Appendix 6A Jaguar Land Rover AWS search methodology

The Jaguar Land Rover Analytical Warranty System (AWS) data was downloaded for the seven (7) subject vehicles Range Rover Evoque 2102-2014 MY. Claims then searched for warranty claims related to conditions that could be interpreted as relevant to “Loss of brake vacuum assistance” in its broadest sense.

From that search, zero (0) claims were returned.

After conducting a wider search, the labour Operation Code was identified as being used by the dealerships to report such claims. This is

705019 - Vacuum pump - servo - renew

Markets identified already by the NHTSA as USA and federalised territories (US, Guam, Puerto Rico, America Samoa, Northern Mariana Islands, US Virgin Isles).

An AWS search was then conducted, using the following criteria:-

Model

Model years

Market

Labour Operation code

Results then downloaded to Excel spreadsheets for in-depth analysis, looking for reports of “Loss of brake vacuum assistance” events.

Results for each claim line were searched, initially for key-words listed below, to consider each for the occurrence of any of the alleged loss of brake vacuum assistance conditions occurring.

Keyword list:

Slow; stop; hard; press; brake; pump; fault; down; push; soft: pedal; leak; vacuum; difficult; solid;

The customer comments were considered against the ‘Loss of brake vacuum assistance” claim criteria and where additional dealer comments were present, these were also considered. Loss of brake vacuum assistance criteria as defined by NHTSA is as follows.

Alleged defect: failure of the subject component, resulting in reduction of power assisted braking.

The final data set was saved for all vehicles identified from the search and is saved in Appendix 5a, filename: WARRANTY DATA.xlsx