance to experience owning this car in a positive way. I'm not looking to place blame, but I'm struggling with this description of the panel issue. This is the same panelling that came off a [redacted]. Is it really the case that they didn't notice then that the adhesive was missing, and now that is going to fix the issue Or is there something else going on I'm curious what makes you and them confident (or even optimistic, at this point). I'm obviously aware of the [redacted] compensation you have offered us. I'm wondering why you wouldn't offer instead to convert our car to a Loaner vehicle, and replace ours with a comparable one instead. I would doubt the economics for [redacted] are significantly different, you'd be well positioned to fix any issues that creep in over time, and you'd finally have a satisfied customer. Thanks and regards, [redacted] Principal [redacted] <(>&<)> Company tel. [redacted] mob. [redacted] e fax [redacted] Assistant [redacted] [redacted] <<< [redacted] entered by [redacted] /Client Server>>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject RE FW Executive Case [redacted] To [redacted] <(><<)> [redacted] >, [redacted] <(><<)> [redacted] >, [redacted] <(><<) > [redacted] > Cc [redacted] <(><<)> [redacted] > Hi [redacted], I have attached a worksheet showing what Mrs. [redacted] monthly payment would have been, looks like [redacted]. Thank you, <<< [redacted] [redacted] entered by [redacted] / Client Server>>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject update To [redacted] <(><<) > [redacted] > Hi [redacted] I have my car back now for [redacted] and it seems to be running well. I would like to close this out. I had inquired about an extension on my warranty. I don't feel like I should be penalized for the car being in the shop for [redacted]. This is beyond acceptable time to fix a minor rear ended car. [redacted] authorized the fixes in [redacted] and the car was returned [redacted] and spent another [redacted] in the shop because it had so many issues with it then I had to return it [redacted] for the oxygen tanks. You had also mentioned some sort of compensation for the time but I haven't heard back on either point warranty extension or compensation. Finally, I have heard from multiple sources that [redacted], the authorized [redacted] shop is near bankruptcy and/or has terrible credit so it is hard for them to get parts, which explains the delay in fixing my car. I also heard from a mechanic in that shop that they don't have all the tools to correctly calibrate the the fixes to [redacted] cars, therefore making them a safety concern. Scary. I would like to close this out. I think you guys really need to re evaluate who you consider an authorized [redacted] auto body. [redacted] <<< [redacted] entered by [redacted] /Client Server>>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject RE [redacted] [redacted] To [redacted] <(><<)> [redacted] > Hi [redacted], We received the vehicle last night, it has been dispatched into the shop but the inspection is not yet complete. My technician says he immediately has found several issues with the vehicle that will have to be diagnosed. Upon arrival, the vehicle had [redacted] on, smart key not found message, etc... There was exterior scratches on the right front fender and damage to the left front wheel. I will keep you updated. Thank you, <<< [redacted] entered by [redacted] /Client Server>>>From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re [redacted] [redacted] To [redacted] [redacted] <(><<)> [redacted] > Hello [redacted] Did [redacted] actually return the vehicle If they did, is inspection complete And what were the results Thanks, [redacted] <<< [redacted] entered by [redacted] /Client Server>>>LEFT VOICEMAIL FOR [redacted] Customer name, vehicle, vin, case, my contact info Looking to see if [redacted] actually returned vehicle and if they did, what results of inspection were <<< [redacted] entered by [redacted] /Client Server>>>From [redacted] <(><<) > [redacted] > Date [redacted] Subject Re update To [redacted]

<(><<)> > Good morning Mrs. , let me start by saying, I'm truly sorry for your experience with your Thank you for being so patient and understanding given the circumstances. Please know that we are formally investigating Action 's repair center. We do take your experience and feedback seriously. It is being handled internally and unfortunately I can not advise on any corrective action taken moving forward. However, rest assured they are being monitored closely at this time. I am pleased to be able to come back to you with on behalf of 's Executive Office for you to consider (*We calculated an average payment for our offers as you own it outright.) of payments in the total amount of by check. OR of payments in the total amount of by check. AND Given that your Standard Factory Warranty can not be extended, we are willing to offer an (by whichever occurs first) Plan. Please know, this is a Approved protection plan that begins from the date of the contract agreement. Like most extended warranties, it is an exclusionary plan and does not cover pre existing conditions. So if you have concerns with regard to the parts or work performed due to the accident and/or repairs, this plan will not cover it. However, you may reach out to me directly and I'll review any assistance I can provide at that time. This program does include Roadside Assistance during this time period as well. I have attached a brochure for your review. Please review it thoroughly as there are a lot of great benefits to our program. [Please note A check will take to process from our offices, however, we'll do our best to expedite it for you.] I hope our gesture of goodwill restores your faith in our brand. If you have any questions about these offers please let me know. I look forward to hearing from you. Best Regards, Senior Executive Liaison T | F E , | | This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On , <(> <<)> wrote Thank you Mrs. , I'll have an offer for your consideration by close of business day I'm hoping I can turn this around for you. Best Regards, Senior Executive Liaison T | F E <<< entered by >>>Received signed and notarized release agreement <<< entered by >>>From <(><<)> Date Subject Re signing papers To <(><<)> Hi The signed letter is going out FYI. Thanks"" On , <(> <<)> wrote Good morning Mrs. , I'm glad to hear you've accepted 's goodwill offer. Once the Settlement Agreement is received I can submit your check for processing and I'll make sure it's expedited for you. Please keep me posted on your appointment date so that I can follow up with to ensure they are addressed for you. Thank you. Best Regards, Senior Executive Liaison T | F E <<< 000AM entered by >>>From <(><<)> Date at Subject Re signing papers To <(><<)> Thanks . Apologies for not getting back to you. My husband is perennially out of town. He is here and we will get the doc notarized and sent back to you. On , <(> <<)> wrote Good morning Mrs. , I hope you had a good weekend. Please let me know if you have any questions regarding our offer. I'm here. Best Regards, Senior Executive Liaison T | F E <<< entered by >>>Received signed and notarized release agreement <<< entered by >>>Submitted check request for customer. <<< entered by >>>From <(><<)> > Date Subject Fwd To <(><<)>, <(> <<)> > As you may recall from a previous email, the paneling started to come off the car within of it being returned to me. fixed it but it has popped off again. Let's just recap what has happened here over the I was rear ended going Car was in the shop, being fixed by an authorized autobody shop (who is still on your web site) who extorted money from my insurance company. estimate , then he issued a supplemental at , then another at a period. Making it impossible for my insurance company to total the car as they were already in with the first payment. Very clever scheme I might add. Car is returned to dealership with codes and non functional. At this point, I Think the dealership realizes that the shop is so bad with other experiences they've had, they

decide to try and fix it themselves which I believe they have not been paid for. [redacted] Dealership fixes the car and returns it to me [redacted] Warning light goes off. Oxygen tanks are bad. I return the car which dealership fixes. [redacted] Paneling on car starts to come off on roof and side car door Car is hit at dealership and spends another [redacted] in the shop getting repaired [redacted] Car is returned to me. Paneling is falling off again [redacted] No amount of money compensates me for the time I spend fixing and dealing with this car. [redacted] is time away from my family, my career, my life, etc. I did not spend [redacted] to have [redacted] long headache. When do you guys at corporate do the right thing The car is structura lly damaged. There is a reason the paneling keeps popping off. It was never put back together correctly in the first place. Can you please help Can you please, please give me my money back so I can get out of this nightmare once and for all [redacted] From [redacted] <(><<)>[redacted]> Date [redacted] Subject confirmation To [redacted] <(><<)>[redacted]> Hello [redacted] Can you confirm you received my signed paperwork Thank you. On another note, I took my car in on [redacted] to fix the paneling that was falling off from the previous fix. Some technician hit my car in the dealership and it's been in their shop ever since, getting a new bumper, repainted, etc. [redacted] ..Was told that I'd have it back [redacted] but no phone call or follow up. I guess it's still there. Who knows... No...I can't make this stuff up if I tried. [redacted] <<<[redacted] entered by [redacted]/Client [redacted]>>>From[redacted] <(><<)>[redacted]> Date [redacted] Subject Re To [redacted] <(><<)>[redacted]> Hi [redacted] Good afternoon. Can you advise if [redacted] has provided any goodwill towards the most recent incident Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] 3 [redacted] entered by [redacted]/Client [redacted]>>>From[redacted] <(><<)>[redacted]> Date [redacted] at [redacted] Subject Re [redacted] To [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> Thank you [redacted] She claims to have had the vehicle in your shop for [redacted] for this. Can you advise on what the delay was Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] [redacted] | [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], [redacted] <(> <<)>[redacted]> wrote Hello [redacted], Mrs. [redacted] brought her vehicle in because the right A pillar was loose and she also requested ski rack installation. There was no goodwill provided at this time. This is now the [redacted] this A pillar has come off so I am not sure if it might be something with the body itself as I have heard it has come loose again for the [redacted]. While her vehicle was in for repair, my service porter backed a car into her front bumper (extremely minor) so we had it repainted. Thank you, From[redacted] [mailto [redacted]] Sent [redacted] To [redacted] Cc [redacted] Subject Re [redacted] [redacted] G ood afternoon. Please advise on what took place with Mrs. [redacted] vehicle so I know the extent of the damage. I do understand that she received the vehicle back on [redacted] and is still having issues with trim popping off. Was any goodwill provided to her Thanks. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted]/ Client [redacted]>>>From[redacted] <(><<)>[redacted]> Date [redacted] Subject Re To [redacted] <(><<) >[redacted]> Good afternoon Mrs. [redacted], I hope you enjoyed your holiday. Thank you for your email. You have accepted [redacted]'s goodwill offer as resolution for the repair inconvenience prior to the date of your acceptance ([redacted]). I would not be in the position to offer further goodwill towards that experience. The ongoing trim issue is understandably a nuisance that I am sorry continues. We will continue to honor the terms of your warranty and repair it for you. I will ask [redacted]'s Senior [redacted] to review your most recent accident experience to see if there's any further goodwill they would be willing to extend given the circumstances. Thank you. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] 000PM entered by [redacted]/ Client [redacted]>>>check sent to customer via [redacted] <<<[redacted] [redacted] entered by [redacted]/Client [redacted]>>>From[redacted] <(><<)>[redacted]> Date [redacted] Subject Re FW Re To [redacted] Cc [redacted] [redacted] <(><<)>[redacted]> Good afternoon Mr. [redacted], Thank you for your email. I'll do my best to answer your questions below 1) Why should we as a customer feel confident that the vehicle would be fixable in the case of an accident (e.g., a minor rear end collision) As of [redacted] your vehicle is fixed from [redacted]. Unfortunately the main issue here was the service provided by [redacted]. It took the action of [redacted] having to essentially go behind a collision repair center's work (when they were not there to witness the work progress) to ensure it was done correctly, albeit multiple times, to address the various remaining issues/re address the issues

appropriately. I wish I could say that you wouldn't have any lingering issues in the future that may present themselves from this accident repair I simply can not with certainty. I can only advise you that we're committed to backing the work done at our authorized facilities on this car or any other. Do you have some basis for giving yourselves and your customers confidence Unfortunately accidents, repair issues, part back orders, systematic procedural break downs, and delays can happen with any brand. It does speak volumes as to how we handle those situations thereafter. I'm confident in our ability to handle those situations and making it right with our customer. I'm not going anywhere. My team and I will be here for you, your wife, and your family with any concerns in the future. The offer you accepted was a goodwill gesture in efforts to begin restoring your faith in our brand. My case notes will always be accessible internally if they need to be referenced by a future [redacted] employee and I've documented your experience an d [redacted] intentions to care for your family here on out [redacted] as a brand stands behind this. and is our experience an outlying exception What is that basis and could you please share it In my [redacted] I have not encountered anything like your experience and I've seen it all. I guarantee you I'm just as angry with your experience as you must be and I'm ensuring with every ounce of power behind my title that this never happens again at [redacted]. Changes have taken place already, when I can advise you of them in detail, I will be happy to relay that information. I personally have never had issues like this with any of our facilities (in the [redacted] nor [redacted]), this was the exception. And what is [redacted]'s view of the root cause in our situation that gives you confidence our experience was an exception and not something that would be repeated See above. 2) What is [redacted]'s definition of an authorized repair center Our Authorized, in this case, 'Aluminum' Repair network is comprised of qualified and fully trained repair centers that have met our rigorous repair standards and feature specialized tools, equipment and certified technicians who understand the needs of your [redacted] vehicle. It is a lengthy process to become a certified collision center. They are, like our retailer franchises, individually owned and operated although we hold them to our corporate standards. and how should we interpret that as customers I can't speak to your interpretation, these are simply facts. Are you actually providing them any training, tools, methods, etc., or do you only sell them parts and expect that they can figure out the rest themselves They receive training, authorized [redacted] tools, have access to all our technical resources [redacted] written and live support, just like any authorized [redacted] dealer. I'm not minimizing your experience at all. I know this was a tough pill to swallow and will be a tough decision for you on whether to conti nue with our brand. I do hope you choose to stay with us. Think about it and let me know. Thanks again. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], <(><<)>[redacted]> wrote [redacted] I think there are a few questions we'd need to understand if we were going to consider buying another [redacted] and I think these are ones that only corporate could answer vs. a dealer, so I'm hoping you can help. In particular 1) Why should we as a customer feel confident that the vehicle would be fixable in the case of an accident (e.g., a minor rear end collision) Do you have some basis for giving yourselves and your customers confidence, and is our experience an outlying exception What is that basis and could you please share it And what is [redacted]'s view of the root cause in our situation that gives you confidence our experience was an exception and not something that would be repeated 2) What is [redacted]'s definition of an authorized repair center and how should we interpret that as customers Are you actually providing them any training, tools, methods, etc., or do y ou only sell them parts and expect that they can figure out the rest themselves If [redacted] could provide reasonable answers to these questions, I'd be eager to discuss trading in our car for another. Thanks and regards, [redacted] Principal [redacted] <(>&<)> Company tel. [redacted] mob. [redacted] e fax [redacted] Assistant [redacted] From [redacted] [[redacted]] Sent [redacted] To [redacted] Subject Fwd Re Sent from [redacted] Begin forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] To [redacted] <(><<)>[redacted]> Subject Re Good afternoon Mrs. [redacted], I certainly appreciate where you're coming from. If your intentions are to get into another vehicle, I can only recommend you work with your <<<[redacted] [redacted] entered by [redacted] User Program Management/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re FW Re To [redacted] <(><<)>[redacted]> Cc [redacted] <(><<)>[redacted]> You're welcome. I am aware of this last occurrence and that your wife was contacted to arrange delivery back to her [redacted] I have been involved with every repair since your case was escalated to our Executive Team. The Service Manager found that the pillar had not been properly adhered at [redacted], an explanation was provided to her see below. . . From [redacted]

<(><<)> > Date Subject RE Re To <(><<)> >, <(><<)> > Hi , We have your car all ready to go, what we found was there is a special adhesive used to install the a pillars which was not applied at . a pillars have now been secured with the adhesive and should not come off in the future. Just let me know when you are ready and we will have someone run it out to you. Thank you, Best Regards, Senior Executive Liaison T | F E On , <(><<)> > wrote thanks for this response. Are you unaware that the car is back at the dealer, because the paneling came off yet again after a few days of driving That seems to me to indicate an alignment issue, hopefully just with the exterior panels and not the chassis. I appreciate that the dealer has agreed to work on this again, but re occurring symptoms tend to point to a deeper underlying root cause. I'm not sure why 's repair tools and processes would miss or be una ble to fix this issue. I'm therefore struggling to synch your response below with this situation. Do you think that I'm missing something Regards, <(>&<)> Company tel. mob. e fax <<< 000AM entered by User Management/Client Server>>>From <(><<)> > Date Subject Re Executive Case To <(><<)> > <(><<)> >, <(><<)> > Hi , from is looking towards us to help close out this RO...this work was required when our authorized repairer failed to provide robust and satisfactory repairs for Ms vehicle...could we arrange to pay this using goodwill ...I've copied and as they have been involved in the other adverse cases....I think and deserve our support. Let me know your thoughts....thanks in advance for your consideration. <<< entered by User Management/Client Server>>>From <(><<)> > Date Subject Re Executive Case To <(><<)> > <(><<)> >, <(><<)> > Good morning ,) Thanks. The total amount was already approved. Just have the retailer contact the Line, provide my case number, . I'll have this email in the case for to reference. They'll provide an auth code or escalate for . It already has 's approval. . . No worries. They'll get paid. Best Regards, Senior Executive Liaison T | F E <<< entered by User Management/Client Server>>>From <(><<)> > Date Subject RE FW Re To <(><<)> >, We will of course hope for the best (as we've been doing for ~). I assumed the photo was from the repair manual; but I'm sure you understand my skepticism based on the experience to date. You've been clear on your position regarding the , and I recognize that we did accept it as the best of the that you offered. Your message then (and still) was that there was no opportunity to discuss other options. So of course it's better than nothing. I'm sure you also recognize why, as a customer, we are still highly dissatisfied with our overall experience owning this vehicle. Perhaps if at some point in the future we are actually able to have it work with any degree of consistency, we may come to change our minds. Admittedly, however, it is hard to imagine how we could get to a perspective that is better than neutral. Personally, I find that quite sad. For years a is something we wanted to own. We finally got to a position in life where we can afford to make such an expenditure, and unfortunately other than the first of ownership, the rest has only been an irritation. If I were I would be focused on the potential lifetime value of the customer, including the impact of what we tell our many friends and colleagues who are also financially in a position to buy . I'm quite optimistic that the economics of something along the lines of what I described below would be significantly more favorable to you than the offer. I recognize this is unlikely to influence your decision or thinking, at least in our case. But I do remain puzzled and disapp ointed, and hope that as a company you will continue to rethink situations like this, with an eye on the long term . Best regards, <(>&<)> Company tel. mob. e fax From [ ] Sent To Subject Re FW Re Good morning Mr. , The retailer's Service Team are my eyes on the ground and they are confident that this will address the issue permanently for you. That photo the Service Director provided is not something he created. It's a photo out of 's corporate repair manual. Again, I can not guarantee you won't have further issues due to the work performed at Action Collision or the accidents, however, we will stand behind the work. That's the only reassurance I can give you. I'm sorry, I wish I could give you more. With all do respect Mr. 's gesture is no longer an 'offer' of . It is a mutually accepted settlement in resolution to your experience. I did explain in detail to Mrs. that given the experience was due to an accident not a defect in the manufacturing of the vehicle, your vehicle would not qualify for repurchase/replacement. However, if she wanted to take the and trade her vehicle in utilizing any incentive programs we have available, she

would be free to do so. I will work with your retailer's management in ensuring that you get the best deal possible for her vehicle. Please know, I made sure you were compensated the MAX possible for your situation and then exceeded that in efforts to satisfy you. Unfortunately I would not be in the position to renegotiate our agreed upon settlement. Best Regards, [redacted] Senior Executive [redacted] T [redacted] | F [redacted], [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], <(><<) >[redacted]> wrote [redacted] of course it would be terrific if that fixes it, and that we finally have a chance to experience owning this car in a positive way. I'm not looking to place blame, but I'm struggling with this description of the panel issue. This is the same panelling that came off a [redacted]. Is it really the case that they didn't notice then that the adhesive was missing, and now that is going to fix the issue Or is there something else going on I'm curious what makes you and them confident (or even optimistic, at this point). I'm obviously aware of the [redacted] compensation you have offered us. I'm wondering why you wouldn't offer instead to convert our car to a Loaner vehicle, and replace ours with a comparable one instead. I would doubt the economics for [redacted] are significantly different, you'd be well positioned to fix any issues that creep in over time, and you'd finally have a satisfied customer. Thanks and regards, [redacted] Principal [redacted] <(>&<)> Company tel. [redacted] mob. [redacted] e fax [redacted] Assistant [redacted] <<<[redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<) >[redacted]> Date [redacted] Subject Re update To [redacted] <(><<)>[redacted]> Thank you for your consideration. I will take the [redacted] payment at [redacted] Thank you again [redacted] Sent from [redacted] <<<[redacted] entered by [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re update To [redacted] <(><<)>[redacted]> Thank you. I appreciate this and will get back to you on [redacted] I am glad you are investigating Action Collision. [redacted] Sent from [redacted] <<<[redacted] entered by [redacted] [redacted]/ Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re update To [redacted] < (><<)>[redacted]> Good morning Mrs. [redacted], [redacted] let me start by saying, I'm truly sorry for your experience with your [redacted] Thank you for being so patient and understanding given the circumstances. Please know that we are formally investigating Action Collision's repair center. We do take your experience and feedback seriously. It is being handled internally and unfortunately I can not advise on any corrective action taken moving forward. However, rest assured they are being monitored closely at this time. I am pleased to be able to come back to you with [redacted] on behalf of [redacted]'s Executive Office for you to consider (*We calculated an average payment for our offers as you own it outright.) [redacted] of payments in the total amount of [redacted] by check. OR [redacted] of payments in the total amount of [redacted] by check. AND Given that your Standard Factory Warranty can not be extended, we are willing to offer an [redacted] (by whichever occurs first) [redacted] Vehicle Protection Plan. Please know, this is a [redacted] Approved protection plan that begins from the date of the contract agreement. Like most extended warranties, it is an exclusionary plan and does not cover pre existing conditions. So if you have concerns with regard to the parts or work performed due to the accident and/or repairs, this plan will not cover it. However, you may reach out to me directly and I'll review any assistance I can provide at that time. This program does include [redacted] Roadside Assistance during this time period as well. I have attached a brochure for your review. Please review it thoroughly as there are a lot of great benefits to our program. [Please note A check will take [redacted] to process from our offices, however, we'll do our best to expedite it for you.] I hope our gesture of goodwill restores your faith in our brand. If you have any questions about these offers please let me know. I look forward to hearing from you. Best Regards, [redacted] Senior Executive [redacted] T [redacted] | F [redacted], [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. On [redacted], [redacted] <(> <<)>[redacted]> wrote Thank you Mrs. [redacted], I'll have an offer for your consideration by close of business day [redacted] I'm hoping I can turn this around for you. Best Regards, [redacted] Senior Executive [redacted] T [redacted] | F [redacted] [redacted] <<<[redacted] entered by [redacted] [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted]

Subject signing papers To [redacted] <(><<)>[redacted]> [redacted] I am not signing any papers absolving [redacted] of any responsibility at this time. This car continues to have problems, is a time suck, and a mental drag for me. This has been going on for [redacted] now. As stated in an earlier email, the paneling is now falling off in [redacted]. I had to take in [redacted] for a warning light. I can only imagine that the rest of the paneling will soon follow. Plus, I still do not have my back screen which I asked [redacted] at [redacted] to send. This is the piece that hides any stuff you have in the trunk. [redacted] something breaks and/or is missing. I do have time to schlep the car every other week to the dealership to get fixed and then schlep back. This was not the intention in spending [redacted] for a car. My only options at this point are to get a corporate attorney to handle this and/or continue to email the board members, [redacted] accounts, [redacted], whatever it takes for [redacted] [redacted] as well as [redacted] dealership to actually do the right thing. Giving me a new car at this point is the ONLY FAIR option. I have been thru enough. [redacted] <<<[redacted] entered by [redacted] [redacted] [redacted] [redacted]/Client Server>>>From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re signing papers To [redacted] <(><<)>[redacted]> Mrs. [redacted], Good morning. Thank you for your email. Please know, the work performed by [redacted] <(>&<)> our Authorized Aluminum Repair Facilities are backed by [redacted] The General Settlement Agreement is simply an acknowledgement that the [redacted] is accepted in resolution to your repair history to date. It by no means releases [redacted] [redacted] from our obligation to uphold our warranties or to ensure your vehicle is correctly repaired. I wouldn't turn my back on you after your ordeal. That's simply not how I operate. This experience resulted from an accident not a defect in manufacturing or workmanship. Although we empathize with your situation, we are not in the position to repurchase/replace your vehicle. However, if you'd like, you can certainly use the [redacted] towards your next [redacted] or [redacted] purchase at our Authorized [redacted] retailers. It is a very generous offer. The standard Settlement Agreement would still be required given the amount of our goodwill gesture. [redacted]'s Executive Team here in the [redacted] and the [redacted] are well aware of our offer and your experience to date. Before declining [redacted]'s offer please take the necessary time to reconsider, simply let me know how you would like to proceed by [redacted]. [redacted] will be happy to address any outstanding concerns you have with the work performed and I'll monitor the repairs, just let me know what date your appointment is. Thank you. Best Regards, [redacted] Senior Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted] [redacted] [redacted] [redacted]/Client Server>>>NOTES PER DISCUSSION WITH SR Licensing status of body shop is internal information, cannot comment Independently owned and operated franchises Body shop does have the right to change labor rate. Manufacturer does not set labor rate Dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Free to contact [redacted] or engage lawyer as she sees fit, but we would encourage her to choose the option of dealing with her insurance company <<<[redacted] [redacted] [redacted] entered by [redacted] [redacted] [redacted] [redacted]/Client Server>>>NOTES PER DISCUSSION WITH SR Licensing status of body shop is internal information, cannot comment Independently owned and operated franchises Body shop does have the right to change labor rate. Manufacturer does not set labor rate Dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Free to contact [redacted] or engage lawyer as she sees fit, but we would encourage her to choose the option of dealing with her insurance company <<<[redacted] entered by [redacted] [redacted] [redacted] [redacted]/Client Server>>>NEXT Inform customer that we'll be happy to review any documents after [redacted] has completed their analysis and offer. This may take a few [redacted], so I will close case but she can call back and reference this case number at that time. <<<[redacted] [redacted] entered by [redacted] [redacted] [redacted] [redacted]/Client Server>>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<<[redacted] [redacted] entered by [redacted] [redacted] [redacted] [redacted]/Client Server>>>CALLED AND SPOKE TO CUSTOMER She states [redacted] has still not agreed to pay for repairs She states that [redacted] had a 3rd party inspector authorize an additional [redacted] in work that [redacted] did not know about until after the fact She appreciates the follow up and states that [redacted] from [redacted] yelled at her and would not take her case She is hoping for assistance with rental costs I advised to let [redacted] assist her first as this is accident related, but we will be happy to review after [redacted] does. <<<[redacted] [redacted] entered by [redacted] [redacted] [redacted] [redacted]/Client Server>>>NOTE Customer's wife [redacted] opened case <<<[redacted] entered by [redacted] [redacted] [redacted] [redacted]/Client Server>>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<<[redacted] [redacted] entered by [redacted] [redacted] [redacted] [redacted]/Client Server>>>CALLED CUSTOMER. PHONE WAS PICKED UP AND IMMEDIATELY HUNG UP. NO OPTION FOR VOICEMAIL. <<<[redacted] entered by [redacted] [redacted] [redacted] [redacted]/Client Server>>>Discussed with TPate. Customer should pursue compensation for time down with her insurance company. Body shops are not owned by [redacted] and if it is their policy not to release until insurance pays, she should pursue with insurance <<<[redacted] entered by [redacted] [redacted] [redacted] [redacted]/Client Server>>>CALLED AND SPOKE TO [redacted] AT ACTION COLLISION Vehicle is complete and ready for delivery Customer is aware Shop is awaiting payment from [redacted] [redacted] sent documentation to [redacted]'s independent inspector [redacted] [redacted] [redacted] from [redacted] asked him to send the documentation directly to her, which he did He has advised [redacted] from [redacted] that he cannot release without payment due to delays in the past with [redacted] He has suggested that she overnight a check which he is aware she can do He sympathizes with customer but must require payment in order

	to run his business <<< [redacted] entered by [redacted] >>>RECEIVED VOICEMAIL FROM CUSTOMER [redacted] in arbitration regarding cost of repairs, stating shop changed labor rate, [redacted] won't cover difference Shop is charging customer [redacted] storage This is the only aluminum auto body shop in [redacted] I think I have to get an attorney <<< [redacted] entered by [redacted] [redacted] >>>Confirmed on [redacted] <(>&<)>filter= [redacted] Telephone [redacted] Is the only [redacted] in [redacted] <<< [redacted] entered by [redacted] >>>NOTES PER DISCUSSION WITH SR Licensing status of body shop is internal information, cannot comment Independently owned and operated franchises Body shop does have the right to change labor rate. Manufacturer does not set labor rate Dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Free to contact [redacted] or engage lawyer as she sees fit, but we would encourage her to choose the option of dealing with her insurance company <<< [redacted] entered by [redacted] >>>CALLED AND SPOKE TO CUSTOMER She advised it's not a good time, can she call back in [redacted] I advised I may not be able to pick up due to my work schedule, but yes she can call back then <<< [redacted] entered by [redacted] >>>NOTES PER DISCUSSION WITH SR Licensing status of body shop is internal information, cannot comment Independently owned and operated franchises Body shop does have the right to change labor rate. Manufacturer does not set labor rate Dispute is between [redacted] and [redacted] and customer should work with her insurance to resolve Free to contact [redacted] or engage lawyer as she sees fit, but we would encourage her to choose the option of dealing with her insurance company <<< [redacted] entered by [redacted] / Client [redacted] >>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<< [redacted] entered by [redacted] >>>Received voicemail from customer Still can't get her car Dispute between body shop and [redacted] over retroactively raising their labor rate Wants us to make body shop return to original rate
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] DOHC GDI SC V6 GAS
Transmission	AUTO 8 [redacted] TRANS(AWD)	Vehicle Description	RANGE [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	17-Jul-2015
Version Series Code		Load Date	18 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0235
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER LOUISVILLE
Non Causal Part Prefix-Base-Suffix		Dealer City	LOUISVILLE
Non Causal Part Numbers		Dealer State/Province	KY
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5024298085
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Jul 17 2015 8 [redacted] 000AM entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to [redacted] <<<Jul 17 2015 8 [redacted] entered by [redacted] Hotline/Representative>>> [redacted] the campaign is not active yet as per service alert SRE15 12. Is there anything physically wrong with the vehicle . <<< [redacted] entered by [redacted] From [redacted] or [redacted] Representative>>>No, owner just will not drive vehile until recall is completed, we also have another vehicle like this. <<< [redacted] entered by [redacted] Hotline/Representative>>>Was the customer notified by mail of this condition . <<< [redacted] entered by [redacted] From [redacted] /Representative>>>This customer had the right front door actually open up on them while they were dri g. The other vehicle that we have, 128080. had their right front door open [redacted] while dri g. <<< [redacted] entered by [redacted] Hotline/Representative>>>Replace the latch assembly but they will have to wait for the software update to be released on the tool. <<< [redacted] entered by [redacted] From [redacted] /Representative>>>Changed report status to 'Waiting for parts' <<< [redacted] 147 [redacted] entered by [redacted] From [redacted] /Representative>>> [redacted] just came out, only kvm is to be reprogramed, no latches are to be replaced. programed kvm as per recall, please close case. <<< [redacted] entered by [redacted] From [redacted] [redacted] /Representative>>> [redacted] just came out, only kvm is to be reprogramed, no latches are to be replaced. programed kvm as per recall, please close case. g nettl2 [redacted] Close Request <<< [redacted] entered by [redacted] From [redacted] Representative>>> [redacted] Case ID [redacted] [redacted] hician Name [redacted] VIN [redacted] Model [redacted] Year [redacted] Country [redacted] Customer Concern [redacted] vehicle door will not latch. Detail Diagnosis Run SDD with DVD 142 patch 4 cal file [redacted] all file are up to date. [redacted] will not come up in campains. Can we do recall and what module or modules need to be updated Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Linkage / Cable Rear LH Condition Inaccurate Modification No Vehicle Off Road No
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	10-Oct-2013	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	09-Dec-2013

Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP

Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	17-Jul-2015
Version Series Code		Load Date	18 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0286
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER MT. KISCO
Non Causal Part Prefix-Base-Suffix		Dealer City	MOUNT KISCO
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9142449080
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] entered by [redacted] From [redacted] /Representative>>> [redacted] Case ID [redacted] [redacted]ician Name [redacted] VIN [redacted] Model [redacted] Supercharged Year [redacted] Country [redacted] Customer Concern CUSTOMER STATES PASSENGER DOOR WILL NOT CLOSE Detail Diagnosis VEHICLE IS SUBJECT TO [redacted], [redacted] PERFORMED DOOR LATCH IS STILL INOPERATIVE. DOOR LATCH WILL NOT ENGAGE, DOOR BOUNCES BACK WILL NOT CLOSE. SYMPTOMS MATCH WITH THOSE OF [redacted] BUT SINCE THAT HAS BEEN PERFORMED, OUR DIAGNOSTIC WOULD BE A DOOR LATCH. PER AMM REQUEST WE ARE SUBMITTING A TA TO VERIFY PRIOR TO REPAIR, THAT THERE IS NO ISSUE WITH REGARD TO [redacted] AND THIS IS A COINCIDENCE. PLEASE ADVISE. Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Exterior Front RH Condition Broken Modification No Vehicle Off Road Yes <<< [redacted] entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to [redacted] <<< [redacted] entered by [redacted] Hotline/Representative>>>If your diagnaotic has led to the door latch assembly being at fault then replace the latch. <<< [redacted] entered by [redacted] From TA or [redacted] /Representative>>>Changed report status to 'Waiting for parts' <<< [redacted] entered by [redacted] From [redacted] /Representative>>>Kept report status 'Waiting for parts' <<< [redacted] entered by [redacted] From [redacted] /Representative>>>Changed report status to 'Investigating' <<< [redacted] entered by [redacted] Hotline/Representative>>>Owner changed from [redacted] to [redacted] <<< [redacted] entered by [redacted] Hotline/Representative>>>Commodity changed from Body & Trim to Electrical <<< [redacted] entered by [redacted] From [redacted] /Representative>>>door latch replaced, vehicle working to spec. <<< [redacted] entered by [redacted] Hotline/Representative>>>Closure accepted.
CQIS Recommendations	

Tire Information

Tire Manufacturer	CONTINENTAL TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	SALGS2EF9EA150300	Engine Serial Number	1311319095508PS
Model Year	2014	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	29-Nov-2013	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	16-Jan-2014
Build Country Code		Transmission Serial Number	
Mileage	39575	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

ECI Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	17-Jul-2015
Version Series Code		Load Date	18 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0387
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER RANCHO MIRAGE
Non Causal Part Prefix-Base-Suffix		Dealer City	RANCHO MIRAGE
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7603467683
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

[redacted]nician Comment	<<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>[redacted] Case ID [redacted] [redacted]nician Name [redacted] VIN [redacted] Model [redacted] [redacted] 2015 Country [redacted] Customer Concern p068 [redacted] update Detail Diagnosis Dealer Difficulty all software parts at latest released level no update required. is this correct vehicle sold waiting for delivery Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part [redacted] Keyless Vehicle [redacted] / RFA Condition Inaccurate Modification No Vehicle Off Road Yes <<<[redacted] entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to mmaskal1 <<<[redacted] entered by [redacted] Hotline/Representative>>>Reason for escalation Performing [redacted] campaign with [redacted] [redacted], states no update available Vehicle off road Yes # of days case has been open [redacted] Parts replaced or swapped None PI or PD input if reviewed Advised to escalate Vehicle data collected Session, screen shot of software selection screen Other dialogue <<<[redacted] entered by [redacted] Hotline/Representative>>>[redacted], the concern is under investigation and has been forwarded to Engineering. Vehicle cannot be released until concern is resolved. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>VIN = [redacted] ...([redacted]) Serial # = [redacted] ...([redacted]) Base Software = [redacted] [redacted] ...([redacted]) ecu_cal_01_pn = [redacted] [redacted] ...(0xF124) ecu_delivery_assembly = [redacted] [redacted] ...(0xF113) Assembly / WERS# = [redacted] [redacted] ...([redacted]) vm_ecu_sw_2_pn = DPLA[redacted] [redacted] BA ...([redacted]) active_network_configuration = [redacted] ...([redacted]) <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>We have had a number of cases from the [redacted] asking the same question. [redacted] is trying to find out the correct software part number <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Vehicle Build date [redacted] [redacted] <<<[redacted] 000AM entered by [redacted] From [redacted] or [redacted]/Representative>>>Received/reviewed Bulletin [redacted] 01 this [redacted] within stated [redacted] range please update with any new info as soon as possible. This sold [redacted] on hold. <<<[redacted] 000PM entered by [redacted] From [redacted] or [redacted]/Representative>>>Please advise if any update on this VIN thank you. [redacted] <<<[redacted] [redacted] 000AM entered by [redacted] Hotline/Representative>>>Received internal bulletin regarding manual patch to enable [redacted] programming. Please send [redacted] to [redacted] so we can schedule a [redacted], as internal manual patch instructions cannot be sent to retailers. <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>[redacted] updated as per [redacted] [redacted] <<<[redacted] entered by [redacted] Hotline/Representative>>>[redacted] released, [redacted] has been updated, please forward to my intray so I can have technician submit for closure. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>As [redacted] has been released using the containment fix file instructions as part of the campaign and the permenate fix is going to be released on [redacted] which is planned for release on the [redacted]. Can this [redacted] be closed <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>As [redacted] has been released using the containment fix file instructions as part of the campaign and the permenate fix is going to be released on [redacted] which is planned for release on the [redacted]. Can this [redacted] be closed <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>Thanks, [redacted]. Submit [redacted] for closure. <<<[redacted] entered by [redacted] From [redacted] or [redacted] [redacted]/Representative>>>[redacted] updated as per [redacted] [redacted] <<<[redacted] entered by [redacted] Hotline/Representative>>>Closure accepted. <<<[redacted] 000AM entered by [redacted] From [redacted] or [redacted]/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<<[redacted] entered by [redacted] Hotline/Representative>>>Closure request. <<<[redacted] entered by [redacted] Hotline/Representative>>>[redacted] updated as per [redacted] [redacted] [redacted] [redacted] Close Request <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>[redacted] ([redacted]) have released a bulletin on this subject. ACTION If you are presented with No update required in the software summary screen when programming the [redacted], complete the actions detailed below to check what hardware is fitted. Select Part information selection icon which is located on the Vehicle Specification screen. Locate the [redacted] on the Part Information screen. If the ecu_core_assembly has a prefix of [redacted] then the software update is not required. <<<[redacted] [redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Hi Diagnostics, Results of Investigation This case is for vehicle unable to complete the Campaign [redacted] Keyless Vehicle [redacted] ([redacted]) update for door latches. [redacted] is at the top level software. After speaking to [redacted], he has told me that a Dial in over this service action is planned for [redacted] [redacted] for the campaign can be discussed. [redacted] his said that he will update the market after the dial in with the next actions to be taken. Request from [redacted] Can you update the market with the next actions to be taken after the dial in meeting. Regards <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>used agreed response to send case over, Diagnostics to update the market after a meeting [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted]

	Hotline/Representative>>>Any new information, available software for this VIN thank you [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted] Report [redacted] Hotline/Representative>>>Have received update from [redacted] regarding SW patch with possible [redacted] release. [redacted] [redacted] <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>Commodity changed from Body & Trim to Electrical
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR [redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2015	Engine Description	[redacted] OHC SGDI SC [redacted] GAS AJ133
Transmission	AUTO [redacted] ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

ECI Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	18-Jul-2015
Version Series Code		Load Date	21 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0330
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER HOUSTON CENTRAL
Non Causal Part Prefix-Base-Suffix		Dealer City	HOUSTON
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7132936100
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

[redacted]nician Comment

<<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>thanks for you help in this matter . <<<[redacted] entered by [redacted] Hotline/Representative>>>Submit [redacted] for closure if vehicle repair is completed and validated. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<<[redacted] entered by [redacted] Hotline/Representative>>>Closure request. <<<[redacted] entered by [redacted] Hotline/Representative>>>Vehicle has been repaired per instructions by [redacted] to replace all [redacted] and handles. Multiple requests made to retailer to submit for closure, no response. Last update from retailer provided installed all [redacted] latch and door handles per arden fsed lawr14 [redacted] Respond to Helpdesk <<<[redacted] entered by [redacted] Hotline/Representative>>>Status Change 'Lack of retailer information' Reason Statement <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Changed report status to 'Investigating' <<<[redacted] entered by [redacted] Hotline/Representative>>>[redacted] was updated on [redacted] as follows installed all [redacted] latch and door handles per arden fse d lawr14 [redacted] Respond to Helpdesk If the vehicle is repaired, submit the [redacted] for closure. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Kept report status 'Investigating' <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Kept report status 'Investigating' <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Status Change 'Retailer selecting incorrect status' Reason Statement <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>installed all [redacted] latch and door handles per arden fse <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>Status Change 'Parts delay' Reason Statement <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Changed report status to 'Investigating' <<<[redacted] entered by [redacted] Hotline/Representative>>>Read what was written. Engineering states they have seen this concern and the causal part is the part number they provided, which is for reference only, so you know what part to inspect. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>[redacted] ([redacted]) has had us order and replace all (4) door latches, and has ordered [redacted] that are to be shipped to the dealership on [redacted]. The vehicle is currently awaiting the door handles to arrive. Please clarify if there are other parts that we are being asked to replace. Thank you, [redacted] <<<[redacted] entered by [redacted] Hotline/Representative>>>Provide an update when available. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>SF to update <<<[redacted] entered by [redacted] Hotline/Representative>>>[redacted] [redacted] Engineering have responded with the following information, please review and check that reinforcement bracket I was just looking at some of the case and see this has been reopened with the customer saying that the door came open due the handle was stuck. Looking at the attached photos door1, 2 and3 I have seen this sort of fault before. This was traced to reinforcement bracket. In my case it was found that sometimes the spring loaded lever would pop out from its locating holds and jam up. I see the field Service Engineer ([redacted]) has asked to replace the [redacted]. If the concern is with the reinforcement bracket it will hold the latch in the open position. Can you check with the retailer if the reinforcement brackets have been removed and checked For reference the part number for the reinforcement bracket ([redacted]) just to show the part I am looking at. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Hi [redacted], I was just looking at some of the case and see this has been reopened with the customer saying that the door came open due the handle was stuck. Looking at the attached photos door1, 2 and3 I have seen this sort of fault before. This was traced to reinforcement bracket. In my case it was found that sometimes the spring loaded leaver would pop out from its locating holds and jam up. I see the field Service Engineer ([redacted]) has asked to replace the [redacted]. If the concern is with the reinforcement bracket it will hold the latch in the open position. Can you check with the retailer if the reinforcement brackets have been removed and checked For reference the part number for the reinforcement bracket ([redacted]) just to show the part I am looking at. Regards <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>looking at the photos door1, 2 & 3this is not a latch fault but the reinforcement bracket. <<<[redacted] entered by [redacted] Hotline/Representative>>>Status Change 'Cannot replicate fault' Reason Statement <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Changed report status to 'Investigating' <<<[redacted] entered by [redacted] Engineer/[redacted]>>>Handles in rear are sticking when pulled down and out. [redacted] are being shipped to dealer via [redacted] in [redacted]. All [redacted] being installed with latest updates. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Changed report status to 'Investigating' <<<[redacted] entered by [redacted] Engineer/[redacted]>>>Visit Date [redacted] [redacted]nician [redacted] ([redacted])

<<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>updated sdd patch file, performed [redacted] after update and it uploaded to vehicle . any futher action to be taken or close case <<< [redacted] entered by [redacted] Hotline/Representative>>>No further action. Please submit for closure. <<< [redacted] entered by [redacted] [redacted] Hotline/Representative>>>Status Change 'Cannot replicate fault' Reason Statement <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>> [redacted] worked on the vehicle in the past, this is [redacted] (shop foreman), I reopened the case to update information, add photos, reference the [redacted] [redacted] that I located.I have spoken with [redacted] ([redacted]), and ordered all [redacted] as he requested. Thank you, [redacted] <<< [redacted] 000PM entered by [redacted] [redacted] Hotline/Representative>>> [redacted] Have been advised [redacted] to visit vehicle. Please wait until he arrives to inspect. Thank you. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Customer has again returned with statement of right rear door came open while driving. Confirmed [redacted] had been done. Open and closed R/R door by exterior door handle [redacted], opened door by interior door handle [redacted], unable to duplicate fault. Had tech drive vehicle while I tried to make door open...unable to duplicate. Attached photos supplied by customer showing exterior door handle stuck in open position.Again we were unable to duplicate this condition. Removed door panel and speaker and inner support panel on R/R door, performed visual inspection, nothing unusual found. We have Identified [redacted], as a possible fix, but we are unsure if that would cause the exterior door handle to remain open as customer has shown in attached pictures. Thank you, [redacted] <<< [redacted] entered by [redacted] Hotline/Representative>>>Closure accepted. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<< [redacted] entered by [redacted] Hotline/Representative>>>updated sdd patch file, performed [redacted] after update and it uploaded to vehicle . <<< [redacted] entered by [redacted] Hotline/Representative>>>Closure request. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted]nician Name [redacted] VIN [redacted] Model [redacted] Year 2015 Country [redacted] Customer Concern CUSTOMER STATES RIGHT REAR DOOR OPEN WHILE DRIVING THE LATCH WILL NOT HOOK BACK INTO PLACE .Also here for the [redacted] . Detail Diagnosis when performing the [redacted] the software is saying its up to date and will not update it . have tried [redacted] different [redacted] with the same result . it is not listing the unknown update available software and only shows [redacted] and all are up to date . Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Exterior Rear RH Condition Unknown Modification No Vehicle Off Road Yes <<< [redacted] entered by [redacted] [redacted] Hotline/Representative>>>Thanks, [redacted] Advise when [redacted] has visited the vehicle and advise which, if any, door latches were replaced and what the final outcome is. Hold any replaced component pending possible return request by Engineering Department. <<< [redacted] entered by [redacted] [redacted] Hotline/Representative>>>Thanks, [redacted] The fix for the [redacted] concern is tentatively scheduled to be published [redacted] <<< [redacted] 000PM entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>no could not duplicate concern but there were codes for [redacted] in the kvm . <<< [redacted] entered by [redacted] Hotline/Representative>>> [redacted] Engineering are currently investigating. Since customer reported the door opened while driving, you are required to hold the vehicle until concern is resolved. Were you able to duplicate the customer concern <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>> [redacted] ([redacted]) have released a bulletin on this subject. ACTION If you are presented with No update required in the software summary screen when programming the KVM, complete the actions detailed below to check what hardware is fitted. Select Part information selection icon which is located on the Vehicle Specification screen. Locate the KVM on the Part Information screen. If the ecu_core_assembly has a prefix of [redacted] then the software update is not required. <<< [redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Results of Investigation This case is for vehicle unable to complete the Campaign [redacted] Keyless Vehicle Module (KVM) update for door latches. KVM is at the top level software. [redacted] has spoken to [redacted], he has told us that a Dial in regarding this service action is planned for [redacted] [redacted] for the campaign can be discussed. [redacted] has said that he will update the market after the dial in with the next actions to be taken. Request from [redacted] Can you update the market with the next actions to be taken after the dial in meeting. Regards <<< [redacted] [redacted] entered by [redacted] Hotline/Representative>>> [redacted] [redacted] has been escalated to Engineering. Once response has been received, that information will be forwarded to you. <<< [redacted] entered by [redacted] Hotline/Representative>>>Reason for escalation Performing [redacted] campaign, [redacted] states no update available Vehicle off road Yes # of days case has been open [redacted] Parts replaced or swapped None PI or PD input if reviewed Requested to escalate Vehicle data collected Session folder Other dialogue <<< [redacted] entered by

	[redacted] Hotline/Representative>>>Owner changed from Not Set to mmaskal1 <<<[redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Commodity changed from Body & Trim to Electrical <<<[redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>we have tried programming as existing , and as new and under extras all [redacted] it shows it to be up to date . <<<[redacted] entered by [redacted] Hotline/Representative>>>Owner changed from pcavallo to mmaskal1
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2015	Engine Description	[redacted] GDI SC V6 GAS
Transmission	AUTO 8 [redacted] TRANS ([redacted]	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-shuts off
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Jul-2015
Version Series Code		Load Date	21 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0146
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SOUTH BAY
Non Causal Part Prefix-Base-Suffix		Dealer City	REDONDO BEACH
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3107980550
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Jul 31 2015 12 29 38 000PM entered by [redacted] From TA or [redacted] Report [redacted] Hotline/Representative>>>Performed <<<Jul 21 2015 3 47 20 500AM entered by [redacted] From [redacted] or [redacted] Report [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted]ician Name [redacted] VIN [redacted] Model [redacted] Year 2015 Country [redacted] Customer Concern [redacted] Detail Diagnosis Trying to perform [redacted] with [redacted] and no update shown for KVM module. Contacted [redacted] and requested to open a TA Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road No <<< [redacted] 000PM entered by [redacted] From TA or [redacted] Report [redacted] Hotline/Representative>>>Commodity changed from Body & Trim to Electrical <<< [redacted] 000PM entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to mmaskal1 <<< [redacted] 000PM entered by [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. The programming concern is under investigation. Please hold the vehicle until otherwise instructed. Respond back to this TA and acknowledge receipt of above instructions to hold vehicle. <<< [redacted] entered by [redacted] From TA or [redacted] Report [redacted] Hotline/Representative>>>I will hold unit until further instruction, thank you <<< [redacted] entered by [redacted] Hotline/Representative>>>Reference [redacted] dated [redacted], update KVM per instructions listed in the updated bulletin. <<< [redacted] entered by [redacted] Hotline/Representative>>>Closure accepted.
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2015	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP45 TRANS (4WD	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	13-Feb-2015	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	23-Apr-2015
Build Country Code		Transmission Serial Number	
Mileage	3434	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Jul-2015
Version Series Code		Load Date	22 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0104
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER ENCINO
Non Causal Part Prefix-Base-Suffix		Dealer City	ENCINO
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8189909870
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] 3 49 02 080AM entered by [redacted] From TA or [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted] nician Name [redacted] VIN [redacted] Model [redacted] Supercharged Year 2015 [redacted] Customer Concern [redacted] Detail Diagnosis attempted to perform [redacted] no update required Dealer Difficulty Reported Customer Symptom No Lock when the Keyless Door Handle Switch is Operated Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road Yes <<< [redacted] entered by [redacted] [redacted] Hotline/Representative>>>Commodity changed from Body & Trim to Electrical <<< [redacted] entered by [redacted] [redacted] Hotline/Representative>>>Owner changed from Not Set to mmaskal1 <<< [redacted] entered by [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted] hical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Programming concern is under investigation. Hold vehicle until otherwise instructed. Respond to the TA and acknowledge receipt of instructions to hold vehicle. <<< [redacted] 1 03 26 000PM entered by [redacted] From TA or [redacted] Hotline/Representative>>>Changed report status to 'Waiting for parts' <<< [redacted] 45 000PM entered by [redacted] From TA or [redacted] Hotline/Representative>>>holding vehicle, thanks <<< [redacted] [redacted] 000PM entered by [redacted] From TA or [redacted] Hotline/Representative>>> [redacted] completed <<< [redacted] [redacted] 000PM entered by [redacted] Hotline/Representative>>>Closure accepted.
CQIS Recommendations	

Tire Information

Tire Manufacturer	CONTINENTAL TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	15011551510508PS
Model Year	2015	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	26-Jan-2015	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	08-Aug-2015
Build Country Code		Transmission Serial Number	
Mileage	78	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Jul-2015
Version Series Code		Load Date	22 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0104
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER ENCINO
Non Causal Part Prefix-Base-Suffix		Dealer City	ENCINO
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8189909870
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] 3 49 08 753AM entered by [redacted] From TA or [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted]nician Name [redacted] VIN [redacted] Model [redacted] [redacted] 2015 Country [redacted] Customer Concern [redacted] Detail Diagnosis attempted to perform [redacted] no software available. Dealer Difficulty Reported Customer Symptom No Lock when the Keyless Door Handle Switch is Operated Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road Yes <<< [redacted] entered by Sonzogn [redacted] Hotline/Representative>>>Commodity changed from Body & Trim to Electrical <<< [redacted] entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to mmaskal1 <<< [redacted] entered by [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]hical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Programming concern is currently under investigation. Please hold vehicle until otherwise instructed. Repond back to this TA to acknowledge receipt of instruction to hold vehicle. <<< [redacted] 1 03 [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Changed report status to 'Waiting for parts' <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>holding vehicle, thanks <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>po68 completed <<< [redacted] entered by [redacted] Hotline/Representative>>>Closure accepted.
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2015	Engine Description	5.0L DOHC GDI SC V8 GAS
Transmission	AUTO 8 SPD ZF 8HP45 TRANS (4WD	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	02-Mar-2015	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	06-Sep-2015
Build Country Code		Transmission Serial Number	
Mileage	13	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Jul-2015
Version Series Code		Load Date	22 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0381
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER ANAHEIM HILLS
Non Causal Part Prefix-Base-Suffix		Dealer City	ANAHEIM
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7146934646
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Ok, will hold vehicle. <<<[redacted] 000PM entered by [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Programming concern is currently under investigation. Please hold vehicle until otherwise instructed. Please respond to this TA and acknowledge receipt of requirement to hold vehicle. <<<[redacted] entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to mmaskall1 <<<[redacted] entered by [redacted] Hotline/Representative>>>Commodity changed from Body & Trim to Electrical <<<[redacted] entered by [redacted] From [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] [redacted]nician Name [redacted] VIN [redacted] Model [redacted] Year 2015 Country [redacted] Customer Concern perform campaign [redacted] Detail Diagnosis Tried to perform campaign. did not work. Testbook said was up to date no software required. Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Exterior Front LH Condition Unknown Modification No Vehicle Off Road No <<<[redacted] 000AM entered by [redacted] From [redacted] Hotline/Representative>>>tried the new update it got all the way to the very end and said program failed, went in and tried to redue it and it said module is up to date, hit the red x and it took me through a [redacted] and then said module program successful. <<<[redacted] 000AM entered by [redacted] From [redacted] Hotline/Representative>>>tried the new update it got all the way to the very end and said program failed, went in and tried to redue it and it said module is up to date, hit the red x and it took me through a [redacted] and then said module program successful. <<<[redacted] entered by [redacted] Hotline/Representative>>>Closure accepted. <<<[redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Ok thank you. <<<[redacted] entered by [redacted] Hotline/Representative>>>Base software updated correctly. Please submit for closure. <<<[redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Here is the network integrity test. <<<[redacted] entered by [redacted] Hotline/Representative>>>You will need to start another session, perform Network Integrity test, and attach that to TA so I can verify whether or not software updated properly in the KVM. You also need to click on Respond to Helpdesk, not Dialogue to Helpdesk, which will then send the TA back to my intray.
CQIS Recommendations	

Tire Information

Tire Manufacturer	PIRELLI TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2015	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP45 TRANS (4WD	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	22-Jan-2015	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	31-Mar-2015

Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP

Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Jul-2015
Version Series Code		Load Date	22 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0318
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NORWOOD
Non Causal Part Prefix-Base-Suffix		Dealer City	NORWOOD
Non Causal Part Numbers		Dealer State/Province	MA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7816199000
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] entered by [redacted] From [redacted]A or [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted]ician Name [redacted] [redacted] Model [redacted] Country [redacted] Customer Concern CUST CAME IN ON [redacted] LEFT DOOR WILL NOT CLOSE OPENED WHILE DRIVING Detail Diagnosis ADVISE TO WAIT TILL [redacted] ON [redacted] S/W WAS AVAIL UPON REQUESTING SOFTWARE NO SOFTWARE REQUIRED WAS PRESENT. WE RAN THE SOFTWARE ANYWAYS ON [redacted]. [redacted] I CREATED SESSION WITH PHOTO OF SOFTWARE UNDER NETWORK INTEGRITY. I AM ALSO PRESENT YOU WITH A PHOTO OF A DDW OF ANOTHER VEHICLE THAT DID NEED SOFTWARE AND THE QUESTION IS DID THAT CAR GET AN UPDATE WITH CORRECT SOFTWARE OR DID IT JUST GET AN UPDATE TO THE LASTEST IN SDD Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road Yes <<< [redacted] 000PM entered by [redacted] From [redacted]A or [redacted] Hotline/Representative>>>Commodity changed from Body & Trim to Electrical <<< [redacted] 3 [redacted] entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to mmaskal1 <<< [redacted] entered by [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Programming concern is under investigation. Please hold vehicle until otherwise instructed. Respond to this TA and acknowledge receipt of instruction to hold vehicle. <<< [redacted] entered by [redacted] Hotline/Representative>>>Service Alert [redacted] just released. This vehicle had DPLA KVM hardware, and software did update. You can release this vehicle. Submit TA for closure. <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>are you saying [redacted] has the correct software and can be released <<< [redacted] entered by [redacted] Hotline/Representative>>>I'm saying, as is also stated in [redacted] 01, the software programming completed successfully and vehicle can be released. <<< [redacted] 000PM entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>SORRY FOR THE CONFUSION BUT THIS VEHICLE IS A CRC CASE ON THE VERGE OF BUYBACK AND THE SOFTWARE ORIGINALLY NEVER INDICATED THAT AN UPDATE WAS AVAILABLE BUT WE FLASHED IT ANY WAY. THE [redacted] I STATED ORIGINALLY THE VEHICLE CAME IN WITH A LATCH NOT CLOSING AFTER THE SOFTWARE BUT NOT IMMEDIATLY THE LEFT FRONT STARTED TO FUNCTION PROPERLY. DOES THAT LATCH NEED TO BE REPLACED OR WILL THE SOFTWARE FIX EVERTYHING. THANKS [redacted] <<< [redacted] 000PM entered by [redacted] Hotline/Representative>>>Can only see that the software updated with [redacted], not sure of the timing of the latch not functioning. If it failed to function properly after flashing KVM with [redacted] would replace the latch. <<< [redacted] 44 000PM entered by [redacted] From [redacted] Hotline/Representative>>>REPLACED LATCH AND RELEASED VEHICLE <<< [redacted] 000PM entered by [redacted] Hotline/Representative>>>Closure accepted.
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] DOHC GDI SC V6 GAS
Transmission	AUTO [redacted] ZF [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted] L494
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced [redacted]fication [redacted]. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	excessive closing force
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	0008128767	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Jul-2015
Version Series Code		Load Date	22 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0358
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SUDBURY
Non Causal Part Prefix-Base-Suffix		Dealer City	SUDBURY
Non Causal Part Numbers		Dealer State/Province	MA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5086508822
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted] ician Name [redacted] VIN [redacted] Model Range Rover Sport V8 SC Year 2015 Country [redacted] Customer Concern PERFORM SERVICE ACTION [redacted] DOOR WILL NOT LATCH Detail Diagnosis Dealer Difficulty TECH TRIED TO PERFORM SERVICE ACTION [redacted] GETS MESSAGE THAT IT IS NOT AVAILABLE, BUT WE HAVE DONE THE [redacted] ON OTHER CARS WITHOUT PROBLEM. Reported Customer Symptom Door difficult to close Suspected Causal Part Module Body Control Module Condition Corrupted Modification No Vehicle Off Road No <<< [redacted] 000PM entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to [redacted] <<< [redacted] by [redacted] Hotline/Representative>>> [redacted] service alert [redacted] has been issued to cover this failure. <<< [redacted] 000AM entered by [redacted] Hotline/Representative>>>request to close T/A dealer holding vehicle waiting for software. <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>WILL TRY AGAIN WHEN WE [redacted] IEVE LATEST SOFTWARE THANKS.
CQIS Recommendations	

Tire Information

Tire Manufacturer	CONTINENTAL TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2015	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	06-Feb-2015	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	31-Jul-2015
Build Country Code		Transmission Serial Number	
Mileage	11	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Jul-2015
Version Series Code		Load Date	22 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0118
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER COLORADO SPRINGS
Non Causal Part Prefix-Base-Suffix		Dealer City	COLORADO SPRINGS
Non Causal Part Numbers		Dealer State/Province	CO
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7196369199
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] 2 44 34 000PM entered by [redacted] Hotline/Representative>>> [redacted] Follow new instructions listed in [redacted] release, submit for closure. <<< [redacted] entered by [redacted] Hotline/Representative>>>Status Change 'Lack of retailer information' Reason Statement <<< [redacted] entered by [redacted] Hotline/Representative>>>Status Change 'Long Retailer delays/housekeeping' Reason Statement <<< [redacted] entered by [redacted] Hotline/Representative>>>Urgent Message From The [redacted] HelpLine [redacted] received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>updated with new patch <<< [redacted] entered by [redacted] Hotline/Representative>>>Closure accepted. <<< [redacted] entered by [redacted] Hotline/Representative>>>Urgent Message From The [redacted] HelpLine [redacted] received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<< [redacted] entered by [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Reference Service Alert SA15RE 01 for clarification and further instruction. <<< [redacted] 000PM entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to mmaskal1 <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Commodity changed from Body & Trim to Electrical <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted]nician Name [redacted] Model [redacted] Year 2015 Country [redacted] Customer Concern [redacted] no update required Detail Diagnosis no software update for KVM. software level [redacted], [redacted] BA Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Module Keyless Vehicle KVM / RFA Condition Corrupted Modification No Vehicle Off Road No
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2015	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	04-Feb-2015	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	06-Nov-2015

Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Jul-2015
Version Series Code		Load Date	22 -Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0118
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER COLORADO SPRINGS
Non Causal Part Prefix-Base-Suffix		Dealer City	COLORADO SPRINGS
Non Causal Part Numbers		Dealer State/Province	CO
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7196369199
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] 3 49 55 [redacted] entered by [redacted] From TA or [redacted] Report [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted] nician Name [redacted] VIN [redacted] Model [redacted] 2015 Country [redacted] Customer Concern [redacted] no update required Detail Diagnosis no software update for KVM. software level [redacted] BA Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Module Keyless Vehicle KVM / RFA Condition Corrupted Modification No Vehicle Off Road No <<< [redacted] entered by [redacted] From [redacted] or [redacted] Report [redacted] Hotline/ Representative>>>Commodity changed from Body & Trim to Electrical <<< [redacted] entered by [redacted] Hotline/ Representative>>>Owner changed from Not Set to mmaskal1 <<< [redacted] entered by [redacted] Hotline/ Representative>>>Status Change 'Lack of retailer information' Reason Statement <<<Sep 1 2015 [redacted] entered by [redacted] From TA or [redacted] Report [redacted] Hotline/Representative>>>updated with new patch <<< [redacted] entered by [redacted] Hotline/ Representative>>>Closure accepted. <<< [redacted] entered by [redacted] Hotline/Representative>>> [redacted] has been released. Follow new instructions listed in [redacted] release, submit for closure. <<< [redacted] 000PM entered by [redacted] Hotline/ Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]hical Assistance TA Request with your findings within the next [redacted]. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Reference Service Alert [redacted] 01 for clarification and further instruction.
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information [redacted]

VIN	[redacted]	Engine Serial Number	150210113053O6PS
Model Year	2015	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP45 TRANS (4WD	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	17-Feb-2015	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	30-Oct-2015
Build Country Code		Transmission Serial Number	
Mileage	247	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	6[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	30-Jul-2015
Version Series Code		Load Date	01 -Aug-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0359
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SOUTHWEST HOUSTON
Non Causal Part Prefix-Base-Suffix		Dealer City	HOUSTON
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7135963000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<[redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Driver's door soft close is inoperative. <<<Jul 31 2015 3 46 18 690AM entered by [redacted] From TA or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] Technician Name [redacted] Dealer Diagnosis Checked DTCs, no related codes present, checked fuse for door latch motor, swapped known good door module, latch and latch motor, none resolved the problem. Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Unknown Condition Fails to initialise Modification No Vehicle Off Road No
CQIS Recommendations	

Tire Information

Tire Manufacturer	CONTINENTAL TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2013	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	08-Apr-2013	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	23-May-2013
Build Country Code		Transmission Serial Number	
Mileage	23645	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

ECI Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-engine-cold
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Aug-2015
Version Series Code		Load Date	12 -Aug-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0357
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER BETHESDA
Non Causal Part Prefix-Base-Suffix		Dealer City	NORTH BETHESDA
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3014247000
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

[redacted]nician Comment

<<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>[redacted] Case ID [redacted] [redacted]nician Name [redacted] VIN [redacted] Model [redacted] Year [redacted] Country [redacted] Customer Concern after [redacted] update the vehicle was taken and all doors latched after stopping at [redacted] drivers door would not latch Detail Diagnosis tried to re run [redacted] sdd stated that the module was already at the latest software level tried vehicle reset tried hard reset none of which corrected the problem vehicle has been here since [redacted] [redacted] came in [redacted] went to move the vehicle and the door latches perfectly. any ideas as to what to do about this condition please advise. Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Module Keyless Vehicle KVM / RFA Condition Corrupted Modification No Vehicle Off Road No <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>Owner changed from Not Set to [redacted] <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance [redacted] Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the [redacted] using the Closure Requested Tab within the [redacted], completing all the applicable fields. [redacted], I need you to update your file utility tool the latest version can be found in the download section of [redacted]. Then I need you to start a canlink and trace monitor and program the KVM using the patch outlined in [redacted]. When done attach [redacted] and the session file showing the programming to tha T/A. Did the customer state that the door opened while driving or that id just did not lock when the vehicle was stationary . <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>here are the attachments you requested the vehicle was stationary when the problem occurred <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>[redacted] what date was the first [redacted] done . What date did the customer state that the door did not latch . <<<[redacted] 000AM entered by [redacted] From [redacted] or [redacted]/Representative>>>[redacted] the update was done before noon and the vechicle would not latch around [redacted] on [redacted] after the vehicle was taken. also the latch is still currently working properly at this time <<<[redacted] [redacted] entered by [redacted] [redacted] Hotline/Representative>>>I will have to let PI look at this to determine if the vehicle is actually repaired. I can't see exactly when the software changed. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>ok let me know what you find out. <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>[redacted] I do not see anything in the session about the [redacted]. The initial session is from the [redacted] with the old software and then the next one is the [redacted] with the new software so I am not sure exactly where it changed. Can you confirm the dates are correct again . <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>im sorry the original up date was preformed on the [redacted] the [redacted] was on the [redacted] it was picked up on the [redacted] and dropped back off on the [redacted]. <<<[redacted] entered by [redacted] From [redacted] or [redacted] [redacted]/Representative>>>are there any updates on possable repairs or a next step i can take. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>ok disregard that last message as it was sent around the same time as your message <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>after latch replacement if everything works correctly are we to release the vehicle to the customer or do we need to keep it for further testing <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>Yes you can return it to the customer after you Quality Control it. I will need that information though to get the part back. <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>RO [redacted] PART [redacted] LINE # A PARTS MANAGERS NAME [redacted] EMAIL [redacted] PHONE [redacted] EXT [redacted] <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>Can we close the T/A . <<<[redacted] entered by [redacted] From [redacted] or [redacted] [redacted]/Representative>>>just to be clear on the [redacted] when i tried the download again a message came up on sdd saying that the kvm was already at the latest softwear but the latch still did not work it was not untill [redacted] that the latch started to function again. <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>Ok Thank you [redacted] we are currently reviewing the files and will update you with the next step. <<<[redacted] 000PM entered by [redacted] From [redacted] or [redacted]/Representative>>>ok let me know as soon as you can this customer is a friend of the owners and he would like to get it back to her asap. <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>[redacted] replace the faulty latch and have parts hold it for return.I will need the following information for the return. RO# Part# Line# Parts Managers name Email Phone# <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>the latch is replaced and works every time we are gonna hold the vehicle [redacted] and check it [redacted] just to be sure everything works properly <<<[redacted] [redacted] entered by [redacted] [redacted] Hotline/Representative>>>Urgent Message From The [redacted] [redacted]nical HelpLine We have not received any feedback from you regarding the latest status of this [redacted] case. 1. If you still require assistance, please respond to the [redacted] providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating

	and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Report [redacted] Hotline/Representative>>>replaced drivers door latch no further problems at this time released vehicle to customer. <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>request to close T/A vehicle repaired.
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] GDI SC V6 GAS
Transmission	AUTO [redacted] ZF [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted] L494
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced [redacted]fication [redacted]. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	excessive closing force
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-Aug-2015
Version Series Code		Load Date	26 -Aug-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0338
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER WAUKESHA
Non Causal Part Prefix-Base-Suffix		Dealer City	WAUKESHA
Non Causal Part Numbers		Dealer State/Province	WI
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	2629705900
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] 097AM entered by [redacted] From [redacted] /Representative>>> [redacted] Case ID [redacted] [redacted] nician Name [redacted] VIN [redacted] Model Range Rover Sport V6 SC [redacted] Country [redacted] Customer Concern doing this ta per [redacted] customer came in with right front door not latching and recall [redacted] Detail Diagnosis performed recall [redacted] and passengers front door will still not latch, will need latch replaced. doing this ta per [redacted] anything else i should look at before replacing latch Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Exterior Front RH Condition Broken Modification No Vehicle Off Road Yes <<< [redacted] entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to [redacted] <<< [redacted] 000PM entered by [redacted] Hotline/Representative>>> [redacted] go ahead and replace the latch assembly but have parts hold the old one for return.I will need the following information RO# Part# Line# Parts Managers name Email Phone# <<< [redacted] entered by [redacted] From [redacted] /Representative>>> [redacted] C [redacted] <<< [redacted] 000AM entered by [redacted] Hotline/Representative>>> [redacted] if the vehicle is repaired then submit the close request.Thanks. <<< [redacted] 000PM entered by [redacted] From [redacted] /Representative>>>I have forwared the PRR request to [redacted] <<< [redacted] 000PM entered by [redacted] From [redacted] /Representative>>>vehicle repaired <<< [redacted] 000PM entered by [redacted] Hotline/Representative>>>request to close T/A vehicle repaired.
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2014	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	15-Jul-2014	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	28-Aug-2014
Build Country Code		Transmission Serial Number	
Mileage	16511	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	31-Aug-2015
Version Series Code		Load Date	01 -Sep-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0519
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER RICHMOND
Non Causal Part Prefix-Base-Suffix		Dealer City	RICHMOND
Non Causal Part Numbers		Dealer State/Province	BC
Fault Code	674	Dealer Country	CAN
Diagonstic Trouble Code		Dealer Phone Number	6042736068
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Sep 1 2015 3 46 43 470AM entered by [redacted] From TA or [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted]ician Name [redacted] [redacted] Model [redacted] Supercharged Year 2015 Country CAN Customer Concern CUSTOMER STATES LR DOOR SWUNG OPEN WHILE TURNING. Detail Diagnosis Dealer Difficulty DIAGNOSED FOR C/S LR DOOR SWUNG OPEN WHILE TURNING. CHECKED TSB FOR RECALL [redacted] THE VEHICLE IS OUTSIDE OF THE VIN RANGE, BUT THE SYMPTOM DESCRIPTION FITS THE RECALL. SCANNED FOR CODES, NO RELATED CODES. CHECKED KVM FOR UPDATES, UPDATED [redacted] AF TO AG. CLEARED CODES. ROAD TESTED VEHICLE, DOOR DID NOT OPEN DURING DRIVE. SOFT CLOSE ALSO NOT WORKING EVERY TIME, ADJUSTED STRIKER IN 1MM AND CHECKED OPERATION GOOD. IS THERE ANY OTHER ACTION REQUIRED SESSION FILE IS FROM [redacted] ANOTHER TECH PERFORMED THE UPDATE ON [redacted] Customer Symptom Drive away locking not operating Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road No <<< [redacted] 1 [redacted] entered by [redacted] Hotline/ Representative>>>Owner changed from Not Set to [redacted] <<< [redacted] 1 56 [redacted] entered by [redacted] Hotline/ Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. There is nothing relevent to the customer's concern in the latest session file. Ask the customer's permission to road test vehicle extensively in the manner that the customer experienced the issue. <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Kept report status 'Investigating' <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>The owner took the vehicle. <<< [redacted] entered by [redacted] Hotline/ Representative>>>owner took the vehicle. g carrin [redacted] Close Request
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2015	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	06-May-2015	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	26-Jun-2015

Build Country Code		Transmission Serial Number	
[redacted]		[redacted]	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	administrative cost
Commodity	body-locks/latches-power locks/rke-	Symptom	damage
Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	flaw in material
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	incorrect size
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-on grade
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-vehicle towed in
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Significant Event	Personal Injury; Property Damage;	Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Sep-2015
Version Series Code		Load Date	26 -Sep-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0535
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	COVENTRY NORTH LAND ROVER
Non Causal Part Prefix-Base-Suffix		Dealer City	WOODBRIDGE
Non Causal Part Numbers		Dealer State/Province	ON
Fault Code	401	Dealer Country	CAN
Diagonstic Trouble Code		Dealer Phone Number	9052658677
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	

Technician Comment	<<< [redacted] entered by [redacted]/Client Server>>>from [redacted] <(><<)> [redacted]> to [redacted] date [redacted] subject Customer [redacted] RRS [redacted] mailed by [redacted] Good afternoon, I am working with Mr. [redacted] as he is experiencing concerns with his vehicle and looking into GW. Please send me a copy of his sales contract at your earliest convenience. Thank you very much. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<< [redacted] entered by [redacted]/Client Server>>>from [redacted] <(><<)> [redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr. [redacted], We are still evaluating our goodwill gesture, however we need to confirm the vehicle has been repaired to your satisfaction prior to extending a goodwill offer. Thank you and have a great weekend. Regards, [redacted] Executive Liaison <<< [redacted] entered by [redacted]/Client Server>>>Per [redacted] Customer [redacted] Service Action [redacted] Technician Completed service action [redacted], [redacted] <<< [redacted] entered by [redacted]/Client Server>>>from [redacted] <(><<)> [redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr. [redacted], I am glad to hear that your vehicle is operating properly at this time. With regard to the concern you mentioned with your vehicle's air bag system; it was resolved by the recall that was performed on your vehicle on [redacted]. This recall related to the occupancy sensor system for the passenger seat which required a software update. Should there be an issue with this sensor, the 'Passenger Airbag OFF' light would illuminate. We are finalizing our assessment regarding the concerns you have had with you vehicle and will contact you by [redacted] and provide our position on this matter as well as a gesture of goodwill. Thank you and I hope you have a great night. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] <<< [redacted] entered by [redacted]/Client Server>>>from [redacted] <(><<)> [redacted]> to [redacted] date [redacted] subject Re Customer [redacted] [redacted] mailed by [redacted] Good evening [redacted], Please provide me with the recently closed RO for Mr. [redacted]'s last visit. I would to review the concern with Product Investigation and be able to speak to the customer's concern and part#(s) that were required to resolve it. Thank you very much. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<< [redacted] entered by [redacted]/Client Server>>>Per DDW Vehicle Details VIN [redacted] Distance At Last Claim [redacted] Description [redacted] PET [redacted] MY Dispatched Date [redacted] Sold Date [redacted] Sold By [redacted] Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] Open Field Service Actions Code FSA Message [redacted] FREE SERVICE [redacted] / [redacted] Claimed Field Service Actions Code Actioned By [redacted] Owner/Driver Details Owner <(>&<)> Driver [redacted] <<< [redacted] entered by [redacted]/Client Server>>>Per [redacted] Customer [redacted] SERVICE ACTION [redacted] Technician PERFORM SERVICE ACTION [redacted] VEHICLE DOOR WILL NOT LATCH <<< [redacted] entered by [redacted]/Client Server>>>NOTE No T/A cases opened or closed for vehicle <<< [redacted] entered by [redacted]/Client Server>>>Received contact from [redacted] [redacted] Returning phone call Vehicle was towed here We diagnosed vehicle as needing a new R/F door latch Customer did not mention any other concerns, no other faults found Vehicle did have recalls performed relating to occupancy sensor previous, nothing outstanding Vehicle should be ready [redacted] or [redacted] I advised

Customer stated a faulty door handle and air bag issues, seemed to be referring to them as present concerns Will clarify with customer <<< 000PM entered by /Client Server>>>Contacted retailer and left voice message for Fixed Operations Manager Identified myself Calling from 's executive office Calling in reference to customer RRS Customer reached out to Duffield via linkedin Customer states door continues to fly open even after was performed Hoping to discuss and confirm if customer has appt. Provided contact information, shift and requested call back <<< entered by /Client Server>>>Received contact from Returning phone call regarding Mr. Vehicle was last here on , was performed Have not heard from customer since, no appt. is scheduled I advised Will reach out to customer, inform him to schedule an appt THL should be contacted once vehicle arrives Will touch base <<< entered by /Client Server>>>from <(><<) >bradley@waltonfinancial.ca> to <(><<)> date subject Re Executive Case Important mainly because of the people in the conversation. Hi Thanks for following up Key issues are 2 weekends missed for family mountain bike trips, as the hitch is on range. traveling back direction on car plus fuel/time.... Lives are risk , doors opening on highway. Poor follow up from dealership and execution. Door handle piece falling off in . They wanted to also charge me for the part, I refused. Travel / time for this. Air Bag issue. This all after we had enough with the battery issues with our evoke sport. We were the first in to buy this and it was a nightmare. You could pull the history on the vehicle. Anyway, a long list of things. I hope you can appreciate my frustration. Sincerely <<< entered by /Client Server>>>As Per DDW Warranty Cover Policy Expires Distance Deductible Corrosion Warranty Federal Emission Warranty Paint Warranty Standard Factory Warranty <<< entered by /Client Server>>>from <(><<)> to <(><<)> date subject Fwd please add me to your network mailed by Forwarded message From <(><<)> Date Subject Fwd please add me to your network To <(><<)> All yours... Customer Relationship Centre and Consumer Affairs Manager Customer Service Division T | M | Forwarded message From <(><<)>lindsay.duffield@rogers.com> Date Subject Fwd please add me to your network To <(><<) > over to u. Thx. Sent from my Begin forwarded message From <(><<) > Date To Duffield <(><<)>lindsay.duffield@rogers.com> Subject please add me to your network Reply To <(><<)>bradley@waltonfinancial.ca> I would like to have a personal conversation with you regarding a very serious issue at a dealership. I own a . Owner, <<< entered by /Client Server>>>Case escalated to executive office <<< entered by /Client Server>>>from <(><<)> to <(><<)> date subject Email for mailed by On , <(> <<)>bradley@waltonfinancial.ca> wrote Question Topic Relations Case First Name Last Name Email @waltonfinancial.ca Phone Address Zip / Postal Code Country *** Additional Details *** Warranty Type VIN Number Type of Information Change Type of Mailing List Change Language *** Customer Question *** I bought my vehicle the first was from and this unit was from , they have not been able to rectify the issues I have had (several). We have had serious safety issue with the vehicle and now want to get our money back or get a new vehicle. The doors are flying open when we drive and will not lock, and they have not fixed this issue and are obviously incompetent and do not car about the safety of my family. This vehicle is a complete lemon, and the dealership is incompetent. Please contact me at , and arrange to come pick this piece of garbage up, and order a new one. The car is owned outright under It was purchased and has been a nightmare. Email and Correspondence Specialist Phone Fax email | Our privacy policy can be accessed at &<)> Attachments area Preview attachment Image . png <<< entered by /Client

Server>>>from [redacted] <(><<)>[redacted]> to bradley@waltonfinancial.ca date [redacted] subject [redacted] Executive Case [redacted] mailed by [redacted] Good afternoon Mr. [redacted], This email is to advise you that your Customer Relationship Center case has been escalated to our [redacted]'s Executive Office for handling given your negative experience with your [redacted]. I can empathize with why you would be frustrated given your recent experiences and the inconvenience of the repairs to your [redacted]. This is not reflective of our brand or the performance we see from this [redacted] model. I am truly sorry that your experience has not been a more positive one. Please rest assured that your matter will be investigated thoroughly in the hopes to reach an amicable resolution to your concerns. Given there are outstanding issues with your vehicle, I do ask that you schedule an appointment for service with your local retailer and I will work with the retailer and provide any assistance necessary to ensure your vehicle is repaired properly. Thank you and have a great weekend. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the ma terial in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered by [redacted] [redacted]/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr. [redacted], Good afternoon. We certainly apologize for any inconvenience this matter may have caused you and as a gesture of goodwill, [redacted] would like to offer you the following We would like to send you [redacted] in Owner Loyalty Certificates which can be used like cash at any Authorized [redacted] Retailer towards parts, services, accessories or boutique items, in an effort to restore your faith in our brand. These certificates do not expire and are non transferable. Should you wish to accept our offer or have any questions or concerns, please let me know by [redacted]. Upon your acceptance, please know it can take [redacted] for the certificates to arrive at your residence. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered by [redacted] [redacted]/Client Server>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> cc [redacted] <(><<)>[redacted]> date [redacted] subject RE [redacted] Executive Case [redacted] Important mainly because it was sent directly to you. Accepted [redacted], [redacted], [redacted], [redacted] [redacted]financial.ca <<<[redacted] entered by [redacted] [redacted]/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> cc [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr. [redacted], Good afternoon. Thank you for your prompt response. When you have a moment, please provide me your best mailing address and I will submit the certificates for processing. Thank you very much. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted]/Client Server>>>Contacted retailer and left VM for [redacted] [redacted] Identified myself Never informed customer that vehicle would be delivered to him Did not know vehicle was being delivered to retailer via [redacted], was informed the morning of that it was picked up Would like to know what current status of vehicle is Provided contact information <<<[redacted] entered by [redacted] [redacted]/Client Server>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Executive Case [redacted] Important mainly because it was sent directly to you. I called the dealer and they had not even contacted me to arrange a delivery date time. I wanted it for [redacted], and they can not accommodate this. If the unit showed up [redacted], why would they not make arrangements [redacted] [redacted] <<<[redacted] entered by [redacted] [redacted]/Client Server>>>Contacted retailer and left VM for [redacted] [redacted] Identified myself Would like to know what current status of vehicle is Provided contact information <<<[redacted] entered by [redacted] [redacted]/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] date [redacted] subject Re

Customer [redacted] mailed by [redacted] Good afternoon [redacted], When you have a moment, please provide me an update regarding Mr.[redacted] and his vehicle. Also, please send me all RO's that have been opened for his vehicle as I am looking into goodwill compensation. Thanks. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] [redacted], [redacted] | [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered by [redacted] Server>>>Received VM from [redacted] Returning phone call regarding Mr.[redacted] Customer has vehicle back Can discuss particulars Requested call back <<<[redacted] entered by [redacted] Server>>>Contacted retailer and left VM for [redacted] Identified myself Calling in reference to customer [redacted] RRS Auto [redacted] Would like to discuss Provided contact information, shift and requested call back <<<[redacted] entered by [redacted] Server>>>from [redacted] <(><<)>[redacted] to [redacted] cc [redacted] date [redacted] subject Re Customer [redacted] RRS [redacted] mailed by [redacted] Good afternoon, I am working with Mr.[redacted] as he is experiencing concerns with his vehicle and looking into [redacted] Please send me a copy of his sales contract at your earliest convenience. I believe the vehicle is registered to[redacted] Thank you very much. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] 000PM entered by [redacted] Server>>>Received contact from [redacted] Returning phone call regarding Mr.[redacted] We returned his vehicle to him on [redacted] Customer was informed on [redacted] that his vehicle was repaired, washed and ready to be picked up, customer, customer was quite irate when speaking with receptionist informing her that [redacted] had authorized valet return to him We informed the customer we were unaware of that and did not have any drivers available until [redacted] but he could certainly come here to retrieve vehicle that same day or [redacted] Customer opted to have us deliver him vehicle [redacted] Previous visit, customer had vehicle towed in on [redacted] at [redacted] as he stated the passenger door had opened while drive We were able to begin diagnosing vehicle on [redacted], performed outstanding recalls, [redacted] and [redacted] emailed the customer on [redacted] at [redacted] informing him the vehicle was ready for pick up Customer emailed the [redacted] on [redacted] asking if the vehicle was ready as he was planning on going away for the weekend [redacted] responded the vehicle was on [redacted], informed him of prior email and customer responded that he wanted to have the vehicle delivered to him via valet and asked us to waive the fee, we complied [redacted] the vehicle was brought in on [redacted], we performed [redacted] and vehicle was ready for him the following day Have not heard from customer since he got vehicle back, assuming there are no issues I advised Thanked him for information [redacted] had not authorized any type of reunite, the customer had not requested it Am looking into [redacted] [redacted] the customer has been inconvenienced as little possible given the situation, vehicle being repaired and ready for him the [redacted] after it is dropped off Requested sales contract from your sales manager Will communicate with customer [redacted] and contact you should he have any concerns <<<[redacted] entered by [redacted] [redacted] Server>>>from [redacted] <(><<)>[redacted] to [redacted] cc [redacted] work <(><<)>[redacted] date [redacted] subject FW Customer [redacted] RRS [redacted] mailed by eigbox.net Hi [redacted]. I'm actually away for training. [redacted], please help [redacted] with the contract request. Thank you. <<<[redacted] entered by [redacted] Server>>>from [redacted] <(><<)>[redacted] to [redacted] <(><<)>bradley@waltonfinancial.ca> date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr.[redacted], Good afternoon. I understand that you had your vehicle delivered to you on [redacted]. With regard to your email, neither [redacted], the Fixed Operations Manager at [redacted] nor myself was aware that you required delivery of your vehicle following service. Had I known, I certainly would have informed [redacted] and we could have worked to make arrangements. I hope you have had the opportunity to drive your vehicle as I would like to know how it has been operating since it was returned to you. Thank you and have a great day. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for

the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] date [redacted] subject Attn [redacted] / Bill of Sale mailed by [redacted] 2 Attachments Preview attachment [redacted] [redacted] Preview attachment [redacted] [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> date [redacted] subject RE [redacted] Case [redacted] So far the doors are staying closed while we are on the highway.... and I would have no idea if the airbag was actually fixed, we would need to get into an accident to know. Where shall we go from here [redacted], [redacted], [redacted], [redacted] www.waltonfinancial.ca [redacted] icon Like us on [redacted]" [redacted] [redacted] [redacted] Toll Free [redacted] <<<[redacted] [redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>Per TOPIx TECHNICAL BULLETIN [redacted] [redacted] (c) [redacted] [redacted] 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 [redacted] service facility to determine whether this bulletin applies to a specific vehicle. [redacted] Safety Recall Occupant Classification Sensor System 'Passenger Airbag OFF' Lamp Illuminated AFFECTED VEHICLE RANGE [redacted] ([redacted]) Model Year [redacted] 2015 VIN [redacted] MARKETS NAS CONDITION SUMMARY Situation A concern has been identified on certain [redacted] 2015 model year [redacted] [redacted] and [redacted] 2015 model year [redacted] vehicles where the Occupant Classification Sensor (OCS) may not function correctly at all times. A light weight ([redacted] female) adult passenger could be mis classified and the passenger airbag disabled as a result when the vehicle is being driven on very smooth surface roads for a period of time. The 'Passenger Airbag OFF' lamp is illuminated in this situation. Action Retailers are required to HOLD only affected new vehicles that are within your control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the [redacted] (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. PROGRAM OPTION DESCRIPTION SRO TIME (HOURS) PARTS / SUNDRY CODE QTY. / VALUE CODE CODE [redacted] B Configure restraints Occupant Classification Sensor control module [redacted] [redacted] Configure restraints Occupant Classification Sensor control module [redacted] Drive in/drive out [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>Submitted OLC request in the amount of [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>Created GW activity and sent to PP for approval <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> cc [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Case [redacted] mailed by [redacted] Mr. [redacted], Thank you very much for the information. I have submitted the certificates for processing. Have a great weekend. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] <(><<)>~[redacted]> [redacted], [redacted] [redacted] [redacted] | [redacted] [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] [redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> cc [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Case [redacted] My work below [redacted] [redacted] [redacted] [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>ISSUE Customer states I want out of this vehicle The dealership does not know what they are doing I went in for a recall with the vehicle door not latching and I got the vehicle back and the door will not close I do not feel safe in this vehicle I want out The dealership I am very upset with REQUEST Customer request Out of vehicle ADVISED I advised I am sorry you are having theses problems I will be happy to open up a case and work with the dealership in resolving this matter

It is up to the dealership to take a customer out of the vehicle We do not get involved in that process but I will speak with them I will give you a call in [redacted] <<<[redacted] entered by [redacted]>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Executive Case [redacted] This is what I get is an I'm sorry [redacted] www.waltonfinancial.ca <<<[redacted] entered by [redacted]>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Executive Case [redacted] I would like to have a personal conversation with [redacted], please let me know some suitable times. My schedule is as busy as his I assure you. <<<[redacted] entered by [redacted]>>>Per [redacted] Customer [redacted] SERVICE ACTION [redacted] Technician PERFORM SERVICE ACTION [redacted] VEHICLE DOOR WILL NOT LATCH <<<[redacted] entered by [redacted]>>>NOTE No T/A cases opened or closed for vehicle <<<[redacted] entered by [redacted]>>>Contacted retailer and left voice message for Fixed Operations Manager [redacted] Identified myself Calling from [redacted]'s executive office Calling in reference to customer [redacted] [redacted] RRS [redacted] Customer reached out to [redacted] Duffield via linkedin Customer states door continues to fly open even after [redacted] was performed Hoping to discuss and confirm if customer has appt. Provided contact information, shift and requested call back <<<[redacted] entered by [redacted]>>>Received contact from [redacted] [redacted] Returning phone call regarding Mr.[redacted] Vehicle was last here on [redacted], [redacted] was performed Have not heard from customer since, no appt. is scheduled I advised Will reach out to customer, inform him to schedule an appt THL should be contacted once vehicle arrives Will touch base [redacted] <<<[redacted] entered by [redacted]>>>from [redacted] [redacted] <(><<)>[redacted]> to [redacted] <(><<)>[redacted]> date [redacted] subject Email for [redacted] mailed by [redacted] On [redacted], [redacted] <(> <<)>bradley@waltonfinancial.ca> wrote Question Topic Relations Case First Name [redacted] Last Name[redacted] Email [redacted]@waltonfinancial.ca Phone [redacted] Address [redacted] [redacted] / [redacted] Zip / Postal Code [redacted] *** Additional Details *** Warranty Type VIN Number Type of Information Change Type of Mailing List Change Language [redacted] *** Customer Question *** I bought my [redacted] [redacted] vehicle the first was from [redacted] and this unit was from [redacted], they have not been able to rectify the issues I have had (several). We have had serious safety issue with the vehicle and now want to get our money back or get a new vehicle. The doors are flying open when we drive and will not lock, and they have not fixed this issue and are obviously incompetent and do not car about the safety of my family. This vehicle is a complete lemon, and the dealership is incompetent. Please contact me at [redacted] [redacted] [redacted], and arrange to come pick this piece of garbage up, and order a new one. The car is owned outright under[redacted] It was purchased [redacted] and has been a nightmare. [redacted] [redacted] [redacted] [redacted] Email and Correspondence Specialist Phone [redacted] Fax [redacted] email [redacted] [redacted] [redacted] [redacted] | [redacted] Our privacy policy can be accessed at [redacted] [redacted] <(>&<)> [redacted] Attachments area Preview attachment [redacted] [redacted] <<<[redacted] entered by [redacted] [redacted]>>>from [redacted] <(><<)>[redacted]> to bradley@waltonfinancial.ca date [redacted] subject [redacted] Executive Case [redacted] mailed by [redacted] Good afternoon Mr.[redacted], This email is to advise you that your Customer Relationship Center case has been escalated to our [redacted]'s Executive Office for handling given your negative experience with your [redacted] [redacted]. I can empathize with why you would be frustrated given your recent experiences and the inconvenience of the repairs to your [redacted] [redacted]. This is not reflective of our brand or the performance we see from this [redacted] model. I am truly sorry that your experience has not been a more positive one. Please rest assured that your matter will be investigated thoroughly in the hopes to reach an amicable resolution to your concerns. Given there are outstanding issues with your vehicle, I do ask that you schedule an appointment for service with your local retailer and I will work with the retailer and provide any assistance necessary to ensure your vehicle is repaired properly. Thank you and have a great weekend. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] [redacted], [redacted] [redacted] [redacted] | [redacted] [redacted] [redacted] [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the ma terial in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered

by [redacted]/[redacted]>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Case [redacted] This is what I get is an I'm sorry [redacted] www.waltonfinancial.ca <<<[redacted] entered by [redacted]/[redacted]>>>from [redacted] <(><<)>[redacted]> to [redacted] date [redacted] subject Customer [redacted] RRS [redacted] mailed by [redacted] Good afternoon, I am working with Mr. [redacted] as he is experiencing concerns with his vehicle and looking into [redacted] Please send me a copy of his sales contract at your earliest convenience. Thank you very much. Regards, [redacted] Executive Liaison T [redacted] | [redacted] E [redacted], [redacted] | [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered by [redacted]/[redacted]>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> date [redacted] subject Re [redacted] Case [redacted] mailed by [redacted] Mr. [redacted], We are still evaluating our goodwill gesture, however we need to confirm the vehicle has been repaired to your satisfaction prior to extending a goodwill offer. Thank you and have a great weekend. Regards, [redacted] Executive Liaison <<<[redacted] entered by [redacted]/[redacted]>>>Received voice message from [redacted] We invoiced Mr. [redacted]'s vehicle and had it washed Had receptionist contact customer and inform him vehicle is ready and customer became irate stating that [redacted] informed him that vehicle was to be delivered to him Hoping to discuss Requested call back at [redacted], ext [redacted] <<<[redacted] entered by [redacted]/[redacted]>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> date [redacted] subject Re [redacted] Case [redacted] mailed by [redacted] Mr. [redacted], I am glad to hear that your vehicle is operating properly at this time. With regard to the concern you mentioned with your vehicle's air bag system; it was resolved by the recall that was performed on your vehicle on [redacted]. This recall related to the occupancy sensor system for the passenger seat which required a software update. Should there be an issue with this sensor, the 'Passenger Airbag OFF' light would illuminate. We are finalizing our assessment regarding the concerns you have had with you vehicle and will contact you by [redacted] and provide our position on this matter as well as a gesture of goodwill. Thank you and I hope you have a great night. Regards, [redacted] Executive Liaison T [redacted] | [redacted] E [redacted] <<<[redacted] entered by [redacted]/[redacted]>>>from [redacted] <(><<)>[redacted]> to [redacted] date [redacted] subject Re Customer [redacted] [redacted] mailed by [redacted] Good evening [redacted], Please provide me with the recently closed RO for Mr. [redacted]'s last visit. I would to review the concern with Product Investigation and be able to speak to the customer's concern and part#(s) that were required to resolve it. Thank you very much. Regards, [redacted] Executive Liaison T [redacted] | [redacted] E [redacted], [redacted] | [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered by [redacted]/[redacted]>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Case [redacted] Important mainly because of the people in the conversation. Hi [redacted] Thanks for following up Key issues are [redacted] missed for family mountain bike trips, as the hitch is on range. [redacted] traveling back [redacted] direction on car plus fuel/time.... Lives are risk [redacted], doors opening on highway. Poor follow up from dealership and execution. Door handle piece falling off in [redacted]. They wanted to also charge me for the part, I refused. Travel / time for this. Air Bag issue. This all after we had enough with the battery issues with our evoke [redacted] sport. We were the first in [redacted] to buy this and it was a nightmare. You could pull the history on the vehicle. Anyway, a long list of things. I hope you can appreciate my frustration. Sincerely [redacted] <<<[redacted] entered by [redacted]/[redacted]>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> date

[redacted] subject Re [redacted] Case [redacted] mailed by [redacted] Mr. [redacted], Good afternoon. We certainly apologize for any inconvenience this matter may have caused you and as a gesture of goodwill, [redacted] would like to offer you the following We would like to send you [redacted] in Owner Loyalty Certificates which can be used like cash at any Authorized Land Rover Retailer towards parts, services, accessories or boutique items, in an effort to restore your faith in our brand. These certificates do not expire and are non transferable. Should you wish to accept our offer or have any questions or concerns, please let me know by [redacted]. Upon your acceptance, please know it can take [redacted] for the certificates to arrive at your residence. Regards, [redacted] Liaison T [redacted] | F [redacted] E [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered by [redacted]/Client [redacted]>>>from [redacted] <(><<)>bradley@waltonfi[redacted].ca> to [redacted] <(><<)>[redacted]> cc [redacted] <(><<)>[redacted]> date [redacted] subject RE [redacted] Case [redacted] Important mainly because it was sent directly to you. Accepted [redacted], [redacted], [redacted], [redacted] www.waltonfi[redacted].ca <<<[redacted] entered by [redacted]/Client [redacted]>>>Per DDW Vehicle Details VIN [redacted] Distance At Last Claim [redacted] Description [redacted] MY Dispatched Date [redacted] Sold Date [redacted] Sold By [redacted] Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] Open Field Service Actions Code FSA Message [redacted] FREE SERVICE [redacted] / [redacted] / [redacted] Claimed Field Service Actions Code Actioned By [redacted] Owner/Driver Details Owner <(>&<)> Driver [redacted] Fi[redacted] Gro <<<[redacted] entered by [redacted]/Client [redacted]>>>Case escalated to executive office <<<[redacted] entered by [redacted]/Client [redacted]>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfi[redacted].ca> date [redacted] subject Re [redacted] Case [redacted] mailed by [redacted] Mr. [redacted], We certainly apologize for any inconvenience this matter has caused you and will certainly be reviewing this matter for goodwill compensation once we are able to confirm the vehicle has been properly repaired. Please let me know when you schedule a service appointment so that I can contact the retailer and ensure they receive all of the necessary assistance. Thank you and have a good day. Regards, [redacted] Liaison T [redacted] | F [redacted] E [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered by [redacted]/Client [redacted]>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>[redacted]> date [redacted] subject Fwd [redacted] please add me to your [redacted] network mailed by [redacted] Forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] Subject Fwd [redacted] please add me to your [redacted] network To [redacted] <(><<)>[redacted]> All yours... [redacted] Customer Relationship Centre and Consumer Affairs Manager Customer Service Division T [redacted] | M [redacted] | [redacted] Forwarded message From [redacted] <(><<)>lindsay.duffield@rogers.com> Date [redacted] Subject Fwd [redacted] please add me to your [redacted] network To [redacted] <(><<)>[redacted]> [redacted] over to u. Thx. [redacted] Sent from my iDuff [redacted] Begin forwarded message From [redacted] <(><<)>[redacted]> Date [redacted] To [redacted] Duffield <(><<)>lindsay.duffield@rogers.com> Subject [redacted] please add me to your [redacted] network Reply To <(><<)>bradley@waltonfi[redacted].ca> [redacted] [redacted] I would like to have a personal conversation with you regarding a very serious issue at a dealership. I own a Range

[redacted]. [redacted] Owner, [redacted] <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> cc [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Executive Case [redacted] Important mainly because it was sent directly to you. [redacted] The unit is being picked up in [redacted] I will be reviewing you goodwill compensation, and will consider this before I make this situation. Much bigger than anyone wants. 1) Faulty Airbags.... 2) Faulty Doors.... 3) Dealer wanted to charge [redacted] to fix a faulty door handle, when the truck was [redacted]... Let me know what you intentions are, to make us happy owners. Please call the dealer and let them know this lemon is arriving [redacted] and to have the part ready. If they need to know the part number, have them call me, I know people at [redacted]. Thanks [redacted] waltonfinancial.ca <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> cc [redacted] <(><<)>[redacted] date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr. [redacted], Good afternoon. I will certainly be following up with the retailer to discuss this matter and ensure they receive all any necessary assistance. To confirm, the vehicle will be arriving [redacted] at [redacted] Thank you and have a great day. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] 000PM entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> cc [redacted] <(><<)>[redacted]> date [redacted] subject RE [redacted] Executive Case [redacted] It should be at the dealer. <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>Contacted retailer and left voice message for Fixed Operations Manager [redacted] Identified myself Calling from [redacted]'s executive office Calling in reference to customer [redacted] [redacted] RRS [redacted] We spoke [redacted] about this vehicle Customer states door continues to fly open even after [redacted] was performed, a T/A case needs to be opened Customer stated vehicle was picked up [redacted], unsure if he used [redacted] or retailer offered a courtesy Customer also states issue with faulty airbag and a faulty door handle Hoping to discuss Provided contact information, shift and requested call back <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> date [redacted] subject RE [redacted] Executive Case [redacted] Important mainly because it was sent directly to you. Status <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>Contacted [redacted] [redacted] ([redacted]) and left VM Identified myself Calling in reference to customer [redacted] [redacted] RRS Auto [redacted] Would like a status update on vehicle Do not see a T/A case open Provided contact information, shift and requested call back <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] cc [redacted] date [redacted] subject Customer [redacted] [redacted] [redacted] mailed by [redacted] Good afternoon [redacted], When you have a moment, please provide me an update on the status of this vehicle as I do not see a T/A case open on my end. The customer is requesting an update and I would like to provide him prior to leaving the office for the weekend. Thanks. Regards, [redacted] [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] [redacted] | [redacted] [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr. [redacted], Good afternoon. The retailer has diagnosed the vehicle as needing a new right front door latch which is being replaced. No other faults were found with the vehicle. Please let me know if you have any other specific concerns the retailer should look into while the vehicle is in their possession. Thank you very much. Regards, [redacted] Executive Liaison T

[redacted] | F [redacted] E [redacted] <<<[redacted] entered by [redacted]/[redacted] Server>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> date [redacted] subject RE [redacted] Executive Case [redacted] Important mainly because it was sent directly to you. what's my goodwill compensation [redacted], [redacted], [redacted], [redacted] www.waltonfinancial.ca <<<[redacted] [redacted] entered by [redacted]>>>Received contact from [redacted] [redacted] Returning phone call Vehicle was towed here We diagnosed vehicle as needing a new R/F door latch Customer did not mention any other concerns, no other faults found Vehicle did have recalls performed relating to occupancy sensor previous, nothing outstanding Vehicle should be ready [redacted] or [redacted] I advised Customer stated a faulty door handle and air bag issues, seemed to be referring to them as present concerns Will clarify with customer <<<[redacted] [redacted] entered by [redacted] [redacted]>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> date [redacted] [redacted] subject RE [redacted] Executive Case [redacted] Important mainly because it was sent directly to you. [redacted] I spoke to someone at [redacted] who supplies the part. This is a very serious safety issue. We were supposed to go away on a mountain biking trip for the long weekend, and the hitch on this car. The weekend plans were destroyed, on top of everything. What are your intentions to make me a happy client Aside from repairing what should have been done. I am considering sending the details to the [redacted], [redacted], [redacted], [redacted], [redacted] www.waltonfinancial.ca [redacted] icon Like us on [redacted]" [redacted] [redacted] [redacted] Toll Free [redacted] [redacted] ue Please consider the environment before printing this email. The contents of this communication, including any attachment(s), are confidential and may be privileged. If you are not the intended recipient (or are not receiving this communication on behalf of the intended recipient), please notify the sender immediately and delete or destroy this communication without reading it, and without making, forwarding, or retaining any copy or record of it or its contents. Thank you. Note We have taken precautions against viruses, but take no responsibility for loss or damage caused by any virus present <<<[redacted] [redacted] entered by [redacted]>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr. [redacted], Good afternoon. As Executive Liaison, I report directly to [redacted]'s Executive Team and am certainly keeping them updated on the progress of your case. My role is to investigate matters such as yours for the [redacted] Market, and resolve them on behalf of our Executive Team. Your case has reached the highest form of escalation for customer matters such as yours. It is the responsibility of [redacted] [redacted], under the New Vehicle Limited Warranty to address defects in materials, or workmanship, through an authorized retailer. We do ask that you contact your local retailer to schedule an appointment. When your [redacted] is brought to the retailer, we monitor your situation and make certain that the retailer has all of the necessary technical assistance to ensure your vehicle is repaired properly. Thank you and have a good day. Regards, [redacted] [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] [redacted], [redacted] [redacted] [redacted] | [redacted] [redacted] [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered by [redacted]>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Executive Case [redacted] I would like to have a personal conversation with [redacted] [redacted], please let me know some suitable times. My schedule is as busy as his I assure you. <<<[redacted] entered by [redacted]>>>As Per DDW Warranty Cover Policy Expires Distance Deductible Corrosion Warranty [redacted] [redacted] Federal Emission Warranty [redacted] [redacted] Paint Warranty [redacted] [redacted] Standard Factory Warranty [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted]>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> cc [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr. [redacted], Good afternoon. Thank you for your prompt response. When you have a moment, please provide me your best mailing address and I will submit the certificates for processing. Thank you very much. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] <<<[redacted] [redacted] entered by [redacted]>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> cc [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted]

[redacted] Executive Case [redacted] My work below [redacted] [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr. [redacted], Good afternoon. I understand that you had your vehicle delivered to you on [redacted]. With regard to your email, neither [redacted], the Fixed Operations Manager at [redacted] nor myself was aware that you required delivery of your vehicle following service. Had I known, I certainly would have informed [redacted] and we could have worked to make arrangements. I hope you have had the opportunity to drive your vehicle as I would like to know how it has been operating since it was returned to you. Thank you and have a great day. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>ISSUE Customer states I want out of this vehicle The dealership does not know what they are doing I went in for a recall with the vehicle door not latching and I got the vehicle back and the door will not close I do not feel safe in this vehicle I want out The dealership I am very upset with REQUEST Customer request Out of vehicle ADVISED I advised I am sorry you are having theses problems I will be happy to open up a case and work with the dealership in resolving this matter It is up to the dealership to take a customer out of the vehicle We do not get involved in that process but I will speak with them I will give you a call in [redacted] <<<[redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>OLCs received and placed into outgoing mail <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> date [redacted] subject RE [redacted] Executive Case [redacted] Important mainly because it was sent directly to you. [redacted] I spoke to someone at [redacted] who supplies the part. This is a very serious safety issue. We were supposed to go away on a mountain biking trip for the long weekend, and the hitch on this car. The weekend plans were destroyed, on top of everything. What are your intentions to make me a happy client Aside from repairing what should have been done. I am considering sending the details to the [redacted]. [redacted], [redacted], [redacted], [redacted] [redacted] www.waltonfinancial.ca [redacted] icon Like us on [redacted]" [redacted] [redacted] [redacted] Toll Free [redacted] ue Please consider the environment before printing this email. The contents of this communication, including any attachment(s), are confidential and may be privileged. If you are not the intended recipient (or are not receiving this communication on behalf of the intended recipient), please notify the sender immediately and delete or destroy this communication without reading it, and without making, forwarding, or retaining any copy or record of it or its contents. Thank you. Note We have taken precautions against viruses, but take no responsibility for loss or damage caused by any virus present <<<[redacted] [redacted] [redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr. [redacted], We certainly apologize for any inconvenience this matter has caused you and will certainly be reviewing this matter for goodwill compensation once we are able to confirm the vehicle has been properly repaired. Please let me know when you schedule a service appointment so that I can contact the retailer and ensure they receive all of the necessary assistance. Thank you and have a good day. Regards, [redacted] [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] [redacted] [redacted] | [redacted] [redacted] [redacted] [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered by [redacted] User [redacted] Management/Client Server>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> cc [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Executive Case [redacted] Important mainly because it was sent directly to you. [redacted] The unit is being picked up in [redacted] I will be reviewing you goodwill compensation, and will consider this before I make this situation. Much bigger than anyone wants. 1) Faulty Airbags.... 2) Faulty Doors.... 3) Dealer wanted to charge [redacted] to fix a faulty door handle, when the truck was [redacted].. Let me know what you intentions are, to make us happy owners. Please call the dealer and let them know this lemon is

arriving [redacted] and to have the part ready. If they need to know the part number, have them call me, I know people at [redacted]. Thanks [redacted] www.waltonfinancial.ca <<<[redacted] entered by [redacted] /Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<) >bradley@waltonfinancial.ca> [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Case [redacted] mailed by [redacted] Mr. [redacted], Good afternoon. I will certainly be following up with the retailer to discuss this matter and ensure they receive all any necessary assistance. To confirm, the vehicle will be arriving [redacted] at [redacted] Thank you and have a great day. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] || [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] 000PM entered by [redacted] /Client Server>>>from [redacted] <(><<) >bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> [redacted] [redacted] <(><<)>[redacted]> date [redacted] subject RE [redacted] Case [redacted] It should be at the dealer. <<<[redacted] 000PM entered by [redacted] /Client Server>>>Contacted retailer and left voice message for Fixed Operations Manager [redacted] Identified myself Calling from [redacted]'s executive office Calling in reference to customer [redacted] [redacted] RRS [redacted] We spoke [redacted] about this vehicle Customer states door continues to fly open even after [redacted] was performed, a T/A case needs to be opened Customer stated vehicle was picked up [redacted], unsure if he used [redacted] or retailer offered a courtesy Customer also states issue with faulty airbag and a faulty door handle Hoping to discuss Provided contact information, shift and requested call back <<<[redacted] [redacted] entered by [redacted] /Client Server>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> date [redacted] subject RE [redacted] Case [redacted] Important mainly because it was sent directly to you. Status <<<[redacted] [redacted] entered by [redacted] /Client Server>>>Contacted [redacted] [redacted] ([redacted]) and left VM Identified myself Calling in reference to customer [redacted] [redacted] RRS Auto [redacted] Would like a status update on vehicle Do not see a T/A case open Provided contact information, shift and requested call back <<<[redacted] [redacted] entered by [redacted] /Client Server>>>from [redacted] [redacted] <(><<)>[redacted]> to [redacted] [redacted] [redacted] date [redacted] subject Customer [redacted] [redacted] [redacted] mailed by [redacted] Good afternoon [redacted], When you have a moment, please provide me an update on the status of this vehicle as I do not see a T/A case open on my end. The customer is requesting an update and I would like to provide him prior to leaving the office for the weekend. Thanks. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted], [redacted] | [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. or hard copy format. Thank you. <<<[redacted] entered by [redacted] /Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] date [redacted] subject Attn [redacted] / Bill of Sale mailed by eigbox.net 2 Attachments Preview attachment [redacted] [redacted] Preview attachment [redacted] [redacted] <<<[redacted] entered by [redacted] /Client Server>>>from [redacted] <(><<)>[redacted]> to [redacted] work <(><<)>[redacted]> date [redacted] subject FW Customer [redacted] RRS [redacted] mailed by eigbox.net Hi [redacted]. I'm actually away for training. [redacted], please help [redacted] with the contract request. Thank you. <<<[redacted] 000PM entered by [redacted] /Client Server>>>Received contact from [redacted] [redacted] Returning phone call regarding Mr. [redacted] We returned his vehicle to him on [redacted] Customer was informed on [redacted] that his vehicle was repaired, washed and ready to be picked up, customer, customer was quite irate when speaking with receptionist informing her that [redacted] had authorized valet return to him We informed the customer we were unaware of that and did not have any drivers available until [redacted] but he could certainly come here to retrieve vehicle that same day or [redacted] Customer opted to have us deliver him vehicle [redacted] Previous visit, customer had vehicle towed in on

[redacted] at [redacted] as he stated the passenger door had opened while drive We were able to begin diagnosing vehicle on [redacted], performed outstanding recalls, [redacted] and [redacted] [redacted] emailed the customer on [redacted] [redacted] informing him the vehicle was ready for pick up Customer emailed the [redacted] on [redacted] asking if the vehicle was ready as he was planning on going away for the weekend [redacted] responded the vehicle was on [redacted], informed him of prior email and customer responded that he wanted to have the vehicle delivered to him via valet and asked us to waive the fee, we complied [redacted] the vehicle was brought in on [redacted], we performed [redacted] and vehicle was ready for him the following day Have not heard from customer since he got vehicle back, assuming there are no issues I advised Thanked him for information [redacted] had not authorized any type of reunite, the customer had not requested it Am looking into GW Seems the customer has been inconvenienced as little possible given the situation, vehicle being repaired and ready for him the [redacted] after it is dropped off Requested sales contract from your sales manager Will communicate with customer [redacted] and contact you should he have any concerns <<<[redacted] 000PM entered by [redacted] [redacted] [redacted] [redacted]/[redacted] Server>>>from [redacted] <(><<)>[redacted]> to [redacted] <(><<)>bradley@waltonfinancial.ca> cc [redacted] <(><<)>[redacted]> date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr. [redacted], Thank you very much for the information. I have submitted the certificates for processing. Have a great weekend. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] <(><<)>~WRD024.jpg> [redacted], [redacted] [redacted] | [redacted] [redacted] [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered by [redacted] [redacted] [redacted] [redacted]/[redacted] Server>>>Created GW activity and sent to PP for approval <<<[redacted] entered by [redacted] [redacted] [redacted] [redacted]/[redacted] Server>>>Submitted OLC request in the amount of [redacted] <<<[redacted] entered by [redacted] [redacted] [redacted] [redacted]/[redacted] Server>>>OLCs received and placed into outgoing mail <<<[redacted] entered by [redacted] [redacted] [redacted] [redacted]/[redacted] Server>>>Per [redacted] [redacted] [redacted] Customer [redacted] Service Action [redacted] Technician Completed service action [redacted], [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted] [redacted] [redacted]/[redacted] Server>>>Per TOPIx TECHNICAL BULLETIN [redacted] [redacted] (c) [redacted] 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 [redacted] service facility to determine whether this bulletin applies to a specific vehicle. [redacted] [redacted] Safety Recall Occupant Classification Sensor System 'Passenger Airbag OFF' Lamp Illuminated AFFECTED VEHICLE RANGE [redacted] ([redacted]) Model Year [redacted] 2015 [redacted] [redacted] MARKETS NAS CONDITION SUMMARY Situation A concern has been identified on certain [redacted] 2015 model year [redacted] [redacted] and [redacted] 2015 model year [redacted] vehicles where the Occupant Classification Sensor (OCS) may not function correctly at all times. A light weight ([redacted] female) adult passenger could be mis classified and the passenger airbag disabled as a result when the vehicle is being driven on very smooth surface roads for a period of time. The 'Passenger Airbag OFF' lamp is illuminated in this situation. Action Retailers are required to HOLD only affected new vehicles that are within your control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre [redacted] (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. PROGRAM OPTION DESCRIPTION SRO TIME (HOURS) PARTS / SUNDRY CODE QTY. / VALUE CODE CODE [redacted] Configure restraints Occupant Classification Sensor control module [redacted] [redacted] Configure restraints Occupant Classification Sensor control module [redacted] Drive in/drive out [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted] [redacted] [redacted]/[redacted] Server>>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)>[redacted]> date [redacted] subject RE [redacted] Executive Case [redacted] So far the doors are staying closed while we are on the highway.... and I would have no idea if the airbag was actually fixed, we would need to get into an accident to know. Where shall we go from here [redacted] [redacted], [redacted], [redacted], [redacted] www.waltonfinancial.ca [redacted] icon Like us on [redacted]" [redacted] [redacted] [redacted] [redacted] Toll Free [redacted] <<<[redacted] [redacted] entered by [redacted] [redacted] [redacted] [redacted]/[redacted] Server>>>Contacted retailer and left VM for [redacted] [redacted] Identified myself Never informed customer that vehicle would be delivered to him Did not know vehicle was being delivered to retailer via [redacted], was informed the morning of that it was picked up Would like to know what current status

of vehicle is Provided contact information <<< [redacted] entered by [redacted] >>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)> [redacted] > date [redacted] subject Re [redacted] Executive Case [redacted] Important mainly because it was sent directly to you. I called the dealer and they had not even contacted me to arrange a delivery date time. I wanted it for [redacted], and they can not accommodate this. If the unit showed up early I. The week, why would they not make arrangements [redacted] <<< [redacted] entered by [redacted] >>>Contacted retailer and left VM for [redacted] Identified myself Would like to know what current status of vehicle is Provided contact information <<< [redacted] entered by [redacted] >>>from [redacted] <(><<)> [redacted] > to [redacted] date [redacted] subject Re Customer [redacted] mailed by [redacted] Good afternoon [redacted], When you have a moment, please provide me an update regarding Mr. [redacted] and his vehicle. Also, please send me all RO's that have been opened for his vehicle as I am looking into goodwill compensation. Thanks. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] [redacted], [redacted] | [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<< [redacted] entered by [redacted] >>>Received VM from [redacted] Returning phone call regarding Mr. [redacted] Customer has vehicle back Can discuss particulars Requested call back <<< [redacted] entered by [redacted] >>>Contacted retailer and left VM for [redacted] Identified myself Calling in reference to customer [redacted] RRS Auto [redacted] Would like to discuss Provided contact information, shift and requested call back <<< [redacted] entered by [redacted] >>>from [redacted] <(><<)> [redacted] > to [redacted] <(><<) >bradley@waltonfinancial.ca> date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr. [redacted], Good afternoon. The retailer has diagnosed the vehicle as needing a new right front door latch which is being replaced. No other faults were found with the vehicle. Please let me know if you have any other specific concerns the retailer should look into while the vehicle is in their possession. Thank you very much. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] <<< [redacted] entered by [redacted] >>>from [redacted] <(><<)>bradley@waltonfinancial.ca> to [redacted] <(><<)> [redacted] > date [redacted] subject RE [redacted] Executive Case [redacted] Important mainly because it was sent directly to you. what's my goodwill compensation [redacted], [redacted], [redacted], [redacted] www.waltonfinancial.ca <<< [redacted] entered by [redacted] >>>from [redacted] < (><<)> [redacted] > to [redacted] <(><<)>bradley@waltonfinancial.ca> date [redacted] subject Re [redacted] Executive Case [redacted] mailed by [redacted] Mr. [redacted], Good afternoon. As Executive Liaison, I report directly to [redacted] 's Executive Team and am certainly keeping them updated on the progress of your case. My role is to investigate matters such as yours for the [redacted] Market, and resolve them on behalf of our Executive Team. Your case has reached the highest form of escalation for customer matters such as yours. It is the responsibility of [redacted], under the New Vehicle Limited Warranty to address defects in materials, or workmanship, through an authorized retailer. We do ask that you contact your local retailer to schedule an appointment. When your [redacted] is brought to the retailer, we monitor your situation and make certain that the retailer has all of the necessary technical assistance to ensure your vehicle is repaired properly. Thank you and have a good day. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] [redacted], [redacted] [redacted] | [redacted] [redacted] [redacted] ULC [redacted] | [redacted] This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic <<< [redacted] entered by [redacted] >>>from [redacted] <(><<) > [redacted] > to [redacted] cc [redacted] date [redacted] subject Re Customer [redacted] RRS [redacted] mailed by [redacted] Good afternoon, I am working with Mr. [redacted] as he is experiencing concerns with his vehicle and looking into [redacted] Please send me a copy of his sales contract at your earliest convenience. I believe the

	vehicle is registered to [redacted] Thank you very much. Regards, [redacted] Executive Liaison T [redacted] | F [redacted] E [redacted] | This e mail communication (including any attachments) may contain proprietary, confidential, or legally privileged information for the sole purpose of the intended recipient. If you are not the intended recipient, any review, disclosure, dissemination, distribution, or copying of it or its contents is strictly prohibited. If you received this transmission in error, please notify the sender immediately by return e mail and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. <<<[redacted] entered by [redacted] User Program Management/Client Server>>>Received voice message from [redacted] We invoiced Mr. [redacted]'s vehicle and had it washed Had receptionist contact customer and inform him vehicle is ready and customer became irate stating that [redacted] informed him that vehicle was to be delivered to him Hoping to discuss Requested call back at [redacted], ext [redacted]
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI SC V8 GAS AJ133
Transmission	AUTO [redacted] ZF [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted] L494
Body Cab Style	Unknown	Drive Line	[redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of [redacted]" indicators for the [redacted] Enhanced [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

ECI Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-codes found
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Oct-2015
Version Series Code		Load Date	08 -Oct-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0291
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SEATTLE
Non Causal Part Prefix-Base-Suffix		Dealer City	LYNNWOOD
Non Causal Part Numbers		Dealer State/Province	WA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	4256409222
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

[redacted]nician Comment

<<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] [redacted]nician Name [redacted] Model [redacted] 2015 Country [redacted] Customer Concern Customer states that the soft door close for the left rear door does not work. Guest states that he is not able to lock the car all of the time, and that while driving, the left rear door will state that it is open. When physically checked, the door is closed. The dome light will come on, and the message center will show the door as open. At times the vehicle will be locked, and the left rear door will unlock. Detail Diagnosis Dealer Difficulty Guest was in for a similar complaint previously, where the door would super lock, and access was not obtainable from inside or outside the vehicle. At that visit it was discovered that the KVM was an [redacted] hardware , and that [redacted] had been performed prior to the release of the manual patch to correct [redacted] issues. Performed KVM software update with manual patch, which then allowed access to the vehicle, and no further faults were discovered. At that time it was presumed that the [redacted] performed previously had actually failed, and that the KVM update was successful after the manual patch was obtained. [redacted] have passed since the last visit. Connected SDD and checked fault codes. None stored related to vehicle locking. Checked alarm history, and found [redacted] triggered by me [redacted] None previous. Performed network integrity test and found software level as follows VM_ECU_SW_PN [redacted] VM_ECU_SW_2_PN [redacted] Attempted update of KVM and found to be at most current production level. Attempted KVM on demand self test, and test was unable to complete . Please advise. Reported Customer Symptom Alleged unintended door opening Suspected Causal Part Module Keyless Vehicle KVM / RFA Condition Cor rupted Modification No Vehicle Off Road Yes <<<[redacted] 000PM entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to [redacted] <<<[redacted] entered by [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance [redacted] Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the [redacted] using the Closure Requested Tab within the [redacted], completing all the applicable fields. Iaqn replace the door latch assembly and have aprts hold it for return <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Waiting for parts' <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Installed door latch assembly. Parts holding for warranty return. Vehicle operating as designed. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Please re open. Vehicle finally went into fault condition, after door latch replacement. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Video of event attached. <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>Does the door actually open by itself or you are just getting the message displayed . <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>[redacted] I called [redacted] your number and the dealership and was sent to voice mail [redacted] you are getting a door open message then replace the front and rear door modules and retest. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Apologize for the delay and missed calls. I am indeed getting a door open message. As discussed in our previous phone conversation, I checked the wiring integrity at the handle connection and see no external faults. Also experiencing a loss of soft close function intermittently. Ordering [redacted]'s side front and rear door modules. <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>spoke with tech and he states that when he manipulates the door handle he gets erratic readings on datalogger.Advised tech check the wiring to the handle and the handle operation itself before replacing the door modules. <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>As per your phone conversation with [redacted] 1.check the wiring to the handle and the handle operation itself before replacing the door modules. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>Urgent Message From The [redacted] We have not received any feedback from you regarding the latest status of this [redacted] case. 1. If you still require assistance, please respond to the [redacted] providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the [redacted] team to focus its efforts on providing improved support. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Waiting for parts' <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>found nothing overtly wrong with wiring or handle. Door modules were ordered, however the incorrect module arrived. Overnighted correct part, will advise with results [redacted] Parts are VOR> <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>After inspecting and ensuring no obvious faults were present with the wiring and harness, [redacted]'s side door modules were replaced and programmed to current software production level. The fault has not occurred since. Request closure unless there are any specific tests that you can recommend to ensure the repair is complete. [redacted] <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>After inspecting and ensuring no obvious faults were present with the wiring and harness, [redacted]'s side door modules were replaced and programmed to

	current software production level. The fault has not occurred since. Request closure unless there are any specific tests that you can recommend to ensure the repair is complete. [redacted] [redacted] Close Request
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2015	Engine Description	[redacted] DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF [redacted] TRANS ([redacted]	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
[redacted]		Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Oct-2015
Version Series Code		Load Date	08 -Oct-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0313
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER MISSION VIEJO
Non Causal Part Prefix-Base-Suffix		Dealer City	MISSION VIEJO
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9499739800
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] 093AM entered by [redacted] From TA or [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted]nician Name [redacted] [redacted] VIN [redacted] Model [redacted] [redacted] [redacted] Country [redacted] Customer Concern CUSTOMER STATES PASSENGER REAR DOOR SOFT CLOSE DOES NOT WORK SOMETIMES. Detail Diagnosis Dealer Difficulty Have been unable to duplicate concern. vehicle is in for [redacted] soft door close update but states door is open when driving. customer states does not latch when closing. found [redacted] want to make sure does not apply and software is to correct operation as well. Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Exterior Rear RH Condition Not operating Modification No Vehicle Off Road No <<< [redacted] entered by [redacted] [redacted] Hotline/Representative>>>Owner changed from Not Set to [redacted] <<< [redacted] entered by [redacted] [redacted] [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. [redacted] check that there are no updates for the KVM then replace the door latch and retest.If this fixes the vehicle hold the latch for return. <<< [redacted] entered by [redacted] From [redacted] [redacted] [redacted] Hotline/Representative>>>we have not duplicated the concern. Would you still like us to replace the latch and check kvm for update <<< [redacted] entered by [redacted] [redacted] Hotline/Representative>>>Yes to avoid a safety issue. <<< [redacted] entered by [redacted] From [redacted] [redacted] Hotline/Representative>>>replaced and tested several times working from inside and out vehicle released to customer. <<< [redacted] entered by [redacted] [redacted] Hotline/Representative>>> [redacted] can you hold the latch for return . Please supply the following information. RO# Parts# Line# Parts Managers name Email Phone# Dealer address. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>RO [redacted] Parts# [redacted] Linc#f Parts Managers name [redacted] Email [redacted] Phone [redacted] Dealer address.28701 [redacted] <<< [redacted] entered by [redacted] [redacted] Hotline/Representative>>> [redacted] < [redacted] > [redacted] ([redacted]) to [redacted] Return information for latch assembly added to the T/A. <<< [redacted] entered by [redacted] [redacted] Hotline/ Representative>>>request to close T/A vehicle repaired.
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]

Model Year	[redacted]	Engine Description	[redacted] GDI SC [redacted] GAS
Transmission	AUTO [redacted] [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	([redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	damage
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-road hazard
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Significant Event	Property Damage;	Verified	Y

Tread Information

Report Details

Source Claim Key	([redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Oct-2015
Version Series Code		Load Date	10 -Oct-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0330
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER HOUSTON CENTRAL
Non Causal Part Prefix-Base-Suffix		Dealer City	HOUSTON
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7132936100
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Oct 8 2015 2 06 28 000PM entered by [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]ical Assistance TA Request with your findings within the next [redacted]. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. 1) Fill out the infoform and reattach it to the TA. 2) Start a new session, run vehicle scan. Extract the session with [redacted] and attach it to the TA. 3) Perform P068NAS3. 4) Attach photos of the damage to the vehicle. 5) Prepare an estimate for the repair of the damage to the vehicle. 6) Consulting with Product Investigation on how to proceed with the vehicle. We will follow with you. <<<[redacted] entered by [redacted] Hotline/ Representative>>>Replace the door handles. Prior to installation confirm they are beveled as the modification procedure shows they should be. <<<[redacted] 1 10 [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Changed report status to 'Investigating' Additonal Information will order door handles [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/ Representative>>>Kept report status 'Investigating' Additonal Information will order door handles [redacted] <<<[redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Kept report status 'Investigating' Additonal Information will order door handles [redacted] <<<[redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Changed report status to 'Waiting for tooling' <<<[redacted] M entered by [redacted] From [redacted] Hotline/Representative>>>; <<<[redacted] entered by [redacted] Hotline/Representative>>>Urgent Message From The [redacted]tical HelpLine We have not received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] [redacted]nician Name [redacted] VIN [redacted] Model [redacted] Country [redacted] Customer Concern CUSTOMER STATES, WHILE DRIVING FRONT PASSENGER DOOR OPENED UP AND HIT POLE. Detail Diagnosis Service manager duplicated concern by opening the right front door and pulling down on the handle. the handle would then stick causing door not to latch. the question is do we replace door handles or perform modification to handles as info provided by [redacted] Dealer Difficulty Reported Customer Symptom Alleged unintended door opening Suspected Causal Part Check Strap Door Condition Sticks Modification No Vehicle Off Road Yes <<<[redacted] entered by [redacted] From [redacted] Hotline/ Representative>>>Request sent to [redacted] awaiting PRR number <<<[redacted] entered by [redacted] Hotline/ Representative>>>REPLACED DOOR HANDLES AS PER REQUEST, PERFORMED SOFTWARE UPDATE [redacted] Close Request <<<[redacted] entered by [redacted] From [redacted] Hotline/Representative>>>REPLACED DOOR HANDLES AS PER REQUEST, PERFORMED SOFTWARE UPDATE . <<<[redacted] entered by [redacted] From TA or [redacted] Hotline/ Representative>>>Changed report status to 'Waiting for tooling' <<<[redacted] entered by [redacted] From [redacted] Hotline/ Representative>>>Changed report status to 'Waiting for tooling' <<<[redacted] entered by [redacted] From [redacted] Hotline/ Representative>>>Kept report status 'Investigating' Additonal Information car is at bodyshop <<<[redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' Additonal Information car is at bodyshop <<<[redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Changed report status to 'Investigating' <<<[redacted] entered by [redacted] Hotline/Representative>>>[redacted] Local Escalation (New) Request Assistance For [redacted] Reason Customer states while driving the RF door opened up and hit a pole. Message [redacted] gave the tech instructions on how to modify the door latch. How would you like to proceed with this vehicle. From [redacted] To [redacted]

CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	4 [redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	[redacted]	CATS

Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-exterior-paint-paint door	Symptom	field service action
Commodity	body-locks/latches-door-	Symptom	field service action
Commodity	body-locks/latches-door-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	appearance-chipped
Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-trunk
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	appearance-chipped
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	field service action
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-location-trunk
Commodity	electrical-accessories/entertainment—	Symptom	field service action
Commodity	electrical-accessories/entertainment—	Symptom	nvh-noisy operation
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	field service action
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	no keyword found
Commodity	electrical-accessories/entertainment—	Symptom	field service action
Commodity	electrical-accessories/entertainment—	Symptom	nvh-noisy operation
Commodity	electrical-accessories/entertainment—	Symptom	field service action
Commodity	electrical-accessories/entertainment—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	16	Tread Category Description	structure
Tread Category Code	17	Tread Category Description	latch
Tread Category Code	27	Tread Category Description	lane departure
Tread Category Code	28	Tread Category Description	backover prevention system

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Oct-2015
Version Series Code		Load Date	10 -Oct-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0225
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NORTHFIELD
Non Causal Part Prefix-Base-Suffix		Dealer City	NORTHFIELD
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code	12252	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8474466665
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	

Technician Comment	<<< [redacted] entered by [redacted] /Client Server>>>ISSUE Customer states Trunk door opend without him using his FOB Has parked vehicle either outside his home on street when this has occured Has parked car in garage He used garage door opened, trunk opened at same time and trunk is chipped [redacted] he has owned, never a problem with the FOB previously ADVISED I advised will call dealer for diagnosis info gave customer case # and my contact info call him on [redacted] <<< [redacted] entered by [redacted] /Client Server>>>As per [redacted] No prior related claims As per DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] As Customer's preferred tel# is [redacted], Asked [redacted] to email his Case # as he could not wait or write it down, was late for a business appt. <<< [redacted] entered by [redacted] /Client Server>>>Email to customer [ref [redacted]] Thank you for contacting [redacted] Agent Email [redacted] Dear [redacted], Thank you for contacting the [redacted] Customer Relationship Center. Per our conversation your case number is.800214835. Please feel free to contact me directly at [redacted], [redacted].. Sincerely, [redacted] Customer Relationship Center Representative [redacted] <<< [redacted] entered by [redacted] /Client Server>>>Called cust Asked him what dealer ([redacted] fi [redacted] Il Tel [redacted]) He did not have a chance to drop off car as yet He will try [redacted] Advised him I w/call dealer on [redacted] Will call him on [redacted] <<< [redacted] entered by [redacted] /Client Server>>>Caller Dealer Sp to [redacted] (Svc Adv) @ [redacted] He said no RO's as vehicle has not been brought in as yet <<< [redacted] entered by [redacted] / Client Server>>>As per DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] As per DDW [redacted] Safety Recall Open Field Service Actions Code FSA Message [redacted] FREE SERVICE [redacted] / [redacted] VEHICLE DOOR WILL NOT LATCH <<< [redacted] entered by [redacted] /Client Server>>>Called customer Advised safety recall# [redacted] Advised him to make an appointment with dealer for repairs Asked him to advise me when vehicle will be brought in so that case may be closed <<< [redacted] entered by [redacted] /Client Server>>>Set next follow up date to [redacted], then case w/be closed Sent the following email From [redacted] <(><<)> [redacted] Date [redacted] Subject Case [redacted] To [redacted] REF Case [redacted] VIN [redacted] Dear Mr. [redacted], Thank you for contacting [redacted]. I am sorry that you have concerns with your [redacted] Sport I have tried to contact you by phone but have been unsuccessful. I certainly would like to assist you with your concern. Please feel free to contact me at/ [redacted], [redacted], [redacted] [redacted] once you have brought your vehicle to your local retailer. Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. Please be advised responses to this email will not be monitored. Sincerely, [redacted] Customer Relationship Center Representative T [redacted] [redacted] or [redacted] [redacted], [redacted], Ext. [redacted] T [redacted] [redacted] or [redacted] [redacted], [redacted], Ext. [redacted] [redacted] <<< [redacted] [redacted] entered by [redacted] [redacted] /Client Server>>>Solution Description Case Note ISSUE Customer said trunk door was not latching/closing properly REQUEST Customer wanted issue resolved RESEARCH As per DDW Open Field Service Actions Code FSA Message [redacted] FREE SERVICE [redacted] / [redacted] [redacted] VEHICLE DOOR WILL NOT LATCH Advised customer GOODWILL Not necessary
CQIS Recommendations	

Tire Information

Tire Manufacturer	CONTINENTAL TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] GDI SC V6 GAS
Transmission	AUTO 8 [redacted] ([redacted])	Vehicle Description	RANGE [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	circuit-open
Commodity	body-locks/latches-power locks/rke-	Symptom	circuit-poor contact/poor ground
Commodity	body-locks/latches-power locks/rke-	Symptom	circuit-shorted
Commodity	body-locks/latches-power locks/rke-	Symptom	drag
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-shuts off
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	high effort
Commodity	body-locks/latches-power locks/rke-	Symptom	improper assembly
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	loose
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-codes found
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-engine-cold
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	unlocked metal terminal/push out
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	0008156689	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	12-Nov-2015
Version Series Code		Load Date	17 -Nov-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0318
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NORWOOD
Non Causal Part Prefix-Base-Suffix		Dealer City	NORWOOD
Non Causal Part Numbers		Dealer State/Province	MA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7816199000
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

[redacted]nician Comment	<<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] [redacted]nician Name [redacted] VIN [redacted] Model [redacted] 2015 Country [redacted] Customer Concern C/S RIGHT REAR DOOR IS CLOSED BUT SHOWS OPEN ON DASH. C/S TOUCH SCREEN CONSTANTLY CHANGES FROM [redacted] MODE TO [redacted]. Detail Diagnosis Dealer Difficulty VEHICLE IS A COME BACK. PREVIOUSLY REPLACED R/R DOOR LATCH AS IT WAS SUSPECTED TO BE CAUSING THIS SAME ISSUE. PULLED CODES AND RAN VEHICLE SCAN AND NETWORK INTEGRITY TEST. CURRENTLY DOOR IS NOT SHOWING AS OPEN WHILE CLOSED. ALSO REQUESTING YOUR THOUGHTS ON THE TOUCH SCREEN CHANGING FROM [redacted] TO [redacted]. WILL [redacted] THIS CONCERN Reported Customer Symptom Alleged unintended door opening Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road No DTCs not recognized in CATS [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted] [redacted] Hotline/Representative>>>[redacted], Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance [redacted] Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the [redacted] using the Closure Requested Tab within the [redacted], completing all the applicable fields. For the door issue 1. Perform a battery test 2. clear all codes 3. road test vehicle and monitor for alleged fault 4. update [redacted] with findings. For the screen issue [redacted] is not intended to fix this. 1. Does the temperature change from celcius to Farenheit 2. Does the date format change (from us spec to [redacted] spec) 3. Update [redacted] with findings <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Door concern followed your intstructions, was unable to duplicate event. Per [redacted] checked ground connection at [redacted]. Cable is tight and ground is good. Due to prior issue with vehicle suspect right rear door module. Replaced the module and attempted to configure. During configuration SDD stated vehicle would require a new KVM. Getting past that SDD seemed like it would proceed with download, then stated that the procedure was unavailable and to contact [redacted] Line. Request further information on this at this time. Attatched new session file. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>A <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>Please perform the below procedures Start a new session Run a can link with diagnostics Run a debug file Program the Door module as new Close the session Attach the session file, can link and debug file to the [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>WILL TRY THAT BUT ALSO RECIEVED INFO FROM CUST THAT INTERIOR LIGHT IS ALSO ON AT SAME TIME AND THAT WHEN PLAYING AROUND WITH RR SEAT AND OR SEATBELT SOMETIMES PROBLEM WILL GO AWAY. WILL INVESTIGATE LET YOU KNOW <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>OK <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>DID AS REQUESTED AN UPLOADED SESSION FILE, DEBUG FILE AND CAN LINK FILE. <<<[redacted] 000AM entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Will review data and update shortly. <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>SOUNDS GOOD, THANKS. <<<[redacted] [redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>In the meantime, Did you find anything with the investigation of the RR seat and / or seatbelt <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted], Please send the [redacted] back to me, so I can escalate this case to diagnostics. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>A <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Reason For Escalation Pass rear door module programming failed. Vehicle Off Road Yes # of Days Case Has Been Open [redacted] Replaced or Swapped Pass rear door module PI or PD Input if reviewed Not reviewed Vehicle Data Collected Can link, Debug and current session file dated [redacted] Other Dialogue SDD seemed like it would proceed with download, then stated that the procedure was unavailable and to contact [redacted] Line <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Hi [redacted], Please send it back to me one more time. Thanks <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>A <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Reason For Escalation Drivers door module programming failed. Vehicle Off Road Yes # of Days Case Has Been Open [redacted] Replaced or Swapped Pass rear door module PI or PD Input if reviewed Not reviewed Vehicle Data Collected Can link, Debug and current session file dated [redacted] Other Dialogue SDD seemed like it would proceed with download, then stated that the procedure was unavailable and to contact [redacted] Line <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Added attachment link Run the Debug Monitor (Trace Monitor) file application <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Added attachment link Run CAN Link monitor with diagnostics <<<[redacted] [redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>In the session file [redacted] I can see the retailer has programmed [redacted] the PDM and DDM and these fail GA_GUIServices_01 [redacted] Result = 'PASS_00' Application completed successfully no operator feedback required. This could be because the KVM is not at AG level <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Hello [redacted], I have tried calling but there was no answer. This case is a little confusing. It states that the retailer is unable to program the Driver's Door [redacted] (DDM), however the concern appears to be

with the Right Rear Door. The session file [redacted] shows the retailer has attempted to program the Driver's Door [redacted] (DDM) as new and this has failed. [redacted] Identifier [redacted] Result = 'FAIL_00' Application failed general case where operator message required This could be because the Keyless Vehicle [redacted] (KVM) is not at the latest level. I have also looked through the attached session files and can see there is a [redacted] logged in the Passenger Door [redacted] (PDM), [redacted] [redacted] Bus Circuit #1 missing message. I have also found this [redacted] logged in an earlier session on the Vehicle Feedback Data base from [redacted]. A missing [redacted] bus message could cause operational faults with the rear door module and may prevent programming from completing I cannot see that any wiring checks have been done to the [redacted] bus circuit. The attached CAN link monitor has been recorded without diagnosis. If there is a programming concern we will require a CAN link with Diagnostic before we are able to escalate this to diagnostics Recommendations 1. Refer to the information on TOPIx for [redacted] and complete the wiring checks to the Rear Door [redacted]. 2. Check the Rear Door [redacted] power and grounds. 3. Check the [redacted] circuit #1 for open circuit, short to power or ground. (Between [redacted] and [redacted]) 4. [redacted] 5. Inspect the Door module connectors for backed out or loose connections. Programming concern. 1. Confirm which door module the retailer has replaced and cannot program. 2. Start a new SDD session. 3. Run CAN Link monitor with diagnostics. See attached instructions. 4. Run the Debug Monitor (Trace Monitor) file application. Se e attached instructions 5. Configure the KVM as an existing module. 6. Save and name trace files and attach to the [redacted] 7. Run CAN Link monitor with diagnostics. See attached instructions. 8. Run the Debug Monitor (Trace Monitor) file application. See attached instructions 9. Attempt to program the required door module again. 10. Save and name trace files and attach to the [redacted] 11. Attach the session file to the [redacted]. Kind regards <<<[redacted] [redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>The attached CAN link monitor has been recorded without diagnosis. If there is a programming concern we will require a CAN link with Diagnostic before we are able to escalate this to diagnostics Recommendations 1. Refer to the information on TOPIx for [redacted] and complete the wiring checks to the Rear Door [redacted]. 2. Check the Rear Door [redacted] power and grounds. 3. Check the [redacted] circuit #1 for open circuit, short to power or ground. (Between [redacted] and [redacted]) 4. [redacted] 5. Inspect the Door module connectors for backed out or loose connections. Programming concern. 1. Confirm which door module the retailer has replaced and cannot program. 2. Start a new SDD session. 3. Run CAN Link monitor with diagnostics. See attached instructions. 4. Run the Debug Monitor (Trace Monitor) file application. See attached instructions 5. Configure the KVM as an existing module. 6. Save and name trace files and attach to the [redacted] 7. Run CAN Link monitor with diagnostics. See attached instructions. 8. Run the Debug Monitor (Trace Monitor) file application. See attached instructions 9. Attempt to program the required door module again. 10. Save and name trace files and attach to the [redacted] 11. Attach the session file to the [redacted]. Kind regards <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Before doing anything, lets update the KVM. , I spoke to a colleague who has seen this concern if KVM is not at AG level the door modules wont update yours is at AF <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Changed report status to 'Investigating' <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>UPDATED KVM. THIS TIME THE DOOR MODULES DID UPDATE. GOING TO TRY AND DUPLICATE ORIGINAL CONCERN AT THIS TIME. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>OK, Update with findings <<<[redacted] [redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>WENT TO QUAILITY CHECK VEHICLE AND NOW RIGHT WINDOW DOES NOT FUNCTION BUT SHADE DOES LET YOU KNOW <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Please perform a hard reset, battery disconnect for [redacted] Re test and update [redacted] with findings <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>HARD RESET FIXED WINDOW <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Are you telling me it worked, or asking if it will <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>YES IT IS NOW WORKING, NOTE RIGHT REAR DOOR MODULE HAS BEEN REPLACED ON THIS VISIT <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Continue to monitor, Close out if you think it is fixed <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>ok let you know <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>OK <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Changed report status to 'Investigating' <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>right rear window still inop found no power for motor at module ordered [redacted] modules <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>OK, Thank you <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>IN PROGRESS OF NEW MODULES <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>OK <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>WORKING ON DOORS BUT CUST ADDED ONLY CLOCK SWITCHES FROM [redacted]. DATE AND TEMP OK <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Ok, Please continue <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>do we have a download or anything for [redacted]

issue. I have found an issue with RR blind module and ordered <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Nothing that I am aware of, Has the [redacted] been performed <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>YES [redacted] WAS DONE AT THIS TIME. REPLACED MODULES RIGHT SIDE WORKING AS INTENDED. HAVE NOW FOUND LEFT REAR BLIND NOT FUNCTIONING PROPERLY SEE VIDEO. [redacted] FOLLOWED HARD RESETS NOTHING WORKING <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>YES [redacted] WAS DONE AT THIS TIME. REPLACED MODULES RIGHT SIDE WORKING AS INTENDED. HAVE NOW FOUND LEFT REAR BLIND NOT FUNCTIONING PROPERLY SEE VIDEO. [redacted] FOLLOWED HARD RESETS NOTHING WORKING <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>ALSO HAVE NOTICED SHADE WILL NOT PARK IT'S EITHER ALL THE WAY UP OR DOWN EVEN WITH SWITCH OPEN. <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>ALSO HAVE NOTICED SHADE WILL NOT PARK IT'S EITHER ALL THE WAY UP OR DOWN EVEN WITH SWITCH OPEN. <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Forwarded latest info to [redacted] <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>DON'T WORRY IT FIXED ITSELF CAME BACK AND CHECKED AGAIN WITHOUT DOING ANYTHING AND SHADE WAS COMPLETELY DOWN AND I KNEW IT WAS GOING TO WORK AND IT DID. SHIPPING IT <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Please submit for closure <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>IT'S NOT GIVING ME THE CLOSURE TAB ONLY DIALOGUE TO HELPDESK <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Ok, I think because it is with the [redacted]. No worries. <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>I spoke with [redacted] and have returned the [redacted] as requested <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Hello [redacted], As discussed I am returning this case as you have confirmed it is now rectified. Please submit a closure request detailing the work done so the fix is known. We can then accept closure. Kind regard <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>[redacted] WAS DONE , REPLACED DOOR MODULES ON RIGHT SIDE WORKING AS INTENDED. . [redacted] FOLLOWED HARD RESET PERFORMED, AND SHADE WAS COMPLETELY DOWN . SHIPPING IT m mulry2 [redacted] Dialogue to Helpdesk <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>[redacted] doors will not lock switches on doors do not light up. When passenger lock buttons are pressed they do lock the drivers side. Passive entry works on right side but does not lock doors for right side, the handles will lock/unlock left side. reflash CJB as existing and failed last function called accesory on(power mode 4) time. When programming passenger door module as new or existing ist states at end 1 S/W level unknown and NOT OK <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>a <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>[redacted], I have forwarded the info to the [redacted] for review. They are in the process of sending it back. <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>From the description I suspect a LIN wiring fault however there are no relevant DTC in the latest session file [redacted] . Another possibility could be the Front passenger door module, I cannot see that this has been replaced. If no LIN concerns found suggest possible PDM fault, spoke with [redacted], he had a similar case like this <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>[redacted] WAS DONE , REPLACED DOOR MODULES ON RIGHT SIDE WORKING AS INTENDED. . [redacted] FOLLOWED HARD RESET PERFORMED, AND SHADE WAS COMPLETELY DOWN . SHIPPING IT m mulry2 [redacted] Dialogue to Helpdesk <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>CAN'T CLOSE YET NOW [redacted] RIGHT SIDE LOCK DO NOT LOCK THEIR DOORS NO LIGHTS ON SWITCHES ONLY LEFT SIDE LOCK ALSO YOU CAN LOCK AND UNLOCK LEFT SIDE WITH RIGHT SIDE LOCKS. <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>As issue is not confirmed as fixed I will reject closure until we have fixed the concern/resolved the case. <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>It would appear that there are further problems, so I will reject case closure so that work can continue. Please provide a detailed update as soon as possible so that we can support where required. Regards <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>[redacted] doors will not lock switches on doors do not light up. When passenger lock buttons are pressed they do lock the drivers side. Passive entry works on right side but does not lock doors for right side, the handles will lock/unlock left side. reflash CJB as existing and failed last function called accesory on(power mode 4) time. When programming passenger door module as new or existing ist states at end 1 S/W level unknown and NOT OK. Please call me on this car to better talk out everything that has happened with this vehicle it's been here since [redacted]. Thanks [redacted] [redacted] <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>forgot sessions and monitoring <<< [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Hello [redacted], Thank you for the time on the phone. I have looked at the last session file attached [redacted] [redacted] and compared the software in the Passenger Door Module (PDM) with what it left the factory with. The Base software is at the same level [redacted] [redacted] Reading through the Technical Assistance ([redacted]) it seems the concern is intermittent as a [redacted] point the

vehicle appeared to be fixed. It is also confusing as to what parts have been replaced. A [redacted] fault between the Passenger Front Door modules (PDM) and the Rear Door Module (RDM) may cause the concerns you are seeing and also the intermittent nature. Another possibility could be a fault with the Front PDM. Actions 1. Is the Right Rear Door open message still shown on the instrument cluster 2. Confirm exactly what parts have been replaced for this concern. 3. Provide the part numbers. 4. Are the rear blinds working correctly now. 5. Are there any current DTC's logged 6. Disconnect the Rear Blind Module. Test the vehicle. Does it affect the locking functions that are reported 7. Check the [redacted] circuit for open circuit, short to power or ground 8. Check condition of the [redacted] Joints [redacted] and [redacted] for loose or poor connections Update your findings Kind regards <<<[redacted] 1 [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>A [redacted] fault between the Passenger Front Door modules (PDM) and the Rear Door Module (RDM) may cause the concerns you are seeing and also the intermittent nature. Another possibility could be a fault with the Front PDM. Actions 1. Is the Right Rear Door open message still shown on the instrument cluster 2. Confirm exactly what parts have been replaced for this concern. 3. Provide the part numbers. 4. Are the rear blinds working correctly now. 5. Are there any current DTC's logged 6. Disconnect the Rear Blind Module. Test the vehicle. Does it affect the locking functions that are reported 7. Check the [redacted] circuit for open circuit, short to power or ground 8. Check condition of the [redacted] [redacted] Joints [redacted] and [redacted] for loose or poor connections Update your findings <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Original RR door module installed(failed) no window operation. [redacted] door module had no comms. Installed RF module no comms. Went back to working modules and RR shade module was faulting swapped to left and code followed replaced RR shade module. Then LR shade would not function properly after many attempts of battery reset and calibration attempt after sitting for [redacted] it worked. With new shade module in and suspecting maybe this could have been a causing issue went back to working modules and all worked except right side door locks now. Ordered [redacted] and installed they had comms and programmed all functions worked roadtested vehicle can not duplicate cust original concern of I pack indicating RR door open at times with interior light on. Also realized first ordered door module for RF was packaged wrong causing alot of this issue. photos have been attached for any future reference to this ticket. Thanks [redacted] <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Original RR door module installed(failed) no window operation. [redacted] door module had no comms. Installed RF module no comms. Went back to working modules and RR shade module was faulting swapped to left and code followed replaced RR shade module. Then LR shade would not function properly after many attempts of battery reset and calibration attempt after sitting for [redacted] it worked. With new shade module in and suspecting maybe this could have been a causing issue went back to working modules and all worked except right side door locks now. Ordered [redacted] and installed they had comms and programmed all functions worked roadtested vehicle can not duplicate cust original concern of I pack indicating RR door open at times with interior light on. Also realized first ordered door module for RF was packaged wrong causing alot of this issue. photos have been attached for any future reference to this ticket. Thanks [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Urgent Message From The [redacted] Technical HelpLine We have not received any feedback from you regarding the latest status of this [redacted] case. 1. If you still require assistance, please respond to the [redacted] providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Urgent Message From The [redacted] Technical HelpLine We have not received any feedback from you regarding the latest status of this [redacted] case. 1. If you still require assistance, please respond to the [redacted] providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Have installed new latch checked all wiring in door found weak pin for [redacted]. For door ajar circuit. have ordered door harness and will overlay ground wire and ajar wire back to CJB. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Thank you, Please update the [redacted] after installation. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] Local Escalation (New) Information Only For [redacted] [redacted] [redacted] Reason Customer states right rear door is closed but shows open on dash. Touch screen constantly changes from [redacted] mode to [redacted]. Message Being progressed. From [redacted] To [redacted] [redacted] [redacted], [redacted], [redacted] <<<[redacted] 000AM entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Urgent Message From The [redacted] Technical HelpLine We have not received any feedback from you regarding the latest status of this [redacted] case. 1. If you still require assistance, please respond to the [redacted] providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>ORDERED NEW DOOR HARNESS INSTALLED NEW LATCH, WILL OVERLAY GROUND CIRCUIT THEN

OVERLAY AJAR CIRCUIT BACK TO CJB WILL CLOSE WHEN DONE <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Original RR door module installed(failed) no window operation. [redacted] RR door module had no comms. Installed RF module no comms. Went back to working modules and RR shade module was faulting swapped to left and code followed replaced RR shade module. Then LR shade would not function properly after many attempts of battery reset and calibration attempt after sitting for [redacted] it worked. With new shade module in and suspecting maybe this could have been a causing issue went back to working modules and all worked except right side door locks now. Ordered 2 new right door modules and installed they had comms and programmed all functions worked roadtested vehicle can not duplicate cust original concern of I pack indicating RR door open at times with interior light on. Also realized first ordered door module for RF was packaged wrong causing alot of this issue. photos have been attached for any future reference to this ticket. Thanks [redacted] <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. [redacted] Closure accepted by [redacted] <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>VEHICLE IS BACK SAME ISSUE CUST STATES WHILE DRIVING AT TIMES RR DOOR WILL INDICATE OPEN AND LIGHT STAYS ON VEHICLE WILL NOT LOCK...HAVE NOT EVER DUPLICATED ISSUE HAVE NEW SESSION HAVE PIN DRAG CIRCUIT [redacted] 6(LATCH) [redacted] (B PILLAR) [redacted] (CJB) ALL GOOD WIGGLE TEST NO DUPLICATION. AS PREVIOUSLY STATED NEW DOOR MODULES NEW LATCH... HAVE YOU SEEN THIS ISSUE BEFORE IS THERE SOMETHING I'M MISSING IN THIS SESSION THAT COULD LEAD TO THIS ISSUE ALSO OTHER THAN THIS CIRCUIT. WHEN VEHICLE CAME IN [redacted] RIGHT REAR WINDOW AND SHADE WERE NOT CALIBRATED ONCE CALIBRATED THEN OK. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Is there a door ajar switchthat is possibly damaged or not seated properly <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>AS PREVIOUSLY STATED NEW LATCH INSTALL ORIGINALLY VEHICLE CAME BACK THEN NEW MODULES INSTALLED WHILE ALSO TRYING TO DUPLICATE BUT NEVER HAVE BEEN ABLE TOO. DO I NEED TO DO NEW LATCH AND INSTALL AN OVERLAY IT IS NOT FAULTING OUT AT THIS TIME...ANOTHER QUESTION IF DOOR LOSES POWER WILL IT INDICATE OPEN BASED ON WHEN VEHICLE ARRIVED DOOR HAD LOST CALIBRATION.. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Replace the latch and monitor operation. <<< [redacted] entered by [redacted] [redacted] Hotline/Representative>>>Status Change 'Cannot replicate fault' Reason Statement <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Urgent Message From The [redacted] We have not received any feedback from you regarding the latest status of this [redacted] case. 1. If you still require assistance, please respond to the [redacted] providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Status Change 'Long Retailer delays/housekeeping' Reason Statement <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Urgent Message From The [redacted] We have not received any feedback from you regarding the latest status of this [redacted] case. 1. If you still require assistance, please respond to the [redacted] providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Based on your most recent update to this [redacted], you have indicated that this vehicle cannot be repaired due to awaiting parts. Based on the number of days this [redacted] has been open with the [redacted], we require you to provide us with parts order details. This information can be provided by your retailer Parts Specialist or Parts Manager. Once known, please access the specific [redacted], selecting the Awaiting parts status at that time you will be prompted to enter the details in the applicable data fields. The information required is 1. SAP Order # 2. [redacted]) # on order 3. Method of shipping i.e. Critical Parts Order, Stock Order, VOR Order. This process will help ensure [redacted] our Service & Parts areas are working collaboratively to resolve the customer/vehicle issue in a timely manner. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>VEHICLE PARTS BEING INSTALLED [redacted] <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Thank you, Please update the [redacted] after installation and testing. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Cust call backed and for first time they stated that something else othan RR door was an issue. They stated left front seat also not working. This is when I realized [redacted] needed more attention recheck ground connection ok. Found out with more looking that [redacted] is actully [redacted] and that [redacted] is behind left front seat and LOOSE. See [redacted] with all information needed.

	<<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Cust call backed and for first time they stated that something else othan RR door was an issue. They stated left front seat also not working. This is when I realized [redacted] needed more attention recheck ground connection ok. Found out with more looking that [redacted] is actully [redacted] and that [redacted] is behind left front seat and LOOSE. See [redacted] with all information needed. [redacted] [redacted] Close Request <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Cust call backed and for first time they stated that something else othan RR door was an issue. They stated left front seat also not working. This is when I realized [redacted] needed more attention recheck ground connection ok. Found out with more looking that [redacted] is actully [redacted] and that [redacted] is behind left front seat and LOOSE. See [redacted] with all information needed.[redacted] [redacted] Close Request <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. [redacted] [redacted] Closure accepted by GDTS
CQIS Recommendations	

Tire Information

Tire Manufacturer	CONTINENTAL TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2015	Engine Description	[redacted] OHC SGDI SC [redacted] GAS AJ133
Transmission	AUTO 8 [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

ECI Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	circuit-shorted
Commodity	body-locks/latches-power locks/rke-	Symptom	corroded/rusted
Commodity	body-locks/latches-power locks/rke-	Symptom	damage
Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-child related
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-codes found
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-when engine running
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	part-missing part
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	18-Dec-2015
Version Series Code		Load Date	19 -Dec-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0542
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER LAVAL
Non Causal Part Prefix-Base-Suffix		Dealer City	LAVAL
Non Causal Part Numbers		Dealer State/Province	QC
Fault Code	674	Dealer Country	CAN
Diagonstic Trouble Code		Dealer Phone Number	4506881880
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

[redacted]nician Comment	<<<[redacted] entered by [redacted] Hotline/Representative>>>Remove all [redacted] door inner panel and overlay a jumper wire directly from front door module lin [redacted] to the rear doors module retest central locking and rear power windows and [redacted] was finally working after more deep investigation found corroded lin [redacted] wires in [redacted] harness and all that with out external visual damage to [redacted] harness like was not pinch or shafing on anything so order [redacted] harness and will replace them and release vehicle to customer (I narrow down the problem by leaving the multimeter plug on thoses lin [redacted] circuit and after [redacted] and at time i could see voltage fluctuating in between 3 and [redacted] with out any external action on any switch so that why i overlay lin [redacted] wire on [redacted] to test system and confirmed that there was an hight resistence or short in the circuit) a [redacted] Close Request <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Remove all [redacted] door inner panel and overlay a jumper wire directly from front door module lin [redacted] to the rear doors module retest central locking and rear power windows and [redacted] was finally working after more deep investigation found corroded lin [redacted] wires in [redacted] harness and all that with out external visual damage to [redacted] harness like was not pinch or shafing on anything so order [redacted] harness and will replace them and release vehicle to customer (I narrow down the problem by leaving the multimeter plug on thoses lin [redacted] circuit and after [redacted] and at time i could see voltage fluctuating in between 3 and [redacted] with out any external action on any switch so that why i overlay lin [redacted] wire on [redacted] to test system and confirmed that there was an hight resistence or short in the circuit) <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Urgent Message From The [redacted] We have not received any feedback from you regarding the latest status of this [redacted] case. 1. If you still require assistance, please respond to the [redacted] providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Urgent Message From The [redacted] We have not received any feedback from you regarding the latest status of this [redacted] case. If you still require assistance, please respond to the [redacted] providing the latest update. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' Additonal Information INVESTIGATING REAR LEFT DOOR LATCH AND HANDLE AND RELATED CIRCUITS <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] [redacted]nician Name [redacted] VIN [redacted] Model [redacted] Supercharged Year [redacted] Country CAN Customer Concern [redacted] AFTER ATTEMPTING TO LOCK THE VEHICLE THE MISSLOCK CHIME IS HEARD AND MIRRORS WONT FOLD Detail Diagnosis After performing recall [redacted]/vehicle door will not latch. Rear doors locks and power windows don't work anymore with any switch and folding mirrors also don't work because of rear doors not locking plug SDD and scan vehicle and had [redacted] [redacted] related to passenger door module missing message performe a hard reset and a vehicle reset with SDD but no change so check [redacted] rear doors lin [redacted] and it had [redacted] also checked power and ground, they are ok. then tried to reflash front doors module as existing but [redacted] keep failing so tried as new but same issue then check and reload as built files and retried to program modules but problem still present note that the rear door window switch dos not illuminate for [redacted] and dose switch get there power from a lin [redacted] link to rear door module. so replace [redacted] (driver door) but this [redacted] also failed programationthen borrowed a well know good module from an other vehicle but problem still persist. went back in as built files session and scroll down all the list and tried to find a wrong file but everything was ok. Dealer Difficulty Reported Customer Symptom No Lock when the Smart Key / Fob Button is Operated Suspected Causal Part Module Driver Front Door Module Condition Corrupted Modification No Vehicle Off Road Yes <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Urgent Message From The [redacted] We have not received any feedback from you regarding the latest status of this [redacted] case. 1. If you still require assistance, please respond to the [redacted] providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. Please further investigate and follow topix guidelines for the following [redacted] [redacted] Bus Circuit #1 Missing message Rear door module LIN circuit Missing message Ensure the battery is fully charged. Refer to the electrical circuit diagrams and check the LIN [redacted] and power circuits to the rear door module. Repair circuit(s) as required Disconnect the harness from the rear door module, wait [redacted] and reconnect. Clear DTCs, start engine and leave running for [redacted], then retest. If fault persists, repeat the above procedure and retest If the fault continues to persist, check and install a new rear door module as required. Clear the [redacted], operate the rear door switchpack and retest <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>I did follow all that procedure as well while performing diagnostic but it didn't work so i guess the next step is to replace [redacted] rear doors modules. And by the way why did you sent me urgent message from [redacted] stating they did not receive any feedback from me regarding

	the latest status for this report because it's being open less [redacted] 2 hours ago Anybody in a rush for [redacted] time <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>My appologies, Clicked on the wrong outgoing message tab. Please replace [redacted] and update. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>I though so, was just kidding. Ok will replace [redacted] and update T/A with results. Thank You. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>No problem, Update when done. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Urgent Message From The [redacted] We have not received any feedback from you regarding the latest status of this [redacted] case. If you still require assistance, please respond to the [redacted] providing the latest update. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, [redacted] input the required information [redacted] submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Tried to program front doors modules but end out as of before with same error pop up window. so now i guess maybe i sould replace front doors modules and try rear doors windows and doors lock functionnality even before trying to program any modules and at the end if eveything is working properly without thoses front modules programmed, just release vehicle <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Ok, Please program / calibrate door modules. Update with findings. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Replace [redacted] rear door module retest and concern is still present but at this point did not tried to program front doors modules in case it corrupt those new rear doors module in case that is what's causing the faillure <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Thank you, Please Update when done with install. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Parts just received [redacted] proceding to repairs will update T/A with results. Thank You. <<<[redacted] 25 [redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Yes, Please proceed. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Changed report status to 'Waiting for parts' <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Received [redacted] door module and proceding for repair will update T/A with results <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Thank you for the update. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Replacer [redacted] but it still not working so investigate a bit more and found that the rear left door latch is behaving normaly because even if all doors are unlock when [redacted] of the time i pull the door handle signel lights are flashing and i hear the latch trie to open even if it is already open which dose not happen with all the other doors and as you will find in the new session ive attach there is a fault with the rear door child lock feature even if it is engaged so remote the external handle from the rear left and no change now i will remove door latch and trie to see if there is i find something wrong with it and update T/A with findings <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Thank you, Please update with findings when you have them. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Sorry I made somes fault in my text you sould have read rear left door latch is not behaving normaly it's activate it self [redacted] I pull the external door handle even if door is unlock and open , and for the rear left door handle you sould of read that at [redacted] i pull it the unlock signal light are flashing which does not happen with all the other door handle. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Thank you for the clarification. Update with findings. <<<[redacted] entered by [redacted] From [redacted] or [redacted]/Representative>>>Urgent Message From The [redacted] We have not received any feedback from you regarding the latest status of this [redacted] case. If you still require assistance, please respond to the [redacted] providing the latest update. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, [redacted] input the required information [redacted] submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support.
CQIS Recommendations	

Tire Information

Tire Manufacturer	CONTINENTAL TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI SC [redacted] GAS AJ133
Transmission	AUTO 8 [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

ECI Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	circuit-poor contact/poor ground
Commodity	body-locks/latches-power locks/rke-	Symptom	circuit-shorted
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-insulation/wire damage
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-codes found
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-at b pillar
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	23-Dec-2015
Version Series Code		Load Date	24 -Dec-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0337
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NAPLES
Non Causal Part Prefix-Base-Suffix		Dealer City	NAPLES
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	2392805102
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

[redacted]nician Comment	<<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] [redacted]nician Name [redacted] VIN [redacted] Model [redacted] 2015 Country [redacted] Customer Concern Customer states R/R door will open on its own while driving. Child locks are enabled due to grandson being in back seat. Detail Diagnosis Dealer Difficulty Unable to verify customer concern. Ran vehicle for faults, found code [redacted] right rear latch clutch switch signal stuck low. Checked for short to ground on [redacted] and found wiring shorted inside passenger side b pillar. Also found wire [redacted] shorted in same area. Could either of these wires cause the door to open on its own. Reported Customer Symptom Alleged unintended door opening Suspected Causal Part Latch Door Exterior Rear RH Condition Inaccurate Modification No Vehicle Off Road Yes <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance [redacted] Request with your findings within the [redacted]. If your issue has been resolved, you are required to Close out the [redacted] using the Closure Requested Tab within the [redacted], completing all the applicable fields. Please perform wiring repair and replace the RR door latch assembly <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Waiting for parts' <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Urgent Message From The [redacted] HelpLine We have not received any feedback from you regarding the latest status of this [redacted] case. 1. If you still require assistance, please respond to the [redacted] providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Urgent Message From The [redacted] HelpLine We have not received any feedback from you regarding the latest status of this [redacted] case. 1. If you still require assistance, please respond to the [redacted] providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the [redacted] by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Based on your most recent update to this [redacted], you have indicated that this vehicle cannot be repaired due to awaiting parts. Based on the number of days this [redacted] has been open with the [redacted] HelpLine, we require you to provide us with parts order details. This information can be provided by your retailer Parts Specialist or Parts Manager. Once known, please access the specific [redacted], selecting the Awaiting parts status at that time you will be prompted to enter the details in the applicable data fields. The information required is 1. SAP Order # 2. [redacted] # on order 3. Method of shipping i.e. Critical Parts Order, Stock Order, VOR Order. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] Local Escalation (New) Information Only For [redacted] [redacted] [redacted] Reason Customer states right side rear door will open on its own While driving. Child locks are enabled due to grandson being in back seat. Cannot duplicate concern. Message Being progressed. From [redacted] To [redacted] abarlow4, [redacted], [redacted], [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted], The information required is 1. SAP Order # 2. [redacted] # on order 3. Method of shipping i.e. Critical Parts Order, Stock Order, VOR Order. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' Additonal Information Part is here and going to be installed [redacted] Customer has left vehicle for extended period of time due to them being out of town. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Thank you. Update [redacted] with findings. Also Please refer to Parts Return Request below and action as required [redacted] [redacted] <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Replaced latch and repaired wiring. Test drove vehicle. Vehicle performing as designed. I dont see any parts return request in the [redacted] as requested <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Please provide parts return information in critical concern dialog. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>I have sent the request to [redacted] to raise the PRR. I will forward once PRR number is available <<<[redacted] entered by [redacted] From [redacted] or [redacted] [redacted] Hotline/Representative>>>CLOSURE <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>CLOSURE e lozier [redacted] Close Request Replaced latch and repaired wiring. Test drove vehicle. Vehicle performing as designed. I dont see any parts return request in the [redacted] as requested e lozier [redacted] Close Request
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model [redacted]	2015	Engine Description	[redacted] OHC SGDI SC V8 GAS AJ133
Transmission	AUTO [redacted] ZF [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-shuts off
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-weather-cold
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	06-Jan-2016
Version Series Code		Load Date	07 -Jan-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0191
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER MERRIAM
Non Causal Part Prefix-Base-Suffix		Dealer City	MERRIAM
Non Causal Part Numbers		Dealer State/Province	KS
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9136777650
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment

Technician Comment

<<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Is the vehicle repaired at this time <<< [redacted] 2016 4 04 50 [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>vehicle repaired and returned to customer d sawy10 [redacted] Close Request <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>vehicle repaired and returned to customer <<< [redacted] 47 [redacted] entered by [redacted] From [redacted] o [redacted] Hotline/Representative>>> [redacted] Local Escalation (New) Information Only For [redacted] TA [redacted] Reason Customer states left front door will not close. Message Being progressed. From vamato To [redacted] CC ejude, gdagesse, [redacted] <<< [redacted] 39 [redacted] M entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Urgent Message From The [redacted] Technical HelpLine We have not received any feedback from you regarding the latest status of this TA case. 1. {C}If you still require assistance, please respond to the TA providing the latest update. 2. {C}In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<< [redacted] [redacted] entered by [redacted] From [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] Technician Name [redacted] VIN [redacted] Model [redacted] [redacted] [redacted] Country [redacted] Customer Concern customer states lf door will not close Detail Diagnosis verified door will not close, replaced drivers door latch and door will now close. checked history to confirm [redacted] was completed, shows to have been performed in [redacted] suspect when [redacted] was performed manual patch was not properly loaded to sdd before software update. i have attached session files and would like to know if [redacted] needs to re loaded. also if software is needed can [redacted] as existing, instead of loading it through campains section as it is no longer showing up because it was claimed for this vehicle. Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road No <<< [redacted] [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Please attach the proper STS session files. lf you need assistance please refer to technical support utility under downloads tab in [redacted]. <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>attached files <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Unfortunately I cannot see if it has been loaded or not without the old session from [redacted] Please try to update KVM as existing. Update TA with findings. <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>attempted to update kvm will not allow me to update, says module has latest software already installed <<< [redacted] entered by [redacted] From [redacted] [redacted] Hotline/Representative>>>Is the vehicle repaired at this time

CQIS Recommendations

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]

Model Year	[redacted]	Engine Description	[redacted] OHC SGDI [redacted] GAS AJ133
Transmission	AUTO 8 [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	12-Jan-2016
Version Series Code		Load Date	13 -Jan-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0235
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER LOUISVILLE
Non Causal Part Prefix-Base-Suffix		Dealer City	LOUISVILLE
Non Causal Part Numbers		Dealer State/Province	KY
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5024298085
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Please replace the left side front door latch. Continue to monitor operation through testing. Update TA with findings <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Can't duplicate at this time on road test. <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance TA Request with your findings within the [redacted]. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. Have you duplicated the customer concern during a road test <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>> [redacted] Local Escalation (New) Information Only For [redacted] TA [redacted] Reason Customer states drivers door opens while driving. White alert raised. Message White alert / being progresed From [redacted] To [redacted] smatth26 <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] Technician Name [redacted] VIN [redacted] Model [redacted] SC Year [redacted] Country [redacted] Customer Concern Customer states the drivers door comes open while driving. Detail Diagnosis Latch working at this time, latch was replaced [redacted] and [redacted] was done [redacted]. We had another issue like this and all latches were replaced at the same time. What is the correct repair at this time Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Latch Door Exterior Front LH Condition Inaccurate Modification No Vehicle Off Road No <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Part is order and should be here [redacted] <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>The information required is 1. SAP Order # 2. [redacted] # on order 3. Method of shipping i.e. Critical Parts Order, Stock Order, VOR Order. <<< [redacted] 1 06 52 [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>PRR request has been sent to [redacted] <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>L/F door latch installed [redacted] Functions correctly, returning to owner, please close case. g [redacted] Close Request <<< [redacted] 000PM entered by [redacted] From [redacted] Hotline/Representative>>>L/F door latch installed [redacted] Functions correctly, returning to owner, please close case. <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Thank you, Please update After install. <<< [redacted] 46 [redacted] M entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>SAP [redacted] Part# [redacted] Stock
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	SALWV2EFXEA322272	Engine Serial Number	13100323135508PS
Model Year	2014	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE

Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
[redacted]		Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

ECI Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-child related
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Jan-2016
Version Series Code		Load Date	21 -Jan-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0374
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER CARLSBAD
Non Causal Part Prefix-Base-Suffix		Dealer City	CARLSBAD
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7604945600
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

[redacted]nician Comment	<<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] Local Escalation (New) Information Only For [redacted] Reason Customer states while driving the pass side rear door came unlatched. Cannot duplicate concern. Message White alert Raised. / Being progressed. From [redacted] To [redacted] <<<[redacted] 000PM entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance [redacted] Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the [redacted] using the Closure Requested Tab within the [redacted], completing all the applicable fields. Please continue to attempt to duplicate alleged customer concern. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' Additonal Information ROAD TESTING CONTINUES TO TRY AND DUPLICATE CONCERN <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Customer has elected to take vehicle. Have not duplicated concern while vehicle at dealer. Customer also stated that its possible that their child could have inadvertantly opened rear door. <<<[redacted] entered by [redacted] Hotline/Representative>>>[redacted] Local Escalation (New) Information Only For [redacted] Reason Customer states that while driving the rear passenger door came unlatched. Message The vehicle was released no fault found. From [redacted] To [redacted] <<<[redacted] entered by [redacted] Hotline/Representative>>>Customer has elected to take vehicle. Have not duplicated concern while vehicle at dealer. Customer also stated that its possible that their child could have inadvertantly opened rear door. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' Additonal Information ROAD TESTING CONTINUES TO TRY AND DUPLICATE CONCERN <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Customer has elected to take vehicle. Have not duplicated concern while vehicle at dealer. Customer also stated that its possible that their child could have inadvertantly opened rear door. <<<[redacted] entered by [redacted] Hotline/Representative>>>[redacted] Local Escalation (New) Information Only For [redacted] Reason Customer states that while driving the rear passenger door came unlatched. Message The vehicle was released no fault found. From [redacted] To [redacted] <<<[redacted] entered by [redacted] Hotline/Representative>>>Customer has elected to take vehicle. Have not duplicated concern while vehicle at dealer. Customer also stated that its possible that their child could have inadvertantly opened rear door. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' Additonal Information ROAD TESTING CONTINUES TO TRY AND DUPLICATE CONCERN <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] [redacted]nician Name [redacted] Model [redacted] Supercharged Year 2015 Country [redacted] Customer Concern CUSTOMER STATES WHILE DRIVING THE REAR PASS DOOR CAME UNLATCHED. Detail Diagnosis Dealer Difficulty HAVE NOT DUPLICATED CONCERN. SERVICE ACTION [redacted] HAS BEEN PERFORMED PREVIOUSLY. NO RELATED DTC'S PRESENT.CHECKED OPEATION OF DOOR/SOFT CLOSE FUNCTION AND IS OPERATING NORMALLY AT THIS TIME. Reported Customer Symptom Alleged unintended door opening Suspected Causal Part Module Passenger Door Module Condition Not operating Modification No Vehicle Off Road Yes <<<[redacted] entered by [redacted] Hotline/Representative>>>Customer has elected to take vehicle. Have not duplicated concern while vehicle at dealer. Customer also stated that its possible that their child could have inadvertantly opened rear door. <<<[redacted] entered by [redacted] Hotline/Representative>>>[redacted] Local Escalation (New) Information Only For [redacted] Reason Customer states that while driving the rear passenger door came unlatched. Message The vehicle was released no fault found. From [redacted] To [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Customer has elected to take vehicle. Have not duplicated concern while vehicle at dealer. Customer also stated that its possible that their child could have inadvertantly opened rear door. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' Additonal Information ROAD TESTING CONTINUES TO TRY AND DUPLICATE CONCERN <<<[redacted] entered by [redacted] Hotline/Representative>>>Customer has elected to take vehicle. Have not duplicated concern while vehicle at dealer. Customer also stated that its possible that their child could have inadvertantly opened rear door. <<<[redacted] entered by [redacted] Hotline/Representative>>>[redacted] Local Escalation (New) Information Only For [redacted] Reason Customer states that while driving the rear passenger door came unlatched. Message The vehicle was released no fault found. From [redacted] To [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Customer has elected to take vehicle. Have not duplicated concern while vehicle at dealer. Customer also stated that its possible that their child could have inadvertantly opened rear door.
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2015	Engine Description	[redacted] OHC SGDI [redacted] GAS AJ133
Transmission	AUTO [redacted] ZF [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	latching-does not latch/close
Commodity	body-locks/latches—	Symptom	loose
Commodity	body-locks/latches-door-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-door-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-door-	Symptom	latching-does not release/open
Commodity	body-locks/latches-door-	Symptom	loose
Commodity	body-locks/latches-door-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-door-	Symptom	no problem found
Commodity	body-locks/latches-door-	Symptom	part-wrong part
Commodity	body-locks/latches-door-door front	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-door-door front	Symptom	latching-does not latch/close
Commodity	body-locks/latches-door-door front	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	loose
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	part-wrong part
Commodity	body-structure/sheetmetal-door-door front	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-door-door front	Symptom	latching-does not latch/close
Commodity	body-structure/sheetmetal-door-door front	Symptom	loose
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	[redacted]	Tread Category Description	structure
Tread Category Code	[redacted]	Tread Category Description	latch

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	26-Feb-2016
Version Series Code		Load Date	02 -Mar-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0110
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER PARAMUS
Non Causal Part Prefix-Base-Suffix		Dealer City	PARAMUS
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code	15330	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	2019878900
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

[redacted]nician Comment	<<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Request sent tot [redacted] <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>Emailed [redacted] and [redacted] the VIN, retailer# and [redacted]#. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Request sent tot [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Request sent tot [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Request sent tot [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] [redacted]nician Name [redacted] VIN [redacted] Model [redacted] SC Year [redacted] Country [redacted] Customer Concern Cust states the drivers door would not close (cust needed to hold door closed while driving so it would not open Detail Diagnosis Our driver attempted to drive vehicle to shop as result but door kept swinging open so truck was towed. When I went out to vehicle door was closed and working fine however truck has been here [redacted] and moved around quite a few times. Checking history found previous customer had same complaint during [redacted] visit and [redacted] was performed that visit. I checked KVM software this visit is at latest but I suspect KVM. This is a a safety issue hence the T/A. Dealer Difficulty Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Module Remote Function Actuator Condition Incorrect specification Modification No Vehicle Off Road No <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>[redacted] Local Escalation (New) Information Only For [redacted] [redacted] Reason [redacted] time back. Customer states that the driver's door would not close. He need to hold the door close while driving. The tech has not duplicated the fault. White Alert opened. Message [redacted] performed at the last visit on [redacted]. I'm having the tech replace the LF door latch. From [redacted] To [redacted] [redacted] [redacted], [redacted] [redacted], [redacted] <<<[redacted] 000AM entered by [redacted] [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance [redacted] Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the [redacted] using the Closure Requested Tab within the [redacted], completing all the applicable fields. 1) Try and duplicate the fault. 2) Replace the driver's door latch. Please provide us with the parts order details 1. SAP Order # 2. [redacted]) # on order 3. Method of shipping i.e. Critical Parts Order, Stock Order, VOR Order. <<<[redacted] entered by [redacted] From [redacted] or [redacted] [redacted] Hotline/Representative>>>As stated our driver could not close door and attempted to bring to shop. stopped midway and had truck towed. truck was here for [redacted] and moved around numerous times however dispatch did not have keys or repair order. by the time i was given repair order and keys door was closed and closing fine. i was unable to duplicate. repalced latch as directed by this t/a case. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As stated our driver could not close door and attempted to bring to shop. stopped midway and had truck towed. truck was here for [redacted] and moved around numerous times however dispatch did not have keys or repair order. by the time i was given repair order and keys door was closed and closing fine. i was unable to duplicate. repalced latch as directed by this t/a case. [redacted] [redacted] [redacted] Close Request <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As stated our driver could not close door and attempted to bring to shop. stopped midway and had truck towed. truck was here for [redacted] and moved around numerous times however dispatch did not have keys or repair order. by the time i was given repair order and keys door was closed and closing fine. i was unable to duplicate. repalced latch as directed by this t/a case. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As stated our driver could not close door and attempted to bring to shop. stopped midway and had truck towed. truck was here for [redacted] [redacted] and moved around numerous times however dispatch did not have keys or repair order. by the time i was given repair order and keys door was closed and closing fine. i was unable to duplicate. repalced latch as directed by this t/a case. [redacted] [redacted] Close Request <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As stated our driver could not close door and attempted to bring to shop. stopped midway and had truck towed. truck was here for [redacted] and moved around numerous times however dispatch did not have keys or repair order. by the time i was given repair order and keys door was closed and closing fine. i was unable to duplicate. repalced latch as directed by this t/a case. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As stated our driver could not close door and attempted to bring to shop. stopped midway and had truck towed. truck was here for [redacted] and moved around numerous times however dispatch did not have keys or repair order. by the time i was given repair order and keys door was closed and closing fine. i was unable to duplicate. repalced latch as directed by this t/a case. [redacted] [redacted] Close Request <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As stated our driver could not close door and attempted to bring to shop. stopped midway and had truck towed. truck was here for [redacted] and moved around numerous times however dispatch did not have keys or repair order. by the time i was given repair order and keys door was closed and closing fine. i was unable to duplicate. repalced latch as directed by this t/a case. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As stated our driver could not close door and attempted to bring to shop. stopped midway and had truck towed. truck was here for [redacted] and moved around numerous times however dispatch did not have keys or

	repair order. by the time i was given repair order and keys door was closed and closing fine. i was unable to duplicate. repalced latch as directed by this t/a case. [redacted] Close Request <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>As stated our driver could not close door and attempted to bring to shop. stopped midway and had truck towed. truck was here for [redacted] and moved around numerous times however dispatch did not have keys or repair order. by the time i was given repair order and keys door was closed and closing fine. i was unable to duplicate. repalced latch as directed by this t/a case. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/ Representative>>>As stated our driver could not close door and attempted to bring to shop. stopped midway and had truck towed. truck was here for [redacted] and moved around numerous times however dispatch did not have keys or repair order. by the time i was given repair order and keys door was closed and closing fine. i was unable to duplicate. repalced latch as directed by this t/a case. [redacted] Close Request
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] OHC SGDI SC V8 GAS AJ133
Transmission	AUTO [redacted] ZF [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted] L494
Body Cab Style	Unknown	Drive Line	[redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches—	Symptom	field service action
Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	nvh-noisy operation
Commodity	body-locks/latches—	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-door-	Symptom	field service action
Commodity	body-locks/latches-door-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-door-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-door-door rear	Symptom	field service action
Commodity	body-locks/latches-door-door rear	Symptom	frozen/seized
Commodity	body-locks/latches-door-door rear	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-door-door rear	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-door-door rear	Symptom	function-stays on
Commodity	body-locks/latches-door-door rear	Symptom	latching-does not latch/close
Commodity	body-locks/latches-door-door rear	Symptom	latching-does not release/open
Commodity	body-locks/latches-door-door rear	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-door-door rear	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-door-door rear	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-door-door rear	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-closes-will not stay up/open
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-trunk
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Significant Event	Property Damage;	Verified	Y

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	01-Mar-2016
Version Series Code		Load Date	05-Mar-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0299
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NORTH SCOTTSDALE
Non Causal Part Prefix-Base-Suffix		Dealer City	PHOENIX
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code	540	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	4805384100
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	

Technician Comment	<<< [redacted] entered by [redacted]/Client Server>>>CALLED CUSTOMER Left voice mail to return call at earliest convenience <<< [redacted] entered by [redacted]/Client Server>>>Name [redacted] Repr Date [redacted] Cust Comments CLIENT STATES [redacted] DOES NOT LOCK. VEHICLE BEEPS WHEN LOCKING. Tech Comments RIGHT REAR WINDOW AND DOOR LATCH INOP FOUND DOOR MODULE FAULTY REPLACED MODULE AND PROGRAMED WINDOW NO OPERATING BUT DOOR LATCH STILL FAULTY REPLACED RIGHT REAR DOOR LATCH NO FURTHER FAULT <<< [redacted] entered by [redacted]/Client Server>>>Name [redacted] Repr Date [redacted] Cust Comments C.S. THE RIGHT REAR DOOR SAYS IT IS OPEN WHEN DRIVING DOWN THE ROAD IT ALSO WILL NOT OPEN FROM THE OUT SIDE PLEASE SEE HISTORY AND ADVISE Tech Comments CONFIRMED COMPLAINT. USED SDD TO SCAN FOR CODES. NO CODES FOR RITH REAR DOOR AJAR. WITH SHOP FORMAN HELP. TRACED RIGHT REAR DOOR CIRCUITS. REMOVED DOOR CASING, RIGHT B PILLA R TRIM AND RIGHT INSTRUMENT PACK TRIM. TESTED [redacted] AND [redacted] AT REAR DOOR MODULE. PASSED. CHECKED GROUND AT [redacted] 5 AND 6 FOR CENTRAL DOOR LOCKING MOTOR. PASSED. [redacted] CTED [redacted] CONNECTOR AND PASSED. REMOVED CEN <<< [redacted] entered by [redacted]/Client Server>>>ISSUE Customer states purchased vehicle new has been back and [redacted] to the dealership [redacted] for same concern error message in the rear hatch stating hatch is open cannot lock vehicle happens [redacted] time [redacted] the vehicle was not recognizing the key fob, then all of a sudden it did tired of running back and [redacted] to the dealership for this problem dealership had an open TA case the last time it was there REQUEST Customer requests vehicle be repurchased ADVISED I advised case number contact information will call in [redacted] with update <<< [redacted] entered by [redacted]/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] <<< [redacted] entered by [redacted]/Client Server>>>AS PER [redacted] Name [redacted] Repr Date [redacted] Cust Comments C.S. THE PASSENGER REAR DOOR WILL SOMETIMES NOT UNLOCK WHEN THIS HAPPENS IT WILL NOT LOCK EITHER AND THE INTERIOR LIGHT STAYS ON PLEASE CHECK AND ADVISE Tech Comments STRIKER OUT OF ADJUSTMENT ADJUSTED STRIKER NO FURTHER FAULT <<< [redacted] entered by [redacted]/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] <<< [redacted] entered by [redacted]/Client Server>>>AS PER [redacted] Name [redacted] Repr Date [redacted] Cust Comments C.S. THE PASSENGER REAR DOOR WILL SOMETIMES NOT UNLOCK WHEN THIS HAPPENS IT WILL NOT LOCK EITHER AND THE INTERIOR LIGHT STAYS ON PLEASE CHECK AND ADVISE Tech Comments STRIKER OUT OF ADJUSTMENT ADJUSTED STRIKER NO FURTHER FAULT <<< [redacted] entered by [redacted]/Client Server>>>Name [redacted] Repr Date [redacted] Cust Comments [redacted] SAFETY RECALL [redacted] VEHICLE [redacted] and [redacted] Tech Comments PERFORM UPDATE PER FACTORY REQUIREMENTS [redacted] <<< [redacted] entered by [redacted]/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] <<< [redacted] entered by [redacted]/Client Server>>>AS PER [redacted] Name [redacted] Repr Date [redacted] Cust Comments C.S. THE PASSENGER REAR DOOR WILL SOMETIMES NOT UNLOCK WHEN THIS HAPPENS IT WILL NOT LOCK EITHER AND THE INTERIOR LIGHT STAYS ON PLEASE CHECK AND ADVISE Tech Comments STRIKER OUT OF ADJUSTMENT ADJUSTED STRIKER NO FURTHER FAULT <<< [redacted] entered by [redacted]/Client Server>>>Name [redacted] Repr Date [redacted] Cust Comments [redacted] SAFETY RECALL [redacted] VEHICLE [redacted] and [redacted] Tech Comments PERFORM UPDATE PER FACTORY REQUIREMENTS [redacted] <<< [redacted] entered by [redacted]/Client Server>>>Name [redacted] Repr Date [redacted] Cust Comments CLIENT STATES [redacted] DOES NOT LOCK. VEHICLE BEEPS WHEN LOCKING. Tech Comments RIGHT REAR WINDOW AND DOOR LATCH INOP FOUND DOOR MODULE FAULTY REPLACED MODULE AND PROGRAMED WINDOW NO OPERATING BUT DOOR LATCH STILL FAULTY REPLACED RIGHT REAR DOOR LATCH NO FURTHER FAULT <<< [redacted] entered by [redacted]/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] <<< [redacted] entered by [redacted]/Client Server>>>Name [redacted] Repr Date [redacted] Cust Comments [redacted] SAFETY RECALL [redacted] VEHICLE [redacted] and [redacted] Tech Comments PERFORM UPDATE PER FACTORY REQUIREMENTS [redacted]

<<< [redacted] entered by [redacted] User [redacted] Management/Client Server>>>Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments CLIENT STATES [redacted] OF THE [redacted] DOES NOT LOCK. VEHICLE BEEPS WHEN LOCKING. Tech Comments RIGHT REAR WINDOW AND DOOR LATCH INOP FOUND DOOR MODULE FAULTY REPLACED MODULE AND PROGRAMED WINDOW NO OPERATING BUT DOOR LATCH STILL FAULTY REPLACED RIGHT REAR DOOR LATCH NO FURTHER FAULT <<< [redacted] entered by [redacted] User [redacted] Management/Client Server>>>Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments C.S. THE RIGHT REAR DOOR SAYS IT IS OPEN WHEN DRIVING DOWN THE ROAD IT ALSO WILL NOT OPEN FROM THE OUT SIDE PLEASE SEE HISTORY AND ADVISE Tech Comments CONFIRMED COMPLAINT. USED SDD TO SCAN FOR CODES. NO CODES FOR RITH REAR DOOR AJAR. WITH SHOP FORMAN HELP. TRACED RIGHT REAR DOOR CIRCUITS. REMOVED DOOR CASING, RIGHT B PILLA R TRIM AND RIGHT INSTRUMENT PACK TRIM. TESTED [redacted] AND [redacted] AT REAR DOOR MODULE. PASSED. CHECKED GROUND AT [redacted] AND 6 FOR CENTRAL DOOR LOCKING MOTOR. PASSED. [redacted] CTED [redacted] CONNECTOR AND PASSED. REMOVED CEN <<< [redacted] entered by [redacted] User [redacted] Management/Client Server>>>ISSUE Customer states purchased vehicle new has been back and [redacted] to the dealership [redacted] for same concern error message in the rear hatch stating hatch is open cannot lock vehicle happens 20% of the time [redacted] the vehicle was not recognizing the key fob, then all of a sudden it did tired of running back and [redacted] to the dealership for this problem dealership had an open TA case the last time it was there REQUEST Customer requests vehicle be repurchased ADVISED I advised case number contact information will call in [redacted] with update <<< [redacted] entered by [redacted] User [redacted] Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] <<< [redacted] entered by [redacted] User [redacted] Management/Client Server>>>AS PER AWS Name [redacted] Repr Date [redacted] DIST ([redacted] Cust Comments C.S. THE PASSENGER REAR DOOR WILL SOMETIMES NOT UNLOCK WHEN THIS HAPPENS IT WILL NOT LOCK EITHER AND THE INTERIOR LIGHT STAYS ON PLEASE CHECK AND ADVISE Tech Comments STRIKER OUT OF ADJUSTMENT ADJUSTED STRIKER NO FURTHER FAULT <<< [redacted] entered by [redacted] User [redacted] Management/Client Server>>>Name [redacted] Repr Date [redacted] DIST(Mile) [redacted] Cust Comments [redacted] SAFETY RECALL [redacted] VEHICLE MODULE [redacted], [redacted], [redacted], [redacted] and [redacted] Tech Comments PERFORM UPDATE PER FACTORY REQUIREMENTS [redacted] <<< [redacted] entered by [redacted] User [redacted] Management/Client Server>>>Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments CLIENT STATES [redacted] OF THE [redacted] DOES NOT LOCK. VEHICLE BEEPS WHEN LOCKING. Tech Comments RIGHT REAR WINDOW AND DOOR LATCH INOP FOUND DOOR MODULE FAULTY REPLACED MODULE AND PROGRAMED WINDOW NO OPERATING BUT DOOR LATCH STILL FAULTY REPLACED RIGHT REAR DOOR LATCH NO FURTHER FAULT <<< [redacted] entered by [redacted] User [redacted] Management/Client Server>>>Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments C.S. THE RIGHT REAR DOOR SAYS IT IS OPEN WHEN DRIVING DOWN THE ROAD IT ALSO WILL NOT OPEN FROM THE OUT SIDE PLEASE SEE HISTORY AND ADVISE Tech Comments CONFIRMED COMPLAINT. USED SDD TO SCAN FOR CODES. NO CODES FOR RITH REAR DOOR AJAR. WITH SHOP FORMAN HELP. TRACED RIGHT REAR DOOR CIRCUITS. REMOVED DOOR CASING, RIGHT B PILLA R TRIM AND RIGHT INSTRUMENT PACK TRIM. TESTED [redacted] AND [redacted] AT REAR DOOR MODULE. PASSED. CHECKED GROUND AT [redacted] AND 6 FOR CENTRAL DOOR LOCKING MOTOR. PASSED. [redacted] CTED [redacted] CONNECTOR AND PASSED. REMOVED CEN <<< [redacted] entered by [redacted] User [redacted] Management/Client Server>>>ISSUE Customer states purchased vehicle new has been back and [redacted] to the dealership [redacted] for same concern error message in the rear hatch stating hatch is open cannot lock vehicle happens 20% of the time [redacted] the vehicle was not recognizing the key fob, then all of a sudden it did tired of running back and [redacted] to the dealership for this problem dealership had an open TA case the last time it was there REQUEST Customer requests vehicle be repurchased ADVISED I advised case number contact information will call in [redacted] with update <<< [redacted] entered by [redacted] User [redacted] Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] <<< [redacted] entered by [redacted] User [redacted] Management/Client Server>>>AS PER AWS Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments C.S. THE PASSENGER REAR DOOR WILL SOMETIMES NOT UNLOCK WHEN THIS HAPPENS IT WILL NOT LOCK EITHER AND THE INTERIOR LIGHT STAYS ON PLEASE CHECK AND ADVISE Tech Comments STRIKER OUT OF ADJUSTMENT ADJUSTED STRIKER NO FURTHER FAULT <<< [redacted] entered by [redacted] User [redacted] Management/Client Server>>>Name [redacted] Repr Date [redacted] DIST(Mile) [redacted] Cust Comments [redacted] SAFETY RECALL [redacted] VEHICLE MODULE [redacted], [redacted], [redacted], [redacted] and [redacted] Tech Comments PERFORM UPDATE PER FACTORY REQUIREMENTS [redacted] <<< [redacted] entered by [redacted] User [redacted] Management/Client Server>>>Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments CLIENT STATES [redacted] OF THE [redacted] DOES NOT LOCK. VEHICLE BEEPS WHEN LOCKING. Tech Comments

RIGHT REAR WINDOW AND DOOR LATCH INOP FOUND DOOR MODULE FAULTY REPLACED MODULE AND PROGRAMED WINDOW NO OPERATING BUT DOOR LATCH STILL FAULTY REPLACED RIGHT REAR DOOR LATCH NO FURTHER FAULT <<< [redacted] entered by [redacted] Management/Client Server>>>Name [redacted] [redacted] Repr Date [redacted] DIST([redacted] Cust Comments C.S. THE RIGHT REAR DOOR SAYS IT IS OPEN WHEN DRIVING DOWN THE ROAD IT ALSO WILL NOT OPEN FROM THE OUT SIDE PLEASE SEE HISTORY AND ADVISE Tech Comments CONFIRMED COMPLAINT. USED SDD TO SCAN FOR CODES. NO CODES FOR RITH REAR DOOR AJAR. WITH SHOP FORMAN HELP. TRACED RIGHT REAR DOOR CIRCUITS. REMOVED DOOR CASING, RIGHT B PILLA R TRIM AND RIGHT INSTRUMENT PACK TRIM. TESTED [redacted] AND [redacted] AT REAR DOOR MODULE. PASSED. CHECKED [redacted] AT [redacted] AND 6 FOR CENTRAL DOOR LOCKING MOTOR. PASSED. [redacted] CTED [redacted] CONNECTOR AND PASSED. REMOVED CEN <<< [redacted] entered by [redacted] Management/Client Server>>>ISSUE Customer states purchased vehicle new has been back and [redacted] to the dealership [redacted] for same concern error message in the rear hatch stating hatch is open cannot lock vehicle happens [redacted] the vehicle was not recognizing the key fob, then all of a sudden it did tired of running back and [redacted] to the dealership for this problem dealership had an open TA case the last time it was there REQUEST Customer requests vehicle be repurchased ADVISED I advised case number contact information will call in [redacted] with update <<< [redacted] entered by [redacted] Management/Client Server>>>ISSUE Customer states purchased vehicle new has been back and [redacted] to the dealership [redacted] for same concern error message in the rear hatch stating hatch is open cannot lock vehicle happens [redacted] the vehicle was not recognizing the key fob, then all of a sudden it did tired of running back and [redacted] to the dealership for this problem dealership had an open TA case the last time it was there REQUEST Customer requests vehicle be repurchased ADVISED I advised case number contact information will call in [redacted] with update <<< [redacted] entered by [redacted] Management/Client Server>>>AS PER [redacted] Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments C.S. THE PASSENGER REAR DOOR WILL SOMETIMES NOT UNLOCK WHEN THIS HAPPENS IT WILL NOT LOCK EITHER AND THE INTERIOR LIGHT STAYS ON PLEASE CHECK AND ADVISE Tech Comments STRIKER OUT OF ADJUSTMENT ADJUSTED STRIKER NO FURTHER FAULT <<< [redacted] entered by [redacted] Management/Client Server>>>Name [redacted] Repr Date [redacted] DIST(Mile) [redacted] Cust Comments [redacted] SAFETY RECALL [redacted] VEHICLE MODULE [redacted], [redacted], [redacted],

[redacted] entered by [redacted] Management/Client Server>>>Name [redacted] Repr Date [redacted] DIST([redacted]) [redacted] Cust Comments [redacted] SAFETY RECALL [redacted] VEHICLE MODULE [redacted] and [redacted] Tech Comments PERFORM UPDATE PER FACTORY REQUIREMENTS [redacted] <<<[redacted] entered by [redacted] Management/Client Server>>>Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments CLIENT STATES [redacted] DOES NOT LOCK. VEHICLE BEEPS WHEN LOCKING. Tech Comments RIGHT REAR WINDOW AND DOOR LATCH INOP FOUND DOOR MODULE FAULTY REPLACED MODULE AND PROGRAMED WINDOW NO OPERATING BUT DOOR LATCH STILL FAULTY REPLACED RIGHT REAR DOOR LATCH NO FURTHER FAULT <<<[redacted] entered by [redacted] Management/Client Server>>>Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments C.S. THE RIGHT REAR DOOR SAYS IT IS OPEN WHEN DRIVING DOWN THE ROAD IT ALSO WILL NOT OPEN FROM THE OUT SIDE PLEASE SEE HISTORY AND ADVISE Tech Comments CONFIRMED COMPLAINT. USED SDD TO SCAN FOR CODES. NO CODES FOR RITH REAR DOOR AJAR. WITH SHOP FORMAN HELP. TRACED RIGHT REAR DOOR CIRCUITS. REMOVED DOOR CASING, RIGHT B PILLA R TRIM AND RIGHT INSTRUMENT PACK TRIM. TESTED [redacted] AND [redacted] GROUND AT REAR DOOR MODULE. PASSED. CHECKED GROUND AT [redacted] AND 6 FOR CENTRAL DOOR LOCKING MOTOR. PASSED. INSPE CTED [redacted] CONNECTOR AND PASSED. REMOVED CEN <<<[redacted] entered by [redacted] Management/Client Server>>>ISSUE Customer states purchased vehicle new has been back and [redacted] to the dealership [redacted] for same concern error message in the rear hatch stating hatch is open cannot lock vehicle happens 20% of the time [redacted] the vehicle was not recognizing the key fob, then all of a sudden it did tired of running back and [redacted] to the dealership for this problem dealership had an open TA case the last time it was there REQUEST Customer requests vehicle be repurchased ADVISED I advised case number contact information will call in [redacted] with update <<<[redacted] entered by [redacted] Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] Federal Emission Warranty [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] <<<[redacted] 000PM entered by [redacted] Management/Client Server>>>AS PER [redacted] Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments C.S. THE PASSENGER REAR DOOR WILL SOMETIMES NOT UNLOCK WHEN THIS HAPPENS IT WILL NOT LOCK EITHER AND THE INTERIOR LIGHT STAYS ON PLEASE CHECK AND ADVISE Tech Comments STRIKER OUT OF ADJUSTMENT ADJUSTED STRIKER NO FURTHER FAULT <<<[redacted] entered by [redacted] Management/Client Server>>>Name [redacted] Repr Date [redacted] DIST([redacted]) [redacted] Cust Comments [redacted] SAFETY RECALL [redacted] VEHICLE MODULE [redacted] and [redacted] Tech Comments PERFORM UPDATE PER FACTORY REQUIREMENTS [redacted] <<<[redacted] entered by [redacted] Management/Client Server>>>Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments CLIENT STATES [redacted] DOES NOT LOCK. VEHICLE BEEPS WHEN LOCKING. Tech Comments RIGHT REAR WINDOW AND DOOR LATCH INOP FOUND DOOR MODULE FAULTY REPLACED MODULE AND PROGRAMED WINDOW NO OPERATING BUT DOOR LATCH STILL FAULTY REPLACED RIGHT REAR DOOR LATCH NO FURTHER FAULT <<<[redacted] entered by [redacted] Management/Client Server>>>EMAIL SENT TO AMM [redacted] .From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] [redacted] RANGE [redacted] SALGS2WF1EA149656 To [redacted] <(><<)>[redacted]> Hello This customer has requested to have her vehicle repurchased because the dealership is aware of the problem with her vehicle but has not been able to repair it. The vehicle's showing a message that the rear hatch is open but it's not. The door's will not lock when the message is displayed. Problem is intermittent. Ms [redacted] is bringing the vehicle to [redacted] [redacted] again either [redacted] or [redacted] AS PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty [redacted] [redacted] Federal Emission Warranty [redacted] [redacted] Paint Warranty [redacted] Standard Factory Warranty [redacted] AS PER [redacted] Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments C.S. THE PASSENGER REAR DOOR WILL SOMETIMES NOT UNLOCK WHEN THIS HAPPENS IT WILL NOT LOCK EITHER AND THE INTERIOR LIGHT STAYS ON PLEASE CHECK AND ADVISE Tech Comments STRIKER OUT OF ADJUSTMENT ADJUSTED STRIKER NO FURTHER FAULT Name [redacted] Repr Date [redacted] DIST([redacted]) [redacted] Cust Comments [redacted] SAFETY RECALL [redacted] VEHICLE MODULE [redacted] and [redacted] Tech Comments PERFORM UPDATE PER FACTORY REQUIREMENTS [redacted] Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments CLIENT STATES [redacted] DOES NOT LOCK. VEHICLE BEEPS WHEN LOCKING. Tech Comments RIGHT REAR WINDOW AND DOOR LATCH INOP FOUND DOOR MODULE FAULTY REPLACED MODULE AND PROGRAMED WINDOW NO OPERATING BUT DOOR LATCH STILL FAULTY REPLACED RIGHT REAR DOOR LATCH NO FURTHER FAULT Name [redacted] Repr Date [redacted] DIST([redacted] Cust Comments C.S. THE RIGHT REAR DOOR SAYS IT IS OPEN WHEN DRIVING DOWN THE ROAD IT ALSO WILL NOT OPEN FROM THE OUT SIDE PLEASE SEE HISTORY AND ADVISE Tech Comments CONFIRMED COMPLAINT. USED SDD TO SCAN FOR CODES. NO CODES FOR RITH REAR DOOR AJAR. WITH SHOP FORMAN HELP. TRACED RIGHT REAR DOOR CIRCUITS. REMOVED DOOR CASING, RIGHT B PILLA R TRIM AND RIGHT

INSTRUMENT PACK TRIM. TESTED [redacted] AND [redacted] AT REAR DOOR MODULE. PASSED. CHECKED [redacted] AT [redacted] AND 6 FOR CENTRAL DOOR LOCKING MOTOR. PASSED. [redacted] CTED [redacted] CONNECTOR AND PASSED. REMOVED CEN Thank you, <<<[redacted] entered by [redacted]>>>CALLED [redacted] I stated calling for the diagnosis of the vehicle He stated has not been able to look over it much vehicle arrived at dealership [redacted] customer stated the vehicle will not recognize the smart keys right rear door open message is displayed will be opening a TA ticket [redacted] I stated will call for an update [redacted] or [redacted] thank you so much <<<[redacted] entered by [redacted]>>>CALLED CUSTOMER I stated calling to just let you know working with the [redacted] to repair your vehicle told me to give him a call [redacted] and he will have a better idea what needs to be repaired will call you [redacted] or [redacted] with an update She stated that works thank you for calling me bye <<<[redacted] entered by [redacted]>>>RECEIVED EMAIL FROM [redacted] .From [redacted] <(><<)> [redacted] Date [redacted] Subject Re [redacted] RANGE ROVER [redacted] To [redacted] <(><<)> [redacted], [redacted] <(> <<)> [redacted] Cc [redacted] <(><<)> [redacted], [redacted] <(> <<)> [redacted], [redacted] <(><<)> [redacted], [redacted] <(> <<)> [redacted] I've done a review of the file...we've inconvenienced the customer a lot to which we should apologize profusely for...the paperwork has a few conundrums where it's showing [redacted] extended but the RO's time lapse in [redacted]...perhaps you can review and clarify. At [redacted] in [redacted] the customer complained of passenger rear door lock/ unlock issues...then [redacted] ensued during [redacted] and [redacted] with no [redacted] evidence in the file...no calls to help line or the [redacted]...according to this alert the car was just in...what's the latest ... I've copied [redacted] so that he has visibility of the case and review his records. I suggest that we 'goodwill' a number of her payments, [redacted] (or even 5) and will leave that to [redacted] to finalize when the vehicle has been confirmed fixed. <<<[redacted] entered by [redacted]>>>TA CASE HAS BEEN OPENED Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance TA Request with your findings within the next [redacted] your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields ACTION Please overlay the lin wiring from front pass door module to rear pass door module. Re test operation. Update with findings. <<<[redacted] entered by [redacted]>>>CALLED CUSTOMER Left voice mail stating calling to update you still looking into request dealership has opened a technical assistance case as soon as I know further details, will call back left contact information <<<[redacted] entered by [redacted]>>>CALLED CUSTOMER Left voice mail to return call at earliest convenience <<<[redacted] 000PM entered by [redacted]>>>NO CONTACT EMAIL SENT TO CUSTOMER .From [redacted] <(><<)> [redacted] Date [redacted] Subject [redacted] To [redacted] REF [redacted] VIN [redacted] Dear Ms [redacted] Thank you for contacting [redacted]. I am sorry that you have concerns with your [redacted] I have tried to contact you by phone but have been unsuccessful. I certainly would like to discuss if the vehicle has been repaired properly and make sure the light is no longer illuminated. Please feel free to contact me at [redacted], [redacted], extension [redacted]. Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. Please be advised responses to this email will not be monitored. Sincerely, <<<[redacted] entered by [redacted]>>>RECEIVED VOICE MAIL FROM CUSTOMER She stated has the vehicle back husband went to lock the doors and the doors would not lock had to drive around the block, after driving around the block and parking the doors locked <<<[redacted] entered by [redacted]>>>CALLED CUSTOMER Left voice mail stating received voice mail's wondering if you called the dealership and advised them that the problem is still occurring please give me a call back at your earliest convenience <<<[redacted] entered by [redacted]>>>RECEIVED EMAIL FROM [redacted] . Forwarded message From [redacted] <(><<)> [redacted] Date [redacted] Subject RE [redacted] To [redacted] <(><<)> [redacted] Cc [redacted] <(><<)> [redacted] TA has advised us [redacted] to replace [redacted], parts should arrive [redacted] [redacted] <<<[redacted] entered by [redacted]>>>EMAIL SENT TO [redacted] .From [redacted] <(><<)> [redacted] Date [redacted] Subject Re [redacted] To [redacted] <(><<)> [redacted] Cc [redacted] <(><<)> [redacted] Hello, I am just following up to check if the door [redacted] have been installed and if the customer has picked up the vehicle. Thank you, <<<[redacted] entered by [redacted]>>>RECEIVED EMAIL FROM [redacted] .From [redacted] <(><<)> [redacted] Date [redacted] Subject RE [redacted] To [redacted] <(><<)> [redacted] Cc [redacted] <(><<)> [redacted], [redacted] <(> <<)> [redacted],

[redacted] <(><<)> [redacted] > Installed and she has not picked up yet, we wanted to drive it a bit and verify fix [redacted] <<< [redacted] entered by [redacted] >>>CALLED CUSTOMER I stated calling to confirm if you have your vehicle back She stated does not have it back yet retailer has had it for [redacted] now will be calling them for an update [redacted] I stated have it on file that they have had the vehicle again for another [redacted] will call the dealership [redacted] to check on the status She stated thank you appreciate it talk to you then <<< [redacted] entered by [redacted] >>>EMAIL SENT TO [redacted] AND [redacted] .From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re [redacted] To [redacted] <(><<)> [redacted] > Cc [redacted] <(><<)> [redacted] >, [redacted] <(> <<) > [redacted] >, [redacted] <(><<)> [redacted] > Hello I am just following up for an update. Thank you, <<< [redacted] entered by [redacted] >>>RECEIVED EMAIL FROM [redacted] .From [redacted] <(><<) > [redacted] > Date [redacted] Subject Re [redacted] To [redacted] <(><<) > [redacted] > [redacted] <(><<)> [redacted] >, [redacted] <(><<)> [redacted] >, [redacted] <(><<)> [redacted] > This is not good news...please be ready to open a TA when you get the car in and after your initial assessment...tia. <<< [redacted] entered by [redacted] >>>RECEIVED VOICE MAIL FROM CUSTOMER She stated did get the vehicle back but had to bring it back to the retailer right away window and lock controls on the driver side were not working at all please give me a call to discuss this <<< [redacted] entered by [redacted] >>>EMAIL SENT TO [redacted] AND [redacted] .From [redacted] <(><<)> [redacted] > Date [redacted] Subject Re [redacted] To [redacted] <(><<)> [redacted] > Cc [redacted] <(><<)> [redacted] > [redacted] >, [redacted] <(> <<)> [redacted] >, [redacted] <(><<)> [redacted] > Hello I just received a voice mail from Ms [redacted]. She stated the vehicle is back at the dealership again because the driver side window and lock controls were not working. Can you please update me Thank you, <<< [redacted] entered by [redacted] >>>RECEIVED EMAIL FROM [redacted] . From [redacted] <(><<)> [redacted] > Date [redacted] Subject RE [redacted] To [redacted] <(><<)> [redacted] > Cc [redacted] <(><<)> [redacted] >, [redacted] [redacted] <(> <<)> [redacted] >, [redacted] <(><<)> [redacted] > We picked up the car [redacted], brought it to the store and all systems were working. We are rechecking our work to be sure. [redacted] <<< [redacted] entered by [redacted] [redacted] >>>CALLED CUSTOMER I stated received voice mail calling to follow up spoke with dealership and they are testing the vehicle to make sure all the systems are working She stated can you get how many days the vehicle has been down for this same problem have been making a car payment for this vehicle for the [redacted] while still having the same issues because once you add up all the days we will sit down and discuss how many months I was out in total I stated will get a copy of all the RO and once the vehicle is repaired, I can look into compensation She stated then you do that bye <<< [redacted] entered by [redacted] >>>EMAIL SENT TO [redacted] .From [redacted] <(><<) > [redacted] > Date [redacted] Subject Re [redacted] To [redacted] <(><<) > [redacted] > Cc [redacted] <(><<)> [redacted] >, [redacted] <(> <<)> [redacted] >, [redacted] <(><<)> [redacted] > Thank you for the update [redacted] Can you please send me ALL of the RO's from this locking problem. I understand the vehicle has been back and fourth to the dealership for this same concern for the [redacted] Thank you, <<< [redacted] [redacted] entered by [redacted] >>>CALLED CUSTOMER I stated is this a good time to speak She stated no not really can you call me in like a [redacted] I stated out of the office in [redacted] can call you first thing [redacted] She stated that is fine I stated have a good weekend She stated thank you, you too <<< [redacted] entered by [redacted] >>>CALLED SERVICE RECEPTIONIST confirmed customer's vehicle is still at the retailer <<< [redacted] entered by [redacted] [redacted] >>>CALLED CUSTOMER I stated calling to update you waiting for the vehicle to be repaired and picked up need repair order from this visit to add these days into the time you were out of your vehicle She stated at this point my vehicle is a lemon hired an attorney to look into this for me I stated understandable will document that in the notes and wait to hear from your attorney She stated thank you <<< [redacted] [redacted] entered by [redacted] [redacted] >>>RECEIVED EMAIL FROM SERVICE MANAGER [redacted] .From [redacted] <(><<) > [redacted] > Date [redacted] Subject RE [redacted] To [redacted] <(><<) > [redacted] >, [redacted] <(> <<)> [redacted] > Cc [redacted] <(><<)> [redacted] > All, I am

delivering her car back [redacted]. She is off the lawyer subject for now. What are the chances we can help her into a new car [redacted] <<<[redacted] 000PM entered by [redacted]>>>CUSTOMER CALLED INTO CRC She stated still having the same problems with the vehicle has called and left messages with the dealership, playing phone tag a little bit I stated do apologize, what is happening now with the vehicle She stated weird issues have been happening so far since picking up the vehicle [redacted], the problem occurred [redacted] no warning lights are illuminated tried opening all [redacted] doors and closing them tried opening the doors from the inside and closing them, still did not lock husband was putting something in the trunk and when he hit the lift gate button on the key fob the alarmed sounded in the vehicle I stated do apologize about this will contact the dealership and advise them the problem is still occurring and the vehicle needs to be brought back ASAP She stated thank you so much I stated will let you know what they say after I speak with them <<<[redacted] entered by [redacted]>>>EMAIL SENT TO [redacted] AND [redacted] . From [redacted] <(><<)>[redacted]> Date [redacted] Subject [redacted] To [redacted] [redacted] <(><<)>[redacted]> Hello [redacted] Ms [redacted] picked up her [redacted] sometime. The vehicle was originally there for the doors not locking. She is still experiencing the same problems. Also now when using the lift gate button on the key fob, the alarm sounds. I advised her to bring the vehicle back whenever she can. Thank you, <<<[redacted] entered by [redacted]>>>RECEIVED EMAIL FROM [redacted] From [redacted], [redacted] <(><<)>[redacted]> Date [redacted] Subject RE [redacted] To [redacted] <(><<)>[redacted]> [redacted] <(><<)>[redacted]>, [redacted] <(> <<)>[redacted]>, [redacted] <(><<)>[redacted]> Client was delivered the car back [redacted] [redacted] <<<[redacted] entered by [redacted]>>>CALLED [redacted] FROM [redacted] [redacted] Left voice mail to return call at earliest convenience <<<[redacted] entered by [redacted]>>>RECEIVED EMAIL FROM [redacted] [redacted] FROM [redacted] [redacted] .From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] To [redacted] <(><<)>[redacted]> [redacted] [redacted] <(><<)>[redacted]>, [redacted] <(> <<)>[redacted]> Yes, she has contacted us and we are easy when she arrives. [redacted] <<<[redacted] entered by [redacted]>>>CALLED CUSTOMER Left voice mail stating calling to check if an appointment has been scheduled at the retailer yet please return call at earliest convenience <<<[redacted] entered by [redacted]>>>CALLED CUSTOMER Left voice mail to return call at earliest convenience to discuss if appointment has been set at the dealership <<<[redacted] entered by [redacted]>>>CUSTOMER CALLED INTO CRC I stated kept calling to find out which day the appointment is set for She stated the same day I called you and let you know what was going on, the dealership reached out to me and picked the vehicle up to be repaired I stated thank you for letting me know will call the dealership for an update <<<[redacted] entered by [redacted]>>>CALLED [redacted] I stated calling to regards to Ms [redacted], her vehicle was picked up [redacted] to be looked over again He stated currently working with tech line chasing wires, found the fault when pulling on a cable under the right rear seat getting closer to finding the wire I stated do you think you can send me an email when the vehicle is repaired He stated yes, will do do not know if the customer will be satisfied but will try I stated thank you so much <<<[redacted] entered by [redacted] [redacted]>>>RECEIVED EMAIL FROM [redacted] . From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] To [redacted] <(><<)>[redacted]>, [redacted] [redacted] <(><<)>[redacted]> That's cool... Remind me, have I reviewed the history ...if not, please send me the file. If I have, then I apologize and I will revisit as soon as I get back to the office on [redacted] .. Can you ask for her patience until we can create an appropriate goodwill offer commensurate to the inconvenience the car has put her through Excuse typo's...regards [redacted]. <<<[redacted] entered by [redacted]>>>EMAIL SENT TO SERVICE MANAGER [redacted] AND [redacted] .From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] To [redacted] <(><<)>[redacted]> [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> Hello, When an appropriate goodwill decision is decided, can you please advise me of what we will offer. Thank you, <<<[redacted] entered by [redacted]>>>EMAIL SENT TO [redacted] AND [redacted] .From [redacted] <(><<)>[redacted]> Date [redacted] Subject Re [redacted] To [redacted] <(><<)>[redacted]> [redacted] <(><<)>[redacted]>, [redacted] <(><<)>[redacted]> Hello all, I was just checking in. Have you come to a decision about a good will offer or is that decision up to me I also have not

	received the RO from this last visit, can you please email that to me. Thank you, <<< entered by >>>RECEIVED EMAIL FROM .From <(><<)> > Date Subject FW RANGE ROVER To ( ) <(> <<)> > , Are we getting anywhere with this Call me if you'd like. Service Director <<< entered by >>>EMAIL TO . From <(><<) > > Date Subject Re FW RANGE ROVER To <(><<) > > Hello, I still have not received the last visits RO so I can add that into how many days she was out of the vehicle. Can you please email that to me So far I have a calculation of that the vehicle was down but out of those , it was a lot of back and . So I understand she has endured a lot of inconveniencing. So I only think I am going to get approved for of payments. I have a feeling that its not going to be enough for her. What do you think Thank you, <<< entered by >>>RECEIVED EMAIL FROM .From <(><<)> > Date Subject RE FW RANGE ROVER To <(><<)> > Here is last ro. She may be ok if the car does not fail again soon. <<< entered by >>>EMAIL TO .From <(><<)> > Date Subject Re FW RANGE ROVER To <(><<)> > Can I just confirm this last visit was and the prior was . I just want to make sure I have all of the repair orders I apologize. <<< entered by >>>RECEIVED EMAIL FROM .From <(><<)> > Date Subject To ( ) <(> <<)> > Somehow you do not have these <<< entered by >>>ALL ROS ATTACHED TO CASE TOTAL NUMBER OF DAYS OUT OF THE VEHICLE till = till = till = till = till = till = till = till = till = Total number of days out of the vehicle = <<< entered by / >>>CALLED CUSTOMER Left voice mail to return call at earliest convenience so I can provide my email address and get a copy of the sales/ lease contract with your monthly payment <<< entered by >>>CALLED CUSTOMER Left voice mail to return call at earliest convenience need copy of sales/lease contract so I can look into compensation <<< entered by >>>ATTORNEY DEMAND LETTER RECEIVED CLOSE CASE AS PER MATT IN <<< entered by >>>DISREGARD LAST CASE NOTE SYSTEM COPIED FROM LAST CASE OPENED <<< entered by >>>Called customer on behalf of She was out for the day and was calling on her behalf the last note was that she has left a message in regards to her lease statements I advised her to email a copy of it so she can look into compensation <<< entered by >>>RECEIVED EMAIL FROM CUSTOMER .From <(><<)> > Date Subject Requested Information for To <(><<)> > <(><<) > >, <(> <<)> > Hello , VIN I have received several calls from yourself and of your colleagues. Last time we spoke, I let you know that from that point on all contact should be with my attorney, please direct all questions or requests for information through him. His contact information below Esq. <(>&<)> fax <<< entered by >>>Name LAND ROVER LR Repr Date DIST(Cust Comments C.S. THE RIGHT REAR DOOR SAYS IT IS OPEN WHEN DRIVING DOWN THE ROAD IT ALSO WILL NOT OPEN FROM THE OUT SIDE PLEASE SEE HISTORY AND ADVISE Tech Comments CONFIRMED COMPLAINT. USED SDD TO SCAN FOR CODES. NO CODES FOR RITH REAR DOOR AJAR. WITH SHOP FORMAN HELP. TRACED RIGHT REAR DOOR CIRCUITS. REMOVED DOOR CASING, RIGHT B PILLA R TRIM AND RIGHT INSTRUMENT PACK TRIM. TESTED AND AT REAR DOOR MODULE. PASSED. CHECKED GROUND AT 5 AND 6 FOR CENTRAL DOOR LOCKING MOTOR. PASSED. CTED CONNECTOR AND PASSED. REMOVED CEN
CQIS Recommendations	

Tire Information

Tire Manufacturer		Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN		Engine Serial Number	
Model Year		Engine Description	GDI GAS
Transmission	AUTO 8 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER
Body Cab Style	Unknown	Drive Line	L/H FULL TIME DRIVE
Production Date		Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ( )	Reaquired Vehicle	
Build Region		Warranty Start Date	
Build Country Code		Transmission Serial Number	
Mileage		Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	22-Apr-2016
Version Series Code		Load Date	23 -Apr-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0156
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER HUNT VALLEY
Non Causal Part Prefix-Base-Suffix		Dealer City	COCKEYSVILLE
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	4106666060
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment

Technician Comment

<<< [redacted] 3 48 50 417AM entered by [redacted] From TA or [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted]ician Name [redacted] VIN [redacted] Model [redacted] [redacted] Country [redacted] Customer Concern Customer states [redacted] fromt doors open partially and close when driving. Detail Diagnosis Dealer Difficulty I have not duplicated the concern. I am reporting the concern due to the nature of the concern.I checked to make sure [redacted] was performed and the correct software was listed [redacted] Reported Customer Symptom Alleged unintended door opening Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road No <<< [redacted] entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to [redacted] <<< [redacted] 000PM entered by [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance TA Request with your findings within the next 24 hours. 1) What did the customer experience when the doors partially opened and closed Was it all doors Was it just the soft lock disengaging. Did the customer open and close the door to make the fault stop. Obtain more information from the customer as to what conditions where present when the alleged fault occurred and what door(s) where involved. Thanks. 2) There is nothing relevant in the session file. <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>spoke with customer. Front doors only, random left or right , never [redacted] at same time, No Door Open message when it happens, The way it was descibed it sounds like soft close releases and recinches. customer does not touch doors it does it once and stops (Doors do not cycle) <<< [redacted] entered by [redacted] Hotline/Representative>>>1)Try to duplicate the fault. Attach a current session to the TA. Thanks. <<< [redacted] [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>I have tried to duplicate faults. Customer states it is random. The session I sent was from [redacted] Do you see something different <<< [redacted] [redacted] entered by [redacted] Hotline/Representative>>>Nothing relevant in the session. <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' Additonal Information test driving vehicle. <<< [redacted] entered by [redacted] From TA or [redacted] Hotline/Representative>>>Kept report status 'Investigating' Additonal Information test driving vehicle. <<< [redacted] 000AM entered by [redacted] From TA or [redacted] Hotline/Representative>>>Could not duplicate concern on multiple attempts As per conversation with [redacted], I moved strikers of [redacted] in [redacted] released vehicle to customer. <<< [redacted] entered by [redacted] Hotline/Representative>>>Could not duplicate concern on multiple attempts As per conversation with [redacted], I moved strikers of [redacted] in [redacted] released vehicle to customer. l kedzie [redacted] Close Request

CQIS Recommendations

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]

Model Year	[redacted]	Engine Description	[redacted] GDI SC [redacted] GAS
Transmission	AUTO [redacted] [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	[redacted] FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	damage
Commodity	body-locks/latches-power locks/rke-	Symptom	excessive closing force
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-vehicle towed in
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	0008228858	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	27-Jun-2016
Version Series Code		Load Date	28 -Jun-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0348
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER HILTON HEAD
Non Causal Part Prefix-Base-Suffix		Dealer City	HARDEEVILLE
Non Causal Part Numbers		Dealer State/Province	SC
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8432083700
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>> [redacted] Case ID [redacted] [redacted]ician Name [redacted] VIN [redacted] Model [redacted] Year 2015 [redacted] [redacted] Customer Concern passenger door opened while driving was unable to close would not latch. Detail Diagnosis Dealer Difficulty after being towed in door is working now. [redacted] was just done on [redacted] not sure where to go on this any help would be great thank you Reported Customer Symptom No Door Latching Exterior Door is Closed Suspected Causal Part Module Keyless Vehicle KVM / RFA Condition Corrupted Modification No Vehicle Off Road Yes <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]ical Assistance TA Request with your findings within the next 24 hours Thank you. Please fill out the attached info form and answer the following questions. Was there any damage to the vehicle Was anyone hurt If yes please provide photos of damage and details. <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>no damage and no one was hurt <<< [redacted] 06 [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>am still trying to fill out form unable to pull up and fill in <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>I.T. troubles on our end for filling out your forms. Scanned in and faxed back. Thank you <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Unfortunately I have not received a fax. Please email the forms to [redacted] <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Urgent Message From The [redacted] We have not received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<Jul 1 2016 [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>Changed report status to 'Investigating' Additonal Information will get form emailed <<< [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' Additonal Information waiting on right side door latch <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>installed right side door latch fault has not returned <<< [redacted] entered by [redacted] Hotline/Representative>>>installed right side door latch fault has not returned g gall6 [redacted] Close Request
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	14100837461508PS
Model Year	2015	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405

Body Cab Style	Unknown	Drive Line	4 [redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

ECI Record	[redacted]	[redacted]	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	circuit-poor contact/poor ground
Commodity	body-locks/latches-power locks/rke-	Symptom	damage
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-chafed/excessive wear
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-insulation/wire damage
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-shuts off
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	loose
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-child related
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	30-Jun-2016
Version Series Code		Load Date	02 -Jul-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0334
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER MINNEAPOLIS
Non Causal Part Prefix-Base-Suffix		Dealer City	GOLDEN VALLEY
Non Causal Part Numbers		Dealer State/Province	MN
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7632222200
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	

[redacted]nician Comment	<<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Thank you. Update with completed form. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>nobody was hurt and no damage occured. We are in process of filling out form and trying to duplicate concern <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance [redacted] Request with your findings within the next [redacted]. ACTION Please fill out the attached info form Please attach photos of any damage to the [redacted] Continue to attempt to duplicate alleged customer concern. Questions Was anyone hurt <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] <[redacted]> [redacted] ([redacted]) to [redacted] Vehicle VIN [redacted] (2015) Customer Concern/ Comments CUSTOMER STATES DRIVING DOWN THE ROAD WHEN PASSENGER REAR DOOR FLEW OPEN WITH NO WARNINGS ON THE DASH. ONLY HAPPENED ONCE Detailed Diagnostics (Fault has not been replicated) CONNECTED SDD AND NO STORED DTCS AND LATCH IS HOLDING PROPERLY Thank You, [redacted] [redacted] [redacted]nical Assistance <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] [redacted]nician Name [redacted] VIN [redacted] Model [redacted] Supercharged Year 2015 Country [redacted] Customer Concern CUSTOMER STATES DRIVING DOWN THE ROAD WHEN PASSENGER REAR DOOR FLEW OPEN WITH NO WARNINGS ON THE DASH. ONLY HAPPENED ONCE Detail Diagnosis Dealer Difficulty CONNECTED SDD AND NO STORED DTCS AND LATCH IS HOLDING PROPERLY Reported Customer Symptom Alleged unintended door opening Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road Yes <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>HERE IS FORM THAT WAS FILLED OUT BY CUSTOMER. PLEASE ADVISE <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>[redacted] Local Escalation (New) Request Assistance For [redacted] [redacted] Reason Escalating [redacted] due to customer concern being a White Alert. Customer states that the rear door opened on its own while making a turn. Customers [redacted] baby was in the seat when this occurred. There are no injuries. The session file has no relevant codes relating to the alleged incident. Given the nature of the concern, I would suggest replacing the door latch on the affected door. Please let me know your thoughts. Message . From [redacted] To [redacted], [redacted], [redacted], smatth26 <<<[redacted] 000AM entered by [redacted] [redacted] Hotline/Representative>>>[redacted], Results of Investigation Session file review does not show any codes relating to the alleged incident Actions Required Inspect the affected door for proper latching Inspect the affected door hanlde for proper operation Inspect the wiring to the affected door hanlde and latch for any possible chafs or loose connections The [redacted] has been escalated to the AMM for review. <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] [redacted] Hotline/Representative>>>REPLACED LATCH, WRAPPED AND PADDED WIRING SO NOTHING IN CONTACT. WORKING AS DESIGNED. THANKS [redacted] [redacted] Close Request <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>REPLACED LATCH, WRAPPED AND PADDED WIRING SO NOTHING IN CONTACT. WORKING AS DESIGNED. THANKS <<<[redacted] entered by [redacted] [redacted] Hotline/Representative>>>[redacted], Tape the chaffed wires up and properly secure them so they do not come in contact with anything. Replace the door latch assy and recheck Report back with results <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>Upon investigation found the wire on pin 5 connector [redacted] chaffed [redacted] behind connector. This chafing happened on door frame (see photos). I can not see bare wire. <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] [redacted] Hotline/Representative>>>Changed report status to 'Investigating'
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2015	Engine Description	[redacted] OHC SGDI SC [redacted] GAS AJ133
Transmission	AUTO [redacted] TRANS(AWD)	Vehicle Description	RANGE ROVER [redacted]
Body Cab Style	Unknown	Drive Line	4 [redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
[redacted]	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	loose
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while turning
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-indicator light/warning chime on
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key	0008262982	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Oct-2016
Version Series Code		Load Date	08 -Oct-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0287
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	HORNBURG LAND ROVER LOS ANGELE
Non Causal Part Prefix-Base-Suffix		Dealer City	LOS ANGELES
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3104325900
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] 000PM entered by [redacted] Hotline/Representative>>>Closure accepted <<< [redacted] by [redacted] From TA or [redacted] Report [redacted] Hotline/Representative>>>Replaced the drivers door latch. <<< [redacted] by [redacted] Hotline/Representative>>>Emailed [redacted] and [redacted] for a White Alert notice. White Alert opened on [redacted] unintended door opening while driving. <<< [redacted] entered by [redacted] Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the [redacted]nical Assistance TA Request with your findings within the [redacted]. 1) Have you duplicated the customer's concern with the vehicle 2) Try to duplicate the fault, then replace the driver's door latch assembly. <<< [redacted] entered by [redacted] Hotline/Representative>>>[redacted] Local Escalation (New) Information Only For [redacted] TA [redacted] Reason Customer Concern/ Comments Drivers door opened while driving [redacted]. Being progressed. Message . From [redacted] To [redacted] [redacted] [redacted] <<< [redacted] [redacted] entered by [redacted] Hotline/ Representative>>>Owner changed from Not Set to [redacted] <<< [redacted] [redacted] entered by [redacted] From TA or [redacted] Report [redacted] Hotline/ Representative>>>[redacted] Case ID [redacted] [redacted]hician Name [redacted] VIN [redacted] Model [redacted] V6 [redacted] 2015 Country [redacted] Customer Concern Drivers door opened while driving [redacted]. Detail Diagnosis Dealer Difficulty Customer stated on [redacted] while turning the drivers door opened by itself. [redacted] the door had no door open warning on and one time it did. [redacted] the door eventually started working again. No relevant DTC's stored. Reported Customer Symptom Alleged unintended door opening Suspected Causal Part Latch Door Exterior Front LH Condition Loose component Modification No Vehicle Off Road Yes
CQIS Recommendations	

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	1409191312306PS
Model Year	2015	Engine Description	3.0L DOHC GDI SC V6 GAS
Transmission	AUTO 8 SPD ZF 8HP45 TRANS (4WD	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	23-Dec-2014	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Feb-2015
Build Country Code		Transmission Serial Number	

Mileage	[redacted]	[redacted] Axle [redacted]	
[redacted] [redacted] Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

arollo1 / [redacted]
Release 11.0.0
Release Date: [redacted]

Add to New Folder | Add to Existing Folder | View Change History | Update | Print to PDF | Previous | Next

Note: *Fields which are grayed (ghosted) will be mapped to the data warehouse in future releases. They are not presently being populated.*

ECI Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body \ locks/latches \ power locks/rke \	Symptom	circuit-shorted
Commodity	body \ locks/latches \ power locks/rke \	Symptom	contaminated/foreign
Commodity	body \ locks/latches \ power locks/rke \	Symptom	field service action
Commodity	body \ locks/latches \ power locks/rke \	Symptom	function-closes-will not stay up/open
Commodity	body \ locks/latches \ power locks/rke \	Symptom	function-false activation/cycle/deploy
Commodity	body \ locks/latches \ power locks/rke \	Symptom	function-malfunction/inoperative
Commodity	body \ locks/latches \ power locks/rke \	Symptom	latching-does not latch/close
Commodity	body \ locks/latches \ power locks/rke \	Symptom	latching-does not release/open
Commodity	body \ locks/latches \ power locks/rke \	Symptom	latching-unlatch/latch opens
Commodity	body \ locks/latches \ power locks/rke \	Symptom	loose
Commodity	body \ locks/latches \ power locks/rke \	Symptom	mod-child related
Commodity	body \ locks/latches \ power locks/rke \	Symptom	mod-codes found
Commodity	body \ locks/latches \ power locks/rke \	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	body \ locks/latches \ power locks/rke \	Symptom	mod-intermittent/random
Commodity	body \ locks/latches \ power locks/rke \	Symptom	mod-location-at a pillar
Commodity	body \ locks/latches \ power locks/rke \	Symptom	no keyword found
Commodity	body \ locks/latches \ power locks/rke \	Symptom	no problem found
Commodity	body \ locks/latches \ power locks/rke \	Symptom	repair-similar failures on other vehicles mentioned
Commodity	body \ locks/latches \ power locks/rke \	Symptom	sticks/binds/grabs
Commodity	body \ locks/latches \ power locks/rke \	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Report Details

Source Claim	[redacted]	Warranty Component [redacted] (WCC)	
Corporate Product [redacted]		Time in Service	

Customer Condition Code		V [redacted])	
Source System Program Type		Repair/Report/Paid Date	[redacted]
Version Series Code		Load Date	[redacted]
Causal Part Prefix-Base-Suffix	- -	Dealer Code	[redacted]
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER [redacted]
Non Causal Part Prefix-Base-Suffix		Dealer City	[redacted]
Non Causal Part Numbers		Dealer State/Province	HI
Fault Code	[redacted]	Dealer Country	[redacted]
Diagnostic Trouble Code		Dealer Phone Number	[redacted]
Labor Operation Code		Attachment	Y
Communication Type		VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] Technician Name [redacted] VIN [redacted] Model [redacted] Supercharged Year 2015 Country [redacted] Customer Concern C/S RIGHT REAR DOOR OPENED WHILE CAR WAS DRIVING Detail Diagnosis Dealer Difficulty CHECK FOR BULLETINS OR RECALLS FOUND [redacted] CHECK IF RECALL WAS DONE AND IT WAS , CHECK TO SEE IF [redacted] WAS UP TO DATE AND IT WAS. RETRIEVE CODES, CHECKED RIGHT REAR AND LEFT REAR DOOR LATCH FOR POWERS AND GROUNDS, SHORT TO GROUND THEY WHERE ALL GOOD. THIS IS A SAFETY ISSUE SO IM SENDINDG A SESSION FILE TO SEE IF YOU CAN SEE SOMETING THAT I CAN'T. NOTE THIS IS A INTERMITTENT PROBLEM WHEN I ASKED THE CUSTOMER HE SAID IT HAPPEN [redacted] IN THE PAST. Reported Customer Symptom Unlocking operates when not expected Suspected Causal Part Handle Door Interior Release RH Rear Condition Unknown Modification No Vehicle Off Road Yes DTCs not recognized in CATS [redacted] <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>> <<<[redacted] entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to [redacted] <<<[redacted] entered by [redacted] Hotline/Representative>>>[redacted], Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance [redacted] Request with your findings within the [redacted]. If your issue has been resolved, you are required to Close out the [redacted] using the Closure Requested Tab within the [redacted] completing all the applicable fields. Results of Investigation I did not attempt to contact you, at this time you would have not been at retailer. Reviewed provided session file and noted related fault code. I believe you have reviewed concern with customer, can you provided information as to when this occurs Questions When this has occurred had someone entered that door(right rear) If so was this person a smaller child Has this occurred with any other doors If so was this after someone entered vehicle using that door Recommendations Please see if these questioned can be answered. Could also please confirm these ground points are clean and sesure. [redacted] 1 passenger A pillar area. [redacted] 1 passenger front seat mount area. [redacted] 1 passenger front seat mount area. Please update as this progresses. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>I CHECKED THESE GROUNDS REMOVE NUT CHECK FOR ANY DEBRIS THEY ALL WAS CLEAN AND FREE OF ANY DEBRIS CLEAN CONTACT POINTS AND RESECURE NUT TO FACTORY SPECS. QUESTIONS SOMEONE DID ENTER THE RIGHT REAR DOOR AND IT WAS A SMALL PERSON. NO OCCURANCE WITH ANY OF THE OTHER DOORS. BUT THIS HAPPEN ONCE BEFORE SAME DOOR NOBODY ENTERED THE DOOR OR WAS IN THE REAR RIGHT SEAT. NO INDICATORS THAT THE DOOR WAS OPEN IN THE IP ALSO THIS VEHICLE HAS SOFT CLOSE. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>THE CUSTOMER CONTACT ME AND SAID THAT THE OUTSIDE DOOR HANDLE GOT STUCK IN THE OPEN POSITION ON OCCASION AND DOSEN'T CLOSE BACK IN. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>I CHECKED THE DOOR HANDLE BUT COULDN'T DUPLICATE THE CONCERN <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted] Actions Based on the fact that the right rear outside door handle got stuck in the open position, replace the outside door handle. Save the old handle in case it needs to be returned for inspection. Attach to the [redacted] the following information 1. SAP Order # 2. [redacted] # on order 3. Method of shipping i.e Critical Parts Order, Stock Order, VOR Order. Update the [redacted] with results. Thanks. <<<[redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>SAP # [redacted] [redacted] HANDLE [redacted] REINFORCEMENT [redacted] CAP [redacted] GASKET [redacted] SCREW VOR I WILL REOPEN WHEN REPLACING COMPONENTS <<<[redacted] entered by [redacted] /Representative>>>Closure accepted <<<[redacted] [redacted] entered by [redacted] From [redacted] or [redacted] Hotline/Representative>>>[redacted], I REPLACED OUTER HANDLE AND REINFORCEMENT ROAD TESTING VEHICLE SO FAR THE DOOR HASN'T

	OPEN I WILL ROAD TEST VEHICLE SEVERAL [redacted] TO CONFIRM REPAIR THEN CLOSE THIS CASE. <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>> [redacted], A CRITICAL CONCERN RESOPNSE WAS FLAGGED BEFORE RECIEVING ANY PARTS REPLYING TO RETURN THE THE PARTS FOR TESTING. I HAVE THE PARTS NOW AND WILL TURN IT IN TO THE PARTS MANAGER [redacted] SHE TOLD ME THAT NORMALY THEY WOULD E MAIL HER SO WE CAN RETURN PARTS TO YOU GUYS FOR TESTING. THIS IS HER E MAI[redacted] THANKS <<< [redacted] entered by [redacted] Granato [redacted] Hotline/Representative>>>Thank you for the update. Please submit the case for closure and the information will be forwarded to the critical concerns team. Thank you <<< [redacted] entered by [redacted] From [redacted] Hotline/Representative>>>CONFIRM REPAIR THE RIGHT REAR DOOR STAYS AJAR AT THIS TIME. <<< [redacted] 000AM entered by [redacted] Hotline/Representative>>>Helpline closed T/A
CQIS Recommendations	

Tire Information

Tire Manufacturer	CONTINENTAL [redacted] VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	1[redacted]
Model Year	2015	Engine Description	5.0L OHC SGDI [redacted] GAS- AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS (AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	:Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reacquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	16897	Vehicle Axle Ratio	
Vehicle Restraint Code			

Add to New Folder | Add to Existing Folder | View Change History | Update | Print to PDF

Previous | Next

Disclaimer: This data is for use as one of several potential "awareness" indicators for the [redacted] Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact: CDR HELP
Copyright © [redacted] Rights Reserved.
Major Release [redacted]
Release Date: Sep [redacted]

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	damage
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-cracked/fractured/split
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-pre delivery
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Significant Event	Property Damage;	Verified	Y

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Nov-2016
Version Series Code		Load Date	23 -Nov-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0364
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NAPERVILLE
Non Causal Part Prefix-Base-Suffix		Dealer City	NAPERVILLE
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6303005000
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<< [redacted] 8 53 000PM entered by [redacted] From [redacted] TA or [redacted] Report Tech Hotline/Representative>>>Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance TA Request with your findings within the next [redacted] INVESTIGATION There are currently no other reports of this at this time. ACTION Please continue to attempt to duplicate the customer concern. Investigate the wiring to + From the latch.Update the TA with findings. <<< [redacted] entered by [redacted] From [redacted] Report Tech Hotline/Representative>>>Owner changed from Not Set to vamato <<< [redacted] entered by [redacted] From [redacted] Report Tech Hotline/Representative>>>[redacted] Case ID [redacted] Technician Name [redacted] VIN [redacted] Model [redacted] SC [redacted] Country [redacted] Customer Concern owner reports the left rear outside door handle sticks in the open position after opening door Detail Diagnosis Dealer Difficulty check left rear door operation works at this time . checked for faults using sdd gad b10cd 23. replaced left rear door latch and cable from latch to outside door handle customer came to pick vehicle up after repair. they say the out side door handle stuck in the open position. recheck for faults no faults in system . handle works at this time Reported Customer Symptom Exterior door handle is broken Suspected Causal Part Handle Door Exterior LH Rear Condition Factory Damage Modification No Vehicle Off Road Yes <<< [redacted] 31 000AM entered by [redacted] From [redacted] Report Tech Hotline/Representative>>>m lil1 [redacted] Close Request customer pick vehicle up could not reproduce <<< [redacted] 000AM entered by [redacted] From [redacted] Report Tech Hotline/Representative>>>customer pick vehicle up could not reproduce
CQIS Recommendations	

Tire Information

Tire Manufacturer	[redacted]	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	2016	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	23-Oct-2015	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	16-Dec-2015
Build Country Code		Transmission Serial Number	
Mileage	8325	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	[redacted]	[redacted]	CATS

Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-glass-windshield-	Symptom	field service action
Commodity	body-locks/latches—	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	chassis-service brakes—	Symptom	damage-road hazard
Commodity	chassis-service brakes—	Symptom	field service action
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	damage-road hazard
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	field service action
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel assy-tires-	Symptom	damage-road hazard
Commodity	chassis-wheel assy-tires-	Symptom	field service action
Commodity	chassis-wheel assy-tires-	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel assy-tires-	Symptom	mod-driving condition-while driving
Commodity	electrical-lamps/bulbs—	Symptom	comfort issue
Commodity	electrical-lamps/bulbs—	Symptom	field service action
Commodity	electrical-lamps/bulbs—	Symptom	mod-driving condition-while towing
Commodity	electrical-lamps/bulbs-brakelamps/himount brakelamp-	Symptom	field service action
Commodity	electrical-wiper/washer-window wipers-windshield wipers/motor	Symptom	damage-road hazard
Commodity	electrical-wiper/washer-window wipers-windshield wipers/motor	Symptom	field service action
Commodity	electrical-wiper/washer-window wipers-windshield wipers/motor	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	damage-grooved/scored
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	incorrect size
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Tread Category Code	12	Tread Category Description	exterior lighting
Tread Category Code	13	Tread Category Description	visibility
Tread Category Code	17	Tread Category Description	latch
Tread Category Code	19	Tread Category Description	tires

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Dec-2016
Version Series Code		Load Date	15 -Dec-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0209
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER HINSDALE
Non Causal Part Prefix-Base-Suffix		Dealer City	HINSDALE
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code	117	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6303259955
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	

Technician Comment	<<< [redacted] entered by [redacted] >>> Received call from customer She has a case with [redacted] I advised [redacted] is either on the phone or away from her desk Can I place you into her voice mail She stated That is fine. <<< [redacted] entered by [redacted] >>>Called the customer at [redacted] He states The brakes light came back on He has called the retailer they have not return the vehicle How can they treat customer's like They are representing the brand Advised I do apologize It may have been the holiday I will reach out to the retailer Customer He can understand the holiday Buts it been [redacted] days since the holiday is over He is at the point where he is not comfortable with the retailer Advise I will reach out if he is not comfortable with the retailer he can choose to go to another retailer <<< [redacted] entered by [redacted] >>>Called the retailer at [redacted] Left a message for [redacted] advising the customer call back in He states the retailer has not return his call Provide my phone number and extension <<< [redacted] entered by [redacted] >>>Called the retailer at [redacted] Left a message for the [redacted] Provide my phone number and extension <<< [redacted] entered by [redacted] >>>Called to customer at [redacted] Advised I am following to see if the returned his call I did leave a message on his behalf Customer The retailer has not returned his call He is taking the vehicle to another retailer [redacted] ([redacted]) Advised I will follow up <<< [redacted] entered by [redacted] >>>Called the customer at [redacted] advised I am following up on the offer ma <<< [redacted] entered by [redacted] >>>Please regard previous notes <<< [redacted] entered by [redacted] >>>Called the customer at [redacted] No answer left a message advising I am following up on his appointment Provide my phone number and extension <<< [redacted] entered by [redacted] >>>Mailed OLC <<< [redacted] entered by [redacted] >>>Called the customer at [redacted] advised I am following up with his new appointment Customer The new retailer was great They are going to be looking at the vehicle The brake light came back on He cannot believe [redacted] [redacted] has not returned his calls Advised I am glad the new retailer is working out For his inconvenience I would like to offer [redacted] OLC Customer accepted Advised The case will be close once mailed he should get the cert in [redacted] <<< [redacted] entered by [redacted] >>>Mailed OLC <<< [redacted] entered by [redacted] >>>CUSTOMER CALLED IN AND STATED She would like to speak to her case manager I advised She is not available at this time Customer stated Customer received a legal letter from the dealer where it states that she will be compensated in the amount of [redacted] Once the letter is signed the dealer will be released from any liability The letter is signed by the CFO The brake light came on and the dealer has not fix the issues that she currently has She wants to speak to her case manager She has called in previously and she hasn't return her calls I advised I will let her know that you called Customer stated She can be reached at [redacted] Ms. [redacted] <<< [redacted] entered by [redacted] >>>AS PER DDW Warranty Cover Policy Expires Distance Deductible Corrosion Warranty [redacted] [redacted] Federal Emission Warranty [redacted] [redacted] LR Select CPO [redacted] [redacted] [redacted] Paint Warranty [redacted] [redacted] Standard Factory Warranty [redacted] [redacted] <<< [redacted] entered by [redacted] >>>AS PER [redacted] [redacted] T/LK R T/ES [redacted] [redacted] DC [redacted] [redacted] [redacted] [redacted] [redacted] Claim Key [redacted] Doc # [redacted] Trx Code [redacted] Labor Hrs .2 Labor Cost [redacted] Material Cost 0 Total Cost [redacted] Dlr Cd Sub Cd [redacted] LR Name LAND [redacted] Ph [redacted] [redacted] Reg Cd LR Repr Date [redacted] DIST(Mile) [redacted] Cust Comments CUSTOMER STATES RT REAR DOOR WILL NOT LATCH AT TIMES. Tech Comments [redacted] ENTRY PROBLEMS. HOOKED SDD DIAGNOSTIC SYSTEM TO RETRIEVEDFAULTS. NO RELATED FAULTS FOUND. FOUND [redacted] SOFTWARE UPDATE. SYSTEM RECONFIGURE [redacted] MODULE. TESTED MULTIPLE TIMES. DOOR LOCKSYSTEM IS OPERATING AS DESIGN. CAUSAL PART NUMBER [redacted]. <<< [redacted] [redacted] entered by [redacted] >>>Comments [redacted] Rec. Score 0.0 <<< [redacted] [redacted] entered by [redacted] >>> [redacted] called in customer states she was online and wanted to lodge complaint but the box is not big enough what would be the remedy to this issue I advised there is a case already open for her concerns and explained representative is working with her husband customer states ok good just wanted to make sure everything is documented I advised provided her with the case number. <<< [redacted] [redacted] entered by [redacted] >>>Late note update [redacted] Called the customer at [redacted] Advised I was call on behalf of the survey Customer states purchase the vehicle in [redacted] He purchase a CPO vehicle He got a nail in his tire and went to the retailer its turns put he needed wiper The brakes pad needs to be replaced For CPO vehicle to have so much issue Now it will cost [redacted] to get all the issues resolved Feel the retailer was not upfront with him They only offered [redacted] (refund) Advised I will reach out to the retailer <<< [redacted] entered by [redacted] >>>Called the retailer at [redacted] Left a voice message for he [redacted] Provide my phone number and extension <<< [redacted] [redacted] entered by [redacted] >>> [redacted] [redacted] called back in [redacted] Late note update [redacted] He states The CPO was done according to standards The vehicle

	was sold in [redacted] at [redacted] Customer came in [redacted] with a nail in the tire When the vehicle was sold the tire measure at [redacted] The customer needed brakes a route repair The customer was offer a [redacted] Which is not normally something that is done The are trying to appease to customer The previous owner did service the vehicle in [redacted] The current service is now due on the vehicle Advise I will follow up with the customer will see if can offer OLC <<<[redacted] entered by [redacted]/Client [redacted]>>>Review case with my senior Lead [redacted] Advised If the retailer followed standard policyfor the CPO vehicles There is nothing to be done There is no offer to make, if the retailer are working with the customer that fine <<<[redacted] entered by [redacted]/Client [redacted]>>>Called the customer at [redacted] No answer left a message Provide my phone number and etension <<<[redacted] entered by [redacted]/Client [redacted]>>>Customer called back in Advised I did get to speak to the SM [redacted] He advise the CPO ws followed to the standard When the vehicle was purchase [redacted] back he did not need brakes (at [redacted]) A refund percentage was offered which is no t normally done Cutstomer he does understand that he is not blaming anyone He is speak with [redacted] and [redacted] The are working out an amount to offer him He just feels from the time the sold to the retailer and he purchase it the brake could have been checked out properly Advised I do apologize for any inconvenience I have document his concerns The case will be close Customer Agreed <<<[redacted] entered by [redacted]/Client [redacted]>>>Called the customer at [redacted] advised I am following up with his new appointment Customer The new retailer was great They are going to be looking at the vehicle The brake light came back on He cannot believe [redacted] [redacted] has not returned his calls Advised I am glad the new retailer is working out For his inconvenience I would like to offer [redacted] OLC Customer accepted Advised The case will be close once mailed he should get the cert in [redacted] <<<[redacted] entered by [redacted]/Client [redacted]>>>ISSUE Received Inside Track corporate contact Service alert [redacted] Customer would like contact in order to further discuss his needs at the dealership REQUEST Corporate contact <<<[redacted] entered by [redacted]/Client [redacted]>>>[redacted] usin[redacted]D
CQIS Recommendations	

Tire Information

Tire Manufacturer	CONTINENTAL TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted] DOHC GDI SC V6 GAS
Transmission	AUTO 8 [redacted] ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	[redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.

Concern Driven Reporting

Report Detail

Note: *Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the [redacted] quarterly releases.*

[redacted] Record	6[redacted]	Source Code	CATS

Commodity Assignment

Commodity	body-locks/latches-power locks/rke-	Symptom	circuit-open
Commodity	body-locks/latches-power locks/rke-	Symptom	field service action
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-child related
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-location-interior
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-no indication (sudden)
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	repair-prior repair mentioned
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key	[redacted]	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Jul-2017
Version Series Code		Load Date	22 -Jul-2017
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0313
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER MISSION VIEJO
Non Causal Part Prefix-Base-Suffix		Dealer City	MISSION VIEJO
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9499739800
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<[redacted] 21 2017 3 47 36 223AM entered by [redacted] From TA or [redacted] Hotline/Representative>>>[redacted] Case ID [redacted] [redacted]nician Name enciso [redacted] VIN [redacted] Model [redacted] [redacted] Country [redacted] Customer Concern CUSTOMER STATES RIGHT FRONT DOOR OPENS WHILE DRIVING BY ITSSELF. Detail Diagnosis Dealer Difficulty checked found campaign p068 closed out on vehicle did check [redacted] on rfa and new [redacted] was available. had road tested several [redacted] could not duplicate door opening itself. checked for any issues with door system or rfa all seems to be working. there was new [redacted] and have attached session to see if [redacted] was ever performed Reported Customer Symptom Alleged unintended door opening Suspected Causal Part Module Keyless Vehicle KVM / RFA Condition Inaccurate Modification No Vehicle Off Road Yes <<<[redacted] 000PM entered by [redacted] Hotline/Representative>>>Owner changed from Not Set to [redacted] <<<[redacted] [redacted] 000PM entered by [redacted] Hotline/Representative>>>[redacted] I can see [redacted] of the [redacted] parts updated during the KVM although there has been a KVM release since that campaign. 1. Find out how man[redacted]s this has occurred. 2. Remove the door panel and check the wiring and latch mechanism. 3. If it has happenend numerou[redacted] then I recommend replacing the door latch mechanism. Update the TA and request closure when complete. <<<[redacted] 000PM entered by [redacted] From [redacted] [redacted] Hotline/Representative>>>customer stated [redacted] <<<[redacted] 000PM entered by [redacted] Hotline/Representative>>>Keep the case until complete. Thanks. <<<[redacted] 000PM entered by [redacted] From TA or [redacted] Hotline/Representative>>>Changed report status to 'Investigating' <<<[redacted] 000PM entered by [redacted] Hotline/Representative>>>[redacted] I called your ph[redacted] and left a message. Product Investigation is looking for more information about this concern and I have a few tests to be performed. Find out if a child has used the RF door prior to it opening while driving. See if pulling down on the handle slightly when opening it as if a shorter child would causes the handle frame to stick not allowing the handle to return completely. Please try this even if you've already replaced the latch. If you have the latch out please take the few screws out that allow the rubber gasket to be pulled open so the internal motor can be seen. Take a photo of these internal comp[redacted]nts and attach it to the case. If at all possible have the customer demonstrate the issue to you. See if they can provide any insight as to how this happens. <<<[redacted] [redacted] entered by [redacted] From [redacted] [redacted] Hotline/Representative>>>Did receive any missed call or voicemail may have incorrect number [redacted] did not receive anymore information from customer. i could not get handle to stick. attached as many photos as possible. they do not want to pick up the car feels unsafe. new door latch was installed and tested with no failure duplicated. <<<[redacted] entered by [redacted] Hotline/Representative>>>Closure accepted.
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	

DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[redacted]	Engine Serial Number	[redacted]
Model Year	[redacted]	Engine Description	[redacted]
Transmission	AUTO [redacted] ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	[redacted] L/H FULL TIME DRIVE
Production Date	[redacted]	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY ([redacted])	Reaquired Vehicle	
Build Region		Warranty Start Date	[redacted]
Build Country Code		Transmission Serial Number	
Mileage	[redacted]	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as [redacted] of several potential "awareness" indicators for the [redacted] Concern [redacted]fication System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
Copyright [redacted] All Rights Reserved.