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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-locks/latches—	Symptom	damage-weld defective/broken
Commodity	body-locks/latches—	Symptom	flaw in material
Commodity	electrical-driving controls/multifunction switches-turn signal switch-	Symptom	flaw in material
Commodity	electrical-driving controls/multifunction switches-turn signal switch-	Symptom	function-malfunction/inoperative
Commodity	electrical-driving controls/multifunction switches-turn signal switch-	Symptom	leak-porosity
Commodity	electrical-lamps/bulbs-turn signal lamps-	Symptom	damage-weld defective/broken
Commodity	electrical-lamps/bulbs-turn signal lamps-	Symptom	flaw in material
Commodity	electrical-lamps/bulbs-turn signal lamps-	Symptom	function-malfunction/inoperative
Commodity	electrical-lamps/bulbs-turn signal lamps-	Symptom	leak-porosity
Commodity	powertrain-engine-electronic engine control-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-electronic engine control-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-electronic engine control-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-electronic engine control-	Symptom	leak-fluid
Commodity	powertrain-engine-electronic engine control-	Symptom	odor
Commodity	powertrain-engine-fuel system-	Symptom	damage-weld defective/broken
Commodity	powertrain-engine-fuel system-	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	leak-porosity
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	mod-pre delivery
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	12	Tread Category Description	exterior lighting
Tread Category Code	17	Tread Category Description	latch

Report Details

Source Claim Key		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-May-2014
Version Series Code	VS GH	Load Date	03-May-2014
Causal Part Prefix-Base-Suffix	- -	Dealer Code	J5790
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR OF OKLAHOMA CITY
Non Causal Part Prefix-Base-Suffix		Dealer City	OKLAHOMA CITY
Non Causal Part Numbers		Dealer State/Province	OK
Fault Code	15330	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4052721717
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<May 2 2014 3 05 20 000PM entered by ePQR TR Request Tech Hotline/Representative>>>TRID [REDACTED] Email Phone [REDACTED] VIN SAJWA6GL0EM [REDACTED] [UK VIN SAJWA6GL0EM [REDACTED]] Model F TYPE V8 S Year 2014 Engine Size 5.0 S/C AJ133 Customer Comments / Concern CUSTOMER COMPLAINS OF FUEL SMELL AFTER FILL UP. Detail Diagnosis FOUND FUEL LEAK COMING FROM FUEL PUMP SEAL/ FLANGE AREA. REPLACED FUEL PUMP SEAL. LEAK STILL PRESENT. NO VISIBLE DAMAGE ON FUEL PUMP FLANGE. Dealil of Difficulty Reported Customer Symptom Fuel tank is slow to fill Suspected Causal Part Tank Fuel Auxiliary Condition Gasket / Sealant Leaking Modification Vehicle Off Road YES Yes <<<May 2 2014 3 13 42 670PM entered by Alan Buchman Tech Hotline/Representative>>>White Alert Raised in TA for fuel leak. TL e mailed Phil C, Mike M, Steve W, Joe G Vehicle currently at retailer being repaired. TS after TA submitted they found pinhole in flange and are replacing flange. During call line went dead,TL called 2 more times line down. TL requested photos of pinhole in fuel pump flange be attached to TA. <<<May 13 2014 4 43 28 080PM entered by Alan Buchman Tech Hotline/Representative>>>installed a new fuel flange and repaired the leakm badi3 05/13/2014 16 38 Respond to Helpdesk TL e mailed Phil C,Mike M, Joe G. and closed cases. <<<May 13 2014 4 43 28 080PM entered by Alan Buchman Tech Hotline/ Representative>>>installed a new fuel flange and repaired the leakm badi3 05/13/2014 16 38 Respond to Helpdesk <<<May 20 2014 1 21 50 993PM entered by Alan Buchman Tech Hotline/Representative>>>Tech calling to revise statement in response to photo request. TS the fuel flange was not replaced. TS removed flange and at siphon nipple where pinhole was,he plastic welded hole. TS vehicle was then released. TL will review with Supervisor. <<<May 21 2014 11 19 53 390AM entered by Alan Buchman Tech Hotline/Representative>>>TL called AMM Tom Paserchia Tuesday afternoon and left voice message to call and review case. Tom is on vacation,TL spoke with Bob Fiorito Wednesday morning. TL e mailed TA to Bob Fiorito,cc'd Tom Paserchia and Joe Granato to inform as to concern. TA note; Gents, The concern here is that this case is an ICR for fuel leak. TL was advised two times the fuel flange was replaced correcting concern. When the UK requested photos of the leaking flange,TL called retailer to inform and was told by tech at that time no photos are available as flange was repaired by plastic welding,not replaced. TL would advise to have vehicle returned to retailer and have flange replaced. Regards <<<May 21 2014 3 03 25 197PM entered by Alan Buchman Tech Hotline/Representative>>> TL pasted Service Managers e mail response to CATS. From Jim Ross Date Wed, May 21, 2014 at 1 57 PM Subject RE [REDACTED] To [REDACTED] Hello [REDACTED] The flange is on order and we will get the car back in ASAP to have it replaced. My understanding in talking to the tech and the advisor is that we had planned on ordering and replacing the flange. The owner was giving us a little pressure to get the car back to them before the weekend. The leak was repaired and the car delivered back to the owner. Thanks, Jim Ross
CQIS Recommendation	

Tire Information

Tire Manufacturer	Unknown	Tire Size	255/35R2097Y 295/30R20101Y S
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	SAJWA6GL0EM [REDACTED]	Engine Serial Number	I3032920324508PS
Model Year	2014	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS (2WD	Vehicle Description	F TYPE
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	29-Apr-2013	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	29-Jun-2013
Build Country Code		Transmission Serial Number	
Mileage	9893	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
Commodity Assignment			
Commodity	powertrain-engine—	Symptom	administrative cost
Commodity	powertrain-engine—	Symptom	field service action
Commodity	powertrain-engine—	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine—	Symptom	no keyword found
Commodity	powertrain-engine—	Symptom	nvh-noisy operation
Commodity	powertrain-engine—	Symptom	part-missing part
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	battery-dead/weak
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	calibration-issue/re-flash
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	circuit-shortcd
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	damage
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	emissions-failed evap
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	engine power-stall
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	field service action
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	fuel economy-poor
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	function-shuts off
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-driving condition-at high rpm
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-driving condition-at start up
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-driving condition-engine-hot
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-intermittent/random
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-location-under hood
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-shift reverse
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-vehicle towed in
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	part-missing part
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	pedal concerns-accelerator pedal
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	pressure-low
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	smoke
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	start-will not crank
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	start-will not start
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-air induction-throttle body	Symptom	battery-dead/weak
Commodity	powertrain-engine-air induction-throttle body	Symptom	circuit-shortcd
Commodity	powertrain-engine-air induction-throttle body	Symptom	damage
Commodity	powertrain-engine-air induction-throttle body	Symptom	emissions-failed evap
Commodity	powertrain-engine-air induction-throttle body	Symptom	engine power-stall
Commodity	powertrain-engine-air induction-throttle body	Symptom	field service action
Commodity	powertrain-engine-air induction-throttle body	Symptom	fuel economy-poor
Commodity	powertrain-engine-air induction-throttle body	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-air induction-throttle body	Symptom	leak/odor-fuel
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-driving condition-at high rpm
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-driving condition-at start up
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-driving condition-engine-hot
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-intermittent/random
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-location-under hood
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-shift reverse
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-vehicle towed in
Commodity	powertrain-engine-air induction-throttle body	Symptom	nvh-noisy operation
Commodity	powertrain-engine-air induction-throttle body	Symptom	part-missing part
Commodity	powertrain-engine-air induction-throttle body	Symptom	pressure-low
Commodity	powertrain-engine-air induction-throttle body	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-air induction-throttle body	Symptom	smoke
Commodity	powertrain-engine-air induction-throttle body	Symptom	start-will not crank
Commodity	powertrain-engine-air induction-throttle body	Symptom	start-will not start
Commodity	powertrain-engine-air induction-throttle body	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-cooling system-water pump	Symptom	damage
Commodity	powertrain-engine-cooling system-water pump	Symptom	emissions-failed evap
Commodity	powertrain-engine-cooling system-water pump	Symptom	engine power-stall
Commodity	powertrain-engine-cooling system-water pump	Symptom	fuel economy-poor
Commodity	powertrain-engine-cooling system-water pump	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-cooling system-water pump	Symptom	leak-coolant/loss of coolant
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-driving condition-engine-hot

Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-intermittent/random
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-location-under hood
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-shift reverse
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-vehicle towed in
Commodity	powertrain-engine-cooling system-water pump	Symptom	nvh-noisy operation
Commodity	powertrain-engine-cooling system-water pump	Symptom	part-missing part
Commodity	powertrain-engine-cooling system-water pump	Symptom	pressure-low
Commodity	powertrain-engine-cooling system-water pump	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-cooling system-water pump	Symptom	smoke
Commodity	powertrain-engine-cooling system-water pump	Symptom	start-will not crank
Commodity	powertrain-engine-cooling system-water pump	Symptom	start-will not start
Commodity	powertrain-engine-cooling system-water pump	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-electronic engine control sensors	Symptom	battery-dead/weak
Commodity	powertrain-engine-electronic engine control sensors	Symptom	calibration-issue/re-flash
Commodity	powertrain-engine-electronic engine control sensors	Symptom	circuit-shortcd
Commodity	powertrain-engine-electronic engine control sensors	Symptom	damage
Commodity	powertrain-engine-electronic engine control sensors	Symptom	emissions-failed evap
Commodity	powertrain-engine-electronic engine control sensors	Symptom	engine power-stall
Commodity	powertrain-engine-electronic engine control sensors	Symptom	field service action
Commodity	powertrain-engine-electronic engine control sensors	Symptom	fuel economy-poor
Commodity	powertrain-engine-electronic engine control sensors	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-electronic engine control sensors	Symptom	function-shuts off
Commodity	powertrain-engine-electronic engine control sensors	Symptom	leak/odor-fuel
Commodity	powertrain-engine-electronic engine control sensors	Symptom	leak-fluid
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-driving condition-at high rpm
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-driving condition-at start up
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-driving condition-engine-hot
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-intermittent/random
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-location-under hood
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-shift reverse
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-vehicle towed in
Commodity	powertrain-engine-electronic engine control sensors	Symptom	nvh-noisy operation
Commodity	powertrain-engine-electronic engine control sensors	Symptom	part-missing part
Commodity	powertrain-engine-electronic engine control sensors	Symptom	pressure-low
Commodity	powertrain-engine-electronic engine control sensors	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-electronic engine control sensors	Symptom	smoke
Commodity	powertrain-engine-electronic engine control sensors	Symptom	start-will not crank
Commodity	powertrain-engine-electronic engine control sensors	Symptom	start-will not start
Commodity	powertrain-engine-electronic engine control sensors	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	battery-dead/weak
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	calibration-issue/re-flash
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	circuit-shortcd
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	engine power-stall
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	field service action

Commodity	powertrain-engine-miscellaneous controls-	Symptom	start-will not crank
Commodity	powertrain-engine-miscellaneous controls-	Symptom	start-will not start
Significant Event	Fire; Property Damage;	Verified	Y

Tread Information

Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	18	Tread Category Description	speed control
Tread Category Code	23	Tread Category Description	Fire

Report Details

Source Claim Key		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	28-Dec-2015
Version Series Code		Load Date	02 -Jan-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	943	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	4805384100
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	5 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5 <<<Dec 28 2015 4 36 35 000PM entered by SVC RM User Program Management/Client Server>>>PER SUPERVISOR APPROVAL, SENT AMM EMAIL WITH AWS From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 28 December 2015 at 15 35 Subject Customer request repurchase/replace [REDACTED] SALS F2D49DA [REDACTED] To Ian Harms <(><<)>iharms@jaguarlandrover.com>, Messina, Steve <(> <<)>smessina@penskeautomotive.com> Customer [REDACTED] Vehicle 2013 RR Sport HSE VIN SALS F2D49DA [REDACTED] Mileage 38,941 Dealership Land Rover North Scottsdale Dealer code R0299 Case [REDACTED] Hello [REDACTED] The above customer is an Arizona resident who has called in to the CRC requesting that his vehicle be repurchased or replaced. He states he has experienced 3 instances of stepping on accelerator, getting a little acceleration, and then vehicle stalling. It was towed to his dealership twice. Since the 3rd repair, this has not recurred. But then, the check engine light came on. The dealership diagnosed valve failure and repaired. Twice, the battery has been flat and could not be jumped. The dealership replaced battery at no charge. Also, since the fuel lines were changed, gas mileage has dropped from 300 miles per tank to 250 miles per tank. He loves the vehicle and the brand but is afraid to drive the vehicle 70 miles to his vacation home [REDACTED]. The pertinent AWS entries are below SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 15 5H04 AH22 1K028 BB S11 S11 V51 MR3 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 2.3 Labor Cost 287.5 Material Cost 94.4 Total Cost 381.9 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 07 JAN 2014 DIST(Mile) 17007 Cust Comments CUSTOMER STATES, THERE IS A LOW PITCHED THUMPING LIKE NOISE, SEEMS TO BE FROM REAR OF VEHICLE, AT SLOW SPEEDS, AND NOISE WILL INCREASE WITH VEHICLE SPEED. CUSTOMER DID DRIVE WITH TECH FOR Tech Comment s FOUND RIGHT REAR WHEEL BEARING INTERNAL FAILURE. REMOVED AND REPLACED RIGHT REAR WHEEL BEARING. TEST DROVE VEHICLE. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 20 7A01 * IBATT * S09 S09 V19 JL1 28 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E83 Labor Hrs .5 Labor Cost 62.5 Material Cost 0 Total Cost 204.02 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 12 JUN 2014 DIST(Mile) 21975 Cust Comments CUSTOMER STATES ENGINE WILL NOT CRANK Tech Comments FOUND VEHICLE NOT CRANKING.JUMP STARTED.TESTED BATTERY FAILED TEST,REMOVED AND REPLACED BATTERY. DTC CODE 8Q670 72 G1HGV D8. SUBLETS FOR BATTERY COST.* 6/24 ZZZ123 IS FOR BATTERY PRICE,ZZZ661 FOR HANDLING * SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 34 1G02 8W93 8K500 BC S11 S11 V45 MG3 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 2.4 Labor Cost 304.8 Material Cost 172.83 Total Cost 499.68 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 03 AUG 2015 DIST(Mile) 34819 Cust Comments ENGINE COOLANT ISSUE REQUIRES IMMEDIATE ATTENTION. Tech Comments FOUND COOLANT LEAKING FROM ENGINE AREA. PER BULLITEN LTB00352NAS6 PRESSURE TESTED COOLING SYSTEM. FOUND PRESSURE DROPPING 15PSI. REMOVED BELT AND FOUND FREEPLAY IN BEARING. ALSS HEAD GRINDING WHEN SPINNING. REPLACED WATER PUMP ASSEMB LY, PRESSURE TESTED FOR LEAKS, NO FURTHER LEAKS. ZZZ001 FOR COOLANT USED IN THIS REPAIR. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 34 2G02 XW4P 7H103 AB S11 S11 V52 MU4 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs .8 Labor Cost 101.6 Material Cost 103.46 Total Cost 205.06 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 07 AUG 2015 DIST(Mile) 34883 Cust Comments CUSTOMER STAT ES, THEY WERE BACKING OUT OF THE DRIVEWAY, THE CAR HAD SAT, AND WENT TO PUT INTO DRIVE AND MOTOR DIED OUT CLEAN. NO SPUTTERING. SEVERAL WARNING LIGHTS CAME ON, NAV SCREEN DISP Tech Comments HOOKED UP SDD CHECKED FAULTS. NO FAULT CODES STORED. SHOP FORMAN DUPLICATED CONCERN WHEN VEHICLE ARRIVED. TESTED CRANK SENSOR FOUND INTERMINT SHORT IN SENSOR. REPLACED SENSOR AND RESET ADAPTIONS. TESTED FOR A COUPLE DAYS. NO FURTHER FAULTS FOUND. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 35 6R07 AH22 14D374 AH S08 S08 V05 BM2 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 1 Labor Cost 127 Material Cost 346.78 Total Cost 473.78 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 17 AUG 2015 DIST(Mile) 34917 Cust Comments VEHICLE DIES ANY TIME YOU STOP DRIVING C.S AT TRAFFIC LIGHTS PUTTING VEHICLE IN REVERSE. Tech Comments HOOKED UP SDD CHECKED FAULTS FOUND FAULT B10A2 31 AND B10A2 38 STORED. FOUND CRASH INPUT IN RCM FAULTING INTERNAL REPLACED RESTRAINT CONTROL MODULE PROGRAMMED TO VEHICLE AND TEST DROVE. VEHICLE DID NOT STALL SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 35 2E03 DX23 9D376 AA S11 S11 V52 MU4 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 9.7 Labor Cost 1231.9 Material Cost 1741.86 Total Cost 2973.76 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 21 AUG 2015 DIST(Mile) 34951 Cust Comments CUSTOMER STATES, CAR HAS DIED WHILE DRIVING AGAIN, WILL SHUT OFF CLEAN WHEN AT SLOW SPEES, AND IT HAS DIED SEVERAL TIMES TODAY, AND ONCE WHILE DRIVING, CUSTOMER PRESSED THE GAS AND NOTHING Tech Comments HOOKED UP SDD CHECKED FAULTS FOUND FAULT P2279 STORED. SMOKE D INTAKE SYSTEM AND NO LEAKS FOUND. SUBMIT TA TO TECHLINE [REDACTED] INSTRUCTED TO REMOVED FUEL TANK AND INSPECT. REMOVE D TANK AND FUEL TANK FLANGE. NO FAULTS WITH CONNECTION. FOUN D UPPER FALNGE LEAKING. REPLACED FUEL TANK UPPER FLANGE. USI TECH LINE INSTRUCTED THROTTLE BODY. REPLACED THROTTLE BODY RESET ADAPTIONS AND TEST DROVE VEHICLE. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 37 7A01 * IBATT * S09 S09 V19 JL1 28 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E83 Labor Hrs .7 Labor Cost 88.9 Material Cost 0 Total Cost 103.9 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 21 OCT 2015 DIST(Mile) 36870 Cust Comments CUSTOMER STATES ENGINE WILL NOT CRANK HAD TO BE JUMP STARTED Tech Comments BATTERY FAILED GR1. ALM5C2S X6NGWB8. REPLACED BATTERY AND TESTED CHARGING SYSTEM. ZZZ661 FOR HANDLING. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/ CF T/RX 16 07 12 22 10 12 R0299 USA 38 2E04 6H52
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9C111 BA S11 S11 V29 MC1 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 1 Labor Cost 127 Material Cost 180.75 Total Cost 307.7
 <<<Dec 28 2015 4 35 34 000PM entered by SVC RM User Program Management/Client Server>>>From Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.
 com> Date 28 December 2015 at 12 41 Subject Re Western Region AMM email To Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Hi Loretta, That
 looks good to send. Kathleen Viccaro <<<Dec 28 2015 12 39 49 000PM entered by SVC RM User Program Management/Client Server>>>Since SR is out until
 12/30, I emailed KV for AMM email approval <<<Dec 28 2015 12 33 03 000PM entered by SVC RM User Program Management/Client Server>>>PER AWS
 SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 15 5H04 AH22 1K028 BB S11 S11 V51 MR3 42 AWS
 Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 2.3 Labor Cost 287.5 Material Cost 94.4 Total Cost 381.9 Dlr Cd Sub Cd R0299 LR Name
 LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 07 JAN 2014 DIST(Mile) 17007 Cust Comments
 CUSTOMER STATES, THERE IS A LOW PITCHED THUMPING LIKE NOISE, SEEMS TO BE FROM REAR OF VEHICLE, AT SLOW SPEEDS, AND
 NOISE WILL INCREASE WITH VEHICLE SPEED. CUSTOMER DID DRIVE WITH TECH FOR Tech Comments FOUND RIGHT REAR WHEEL
 BEARING INTERNAL FAILURE. REMOVED AND REPLACED RIGHT REAR WHEEL BEARING. TEST DROVE VEHICLE. SALLSAAD4DA [REDACTED]
 LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 20 7A01 * IBATT * S09 S09 V19 JL1 28 AWS Claim Key [REDACTED] Doc #
 [REDACTED] Trx Code E83 Labor Hrs .5 Labor Cost 62.5 Material Cost 0 Total Cost 204.02 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH
 SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 12 JUN 2014 DIST(Mile) 21975 Cust Comments CUSTOMER STATES ENGINE
 WILL NOT CRANK Tech Comments FOUND VEHICLE NOT CRANKING.JUMP STARTED.TESTED BATTERY FAILED TEST,REMOVED AND
 REPLACED BATTERY. DTC CODE 8Q670 72 G1HGV D8. SUBLETS FOR BATTERY COST.* 6/24 ZZZ123 IS FOR BATTERY PRICE,ZZZ661 FOR
 HANDLING * SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 34 1G02 8W93 8K500 BC S11 S11 V45
 MG3 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 2.4 Labor Cost 304.8 Material Cost 172.83 Total Cost 499.68 Dlr Cd Sub Cd
 R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 03 AUG 2015 DIST(Mile) 34819 Cust
 Comments ENGINE COOLANT ISSUE REQUIRES IMMEDIATE ATTENTION. Tech Comments FOUND COOLANT LEAKING FROM ENGINE AREA.
 PER BULLITEN LTB00352NAS6 PRESSURE TESTED COOLING SYSTEM. FOUND PRESSURE DROPPING 15PSI. REMOVED BELT AND FOUND
 FREEPLAY IN BEARING. ALSS HEAD GRINDING WHEN SPINNING. REPLACED WATER PUMP ASSEMB LY, PRESSURE TESTED FOR LEAKS,
 NO FURTHER LEAKS. ZZZ001 FOR COOLANT USED IN THIS REPAIR. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22
 10 12 R0299 USA 34 2G02 XW4P 7H103 AB S11 S11 V52 MU4 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs .8 Labor Cost 101.6
 Material Cost 103.46 Total Cost 205.06 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg
 Cd LR Repr Date 07 AUG 2015 DIST(Mile) 34883 Cust Comments CUSTOMER STATES, THEY WERE BACKING OUT OF THE DRIVEWAY, THE CAR
 HAD SAT, AND WENT TO PUT INTO DRIVE AND MOTOR DIED OUT CLEAN. NO SPUTTERING. SEVERAL WARNING LIGHTS CAME ON, NAV
 SCREEN DISP Tech Comments HOOKED UP SDD CHECKED FAULTS. NO FAULT CODES STORED. SHOP FORMAN DUPLICATED CONCERN
 WHEN VEHICLE ARRIVED. TESTED CRANK SENSOR FOUND INTERMIT SHORT IN SENSOR. REPLACED SENSOR AND RESET ADAPTIONS.
 TESTED FOR A COUPLE DAYS. NO FURTHER FAULTS FOUND. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12
 R0299 USA 35 6R07 AH22 14D374 AH S08 S08 V05 BM2 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 1 Labor Cost 127
 Material Cost 346.78 Total Cost 473.78 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg
 Cd LR Repr Date 17 AUG 2015 DIST(Mile) 34917 Cust Comments VEHICLE DIES ANY TIME YOU STOP DRIVING C.S AT TRAFFIC LIGHTS
 PUTTING VEHICLE IN REVERSE. Tech Comments HOOKED UP SDD CHECKED FAULTS FOUND FAULT B10A2 31 AND B10A2 38 STORED.
 FOUND CRASH INPUT IN RCM FAULTING INTERNAL REPLACED RESTRAINT CONTROL MODULE PROGRAMMED TO VEHICLE AND TEST
 DROVE. VEHICLE DID NOT STALL SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 35 2E03 DX23
 9D376 AA S11 S11 V52 MU4 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 9.7 Labor Cost 1231.9 Material Cost 1741.86 Total
 Cost 2973.76 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 21 AUG
 2015 DIST(Mile) 34951 Cust Comments CUSTOMER STATES, CAR HAS DIED WHILE DRIVING AGAIN, WILL SHUT OFF CLEAN WHEN AT SLOW
 SPEEDS, AND IT HAS DIED SEVERAL TIMES TODAY, AND ONCE WHILE DRIVING, CUSTOMER PRESSED THE GAS AND NOTHING Tech
 Comments HOOKED UP SDD CHECKED FAULTS FOUND FAULT P2279 STORED. SMOKE D INTAKE SYSTEM AND NO LEAKS FOUND. SUBMIT
 TA TO TECHLINE [REDACTED]. INSTRUCTED TO REMOVED FUEL TANK AND INSPECT. REMOVE D TANK AND FUEL TANK FLANGE. NO FAULTS
 WITH CONNECTION. FOUN D UPPER FALNGE LEAKING. REPLACED FUEL TANK UPPER FLANGE. USI TECH LINE INSTRUCTED THROTTLE
 BODY. REPLACED THROTTLE BODY RESET ADAPTIONS AND TEST DROVE VEHICLE. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/
 CF T/RX 16 07 12 22 10 12 R0299 USA 37 7A01 * IBATT * S09 S09 V19 JL1 28 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E83 Labor Hrs .7
 Labor Cost 88.9 Material Cost 0 Total Cost 103.9 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd
 USA Reg Cd LR Repr Date 21 OCT 2015 DIST(Mile) 36870 Cust Comments CUSTOMER STATES ENGINE WILL NOT CRANK HAD TO BE JUMP
 STARTED Tech Comments BATTERY FAILED GR1. ALM5C2S X6NGWB8. REPLACED BATTERY AND TESTED CHARGING SYSTEM. ZZZ661 FOR
 HANDLING. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 38 2E04 6H52 9C111 BA S11 S11 V29
 MC1 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 1 Labor Cost 127 Material Cost 180.75 Total Cost 307.75 Dlr Cd Sub Cd R0299
 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 03 DEC 2015 DIST(Mile) 38940 Cust
 Comments CHECK ENGINE ENGINE LIGHT IS ON DISPLAY C.S Tech Comments HOOKED UP SDD AND PULLED FAULT CODES. P0442 SMALL
 EVAP LEAK RAN DLT M PUMP TEST AND FAILED. REPLACED DLT M PUMP DUE TO STICKING INTERNALY. RERAN TEST AND PASSED.
 CLEARED ALL FAULT CODES. <<<Dec 28 2015 12 29 44 000PM entered by SVC RM User Program Management/Client Server>>>PER DDW GLOBAL
 VIN SALLSAAD4DA [REDACTED] Sold Date

22 Oct 2012 Sold By R0299 Land Rover North Scottsdale Owner Driver Name [REDACTED] Warranty Cover Policy Expires Distance Deductible Corrosion Warranty 21 Oct 2018 999999 Federal Emission Warranty 21 Oct 2020 80000 Paint Warranty 21 Oct 2016 50000 Standard Factory Warranty 21 Oct 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action Claimed Field Service Actions Code Actioned By P039B 09 Sep 2014 Land Rover North Scottsdale Q228D 09 Sep 2014 Land Rover North Scottsdale Q361B 09 Sep 2014 Land Rover North Scottsdale L603A 03 Sep 2013 Land Rover North Scottsdale L700A 04 Sep 2012 Land Rover North Scottsdale <<<Dec 28 2015 12 26 06 000PM entered by SVC RM User Program Management/Client Server>>>ISSUE Customer states Has experienced 3 instances of stepping on accelerator, getting a little acceleration, and then vehicle stalling Vehicle was towed to dealership twice Since 3rd repair, has not recurred Then the check engine light came on Dealership diagnosed valve failure and repaired Twice the battery has been flat and could not be jumped Dealership replaced battery at no charge Since the fuel lines were changed, gas mileage has dropped from 300 miles per tank to 250 miles per tank He loves the vehicle and the brand but is afraid to drive the vehicle 70 miles to his vacation home [REDACTED] REQUEST Customer requests Buyback or trade into a comparable vehicle ADVISED I advised I will look into this Manufacturer would not make final decision here but I can notify the appropriate parties They may be on holiday break Back in touch within 2 business days, but all I may be able to say at that time is if the parties have been notified Gave case number and my contact info <<<Jan 5 2016 4 43 01 000PM entered by SVC RM User Program Management/Client Server>>>From Harms, Ian <(><<)>iharms@jaguarlandrover.com> Date 5 January 2016 at 12 20 Subject Re Customer request repurchase/replace [REDACTED] SALSF2D49DA [REDACTED] To Scott, Loretta <(><<)>lscott5@jaguarlandrover.com>, Peter Pochapsky <(><<)>pochaps@jaguarlandrover.com> Cc Frank Dauener <(><<)>fdauener@jaguarlandrover.com> I have completed the service file review... this vehicle's performance has been normal for nearly the first 3 years...some warranty repairs and some service work...but the significant issue surrounds a difficult to diagnose drive ability issue at 34 months into service. At 34,819 miles, customer complained of cold start stall NFF Next day at 34883, the issue continued and a crank sensor was fitted. 34 miles later, a tech line case was opened and fitted a restraint module for stalling at stops and reverse was fitted. 34 miles again, we fitted a gas tank flange, new throttle body, fuel pumps and fuel pressure sensor. All of these repairs took just less than one month...the customer appeared to have a loaner car for these several apparent repeat visits. Approx 3 months and 2000 miles or so later, the car did have a repeat battery failure and a CEL for a DLTM valve issue...again, both fixed under the warranty that we provided with the car... I do not believe that the car has warrants replacement. There is still 10 months and 11K miles of warranty remaining which will be sufficient time to prove out whether the car has been repaired effectively under warranty. I would be in favor however of offering the customer an OLL representative of the value of the vehicle that he has purchased....mayb e \$5K Cheers Ian <<<Jan 4 2016 4 43 53 000PM entered by SVC RM User Program Management/Client Server>>>From Ian Harms <(><<)>iharms@jaguarlandrover.com> Date 4 January 2016 at 15 37 Subject Re Customer request repurchase/replace [REDACTED] SALSF2D49DA [REDACTED] To Messina,Steve <(><<)>smessina@penskeautomotive.com>, lscott5@jaguarlandrover.com Cc Perich,Bobby <(><<)>bperich@penskeautomotive.com> ...and I am reviewing the service which should be complete by end of day. Excuse typo's...regards Ian. <<<Jan 4 2016 4 28 08 000PM entered by SVC RM User Program Management/Client Server>>>From Messina,Steve <(><<)>smessina@penskeautomotive.com> Date 4 January 2016 at 15 19 Subject RE Customer request repurchase/replace [REDACTED] SALSF2D49DA [REDACTED] To Scott, Loretta <(><<)>lscott5@jaguarlandrover.com>, Harms, Ian <(><<)>iharms@jaguarlandrover.com> Cc Perich,Bobby <(><<)>bperich@penskeautomotive.com> Loretta, There is nothing new, we have not made any repairs since his last visit early in December. Steve <<<Jan 4 2016 4 15 16 000PM entered by SVC RM User Program Management/Client Server>>>CALLED AND SPOKE TO CUSTOMER I advised that investigation is underway, and that his dealership has spoken on his behalf As soon as I have further information, I will be back in contact with an update <<<Jan 4 2016 4 12 33 000PM entered by SVC RM User Program Management/Client Server>>>From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 4 January 2016 at 15 12 Subject Re Customer request repurchase/replace [REDACTED] SALSF2D49DA [REDACTED] To Harms, Ian <(><<)>iharms@jaguarlandrover.com> Cc Messina,Steve <(><<)>smessina@penskeautomotive.com>, Perich ,Bobby <(><<)>bperich@penskeautomotive.com> Hello all, I'm checking in to see if there is any information on [REDACTED] request. I have to call him today, so what I'll tell him for now is that his investigation is in process. Let me know if there's anything I can do to be of assistance. Thanks, and Happy New Year" Loretta <<<Dec 28 2015 11 29 44 000AM entered by SVC RM User Program Management/Client Server>>>PER DDW GLOBAL VIN SALLSAAD4DA [REDACTED] Sold Date 22 Oct 2012 Sold By R0299 Land Rover North Scottsdale Owner Driver Name [REDACTED] Warranty Cover Policy Expires Distance Deductible Corrosion Warranty 21 Oct 2018 999999 Federal Emission Warranty 21 Oct 2020 80000 Paint Warranty 21 Oct 2016 50000 Standard Factory Warranty 21 Oct 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action Claimed Field Service Actions Code Actioned By P039B 09 Sep 2014 Land Rover North Scottsdale Q228D 09 Sep 2014 Land Rover North Scottsdale Q361B 09 Sep 2014 Land

Rover North Scottsdale L603A 03 Sep 2013 Land Rover North Scottsdale L700A 04 Sep 2012 Land Rover North Scottsdale <<<Dec 28 2015 11 26 06 000AM entered by SVC RM User Program Management/Client Server>>>ISSUE Customer states Has experienced 3 instances of stepping on accelerator, getting a little acceleration, and then vehicle stalling Vehicle was towed to dealership twice Since 3rd repair, has not recurred Then the check engine light came on Dealership diagnosed valve failure and repaired Twice the battery has been flat and could not be jumped Dealership replaced battery at no charge Since the fuel lines were changed, gas mileage has dropped from 300 miles per tank to 250 miles per tank He loves the vehicle and the brand but is afraid to drive the vehicle 70 miles to his vacation home in Mexico REQUEST Customer requests Buyback or trade into a comparable vehicle ADVISED I advised I will look into this Manufacturer would not make final decision here but I can notify the appropriate parties They may be on holiday break Back in touch within 2 business days, but all I may be able to say at that time is if the parties have been notified Gave case number and my contact info <<<Dec 30 2015 9 25 57 000AM entered by SVC RM User Program Management/Client Server>>>From Messina,Steve <(><<)>smessina@penskeautomotive.com> Date 28 December 2015 at 17 22 Subject RE Customer request repurchase/replace [REDACTED] SALS F2D49DA [REDACTED] To Scott, Loretta <(><<)>lscott5@jaguarlandrover.com>, Ian Harms <(><<)>iharms@jaguarlandrover.com> Super nice people who have had numerous and non related issues with their Sport. Services and brakes all done here. Steve <<<Dec 30 2015 2 05 03 000PM entered by SVC RM User Program Management/Client Server>>>CALLED AND SPOKE TO CUSTOMER I advised that as I expected, my internal parties are off for the holiday I doubt I will hear an update before Monday Customer states that's okay, he appreciates me getting back in touch, he understands, he loves the Sport He looks forward to hearing from me next week <<<Dec 31 2015 9 37 35 000AM entered by SVC RM User Program Management/Client Server>>>From Harms, Ian <(><<)>iharms@jaguarlandrover.com> Date 30 December 2015 at 13 10 Subject Re Customer request repurchase/replace [REDACTED] SALS F2D49DA [REDACTED] To Messina,Steve <(><<)>smessina@penskeautomotive.com> Cc Scott, Loretta <(><<)>lscott5@jaguarlandrover.com>, bperich <(><<)>bperich@penskeautomotive.com> Steve, in your opinion, what should we be thinking about doing for this customer I guess I need this file for review too...can you get Erin to forward it to me ... <<<Jan 7 2016 4 02 58 000PM entered by SVC RM User Program Management/Client Server>>>\$5000.00 OLL will require authorization from Peter Pochapsky <<<Jan 5 2016 4 48 53 000PM entered by SVC RM User Program Management/Client Server>>>Customer OLL Template found here W /CAC/JLR Letters <<<Jan 14 2016 5 54 05 000PM entered by SVC RM User Program Management/Client Server>>>From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 14 January 2016 at 16 16 Subject Re Customer request repurchase/replace [REDACTED] SALS F2D49DA [REDACTED] To Messina,Steve <(><<)>smessina@penskeautomotive.com> Hi Steve, I apologize for the delay in getting this credit to you. Things went a bit out of SOP order and so we're adapting. I have to ask you for an RO for the amount of \$4,654.00 for the contribution to the deal. Things are ready to roll out pending that. I've attached a copy of the documentation that Ian sent me for reference. Thanks" Loretta <<<Jan 21 2016 2 30 04 000PM entered by SVC RM User Program Management/Client Server>>>GOODWILL REQUEST DELIVERED TO ADMIN FOR SPREADSHEET PROCESSING <<<Jan 21 2016 2 10 33 000PM entered by SVC RM User Program Management/Client Server>>>From Baez, Heather <(><<)>hbaez@jaguarlandrover.com> Date 21 January 2016 at 13 09 Subject Re CM SALS F2D49DA [REDACTED] [REDACTED] To Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> You can just print out the request with back up and give it to Beth to have her put on a spreadsheet. Thanks, Heather Baez Customer Relationship Center Supervisor <<<Jan 21 2016 2 05 28 000PM entered by SVC RM User Program Management/Client Server>>>Emailed Admin supervisor regarding goodwill processing From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 21 January 2016 at 13 04 Subject Fwd CM SALS F2D49DA [REDACTED] [REDACTED] To Heather Baez <(><<)>hbaez@jaguarlandrover.com> Hi Heather, This is the case we talked about where you told me we could process without an RO, but it would be slower. Ian stated emphatically that I was to process without an RO, so I submitted with the note below. How should I proceed here Thanks, Loretta <<<Jan 19 2016 4 13 32 000PM entered by SVC RM User Program Management/Client Server>>>GOODWILL REQUEST SUBMITTED TO ADMIN FOR CORRECTION/PROCESSING From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 19 January 2016 at 15 12 Subject CM SALS F2D49DA [REDACTED] [REDACTED] To C RCGWADM <(><<)>crcgwadm@jaguarlandrover.com> Hi, I haven't done one of these for an OLL before so please feel free to make corrections. Per Ian Harms we are to process off Invoice and not request an RO for this. Loretta K. Scott Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309013 <<<Jan 19 2016 4 01 23 000PM entered by SVC RM User Program Management/Client Server>>>Per discussion with supervisor KV, okay to process in the manner requested by AMM <<<Jan 15 2016 2 18 45 000PM entered by SVC RM User Program Management/Client Server>>>From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 15 January 2016 at 13 17 Subject Re Customer request repurchase/replace [REDACTED] SALS F2D49DA [REDACTED] To Ian Harms <(><<)>iharms@jaguarlandrover.com> Cc Perich,Bobby <(><<)>bperich@penskeautomotive.com>, Messina,Steve <(><<)>smessina@penskeautomotive.com>, Stacey Roumantzas <(><<)>sroumant@jaguarlandrover.com>, Heather Baez <(><<)>hbaez@jaguarlandrover.com> Hello Ian, I discussed this with the administrative supervisors, and I have been advised that we can give the dealership a code to get them paid faster if they open an RO, or we can do a spreadsheet based on the

documentation provided so far and they will see the credit on their February or March Parts statement. Even though this is a sales transaction and not service, the standard procedure with OLL is that the dealership receives the OLL in hand from the customer and submits it with an RO for reimbursement. Please let me know if I should hold off for the RO or proceed with the current documentation. Thanks" Loretta <<<Jan 15 2016 12 28 08 000PM entered by SVC RM User Program Management/Client Server>>>From Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com> Date 15 January 2016 at 08 47 Subject Re Customer request repurchase/replace [REDACTED] SALS F2D49DA [REDACTED] To Scott, Loretta <(><<)>lscott5@jaguarlandrover.com>, Heather Baez <(><<)>hb aez@jaguarlandrover.com> Cc Stacey Roumantzas <(><<)>sroumant@jaguarlandrover.com> I spoke to Amber and the problem here is that b/c the OLL was not received by the dealer prior to the sale this needs to be treated as normal credit memo goodwill. We can not use a sales contract number to process the goodwill. We therefore need an RO number in order to get the dealer an authorization code to get them paid. Looping in Heather in case she knows of a different way to handle this. Jennifer Ruth <<<Dec 31 2015 9 38 11 000AM entered by SVC RM User Program Management/Client Server>>>From Harms, Ian <(><<)>ih arms@jaguarlandrover.com> Date 30 December 2015 at 14 34 Subject Re Customer request repurchase/replace [REDACTED] SALS F2D49DA [REDACTED] To Messina, Steve <(><<)>smessina@penskeautomotive.com> Cc Scott, Loretta <(><<)>lscott5@jaguarlandrover.com>, Perich, Bobby <(><<)>bperich@penskeautomotive.com> OK thanks...I'll do the assessment. <<<Dec 31 2015 9 37 54 000AM entered by SVC RM User Program Management/Client Server>>>From Messina, Steve <(><<)>smessina@penskeautomotive.com> Date 30 December 2015 at 14 33 Subject RE Customer request repurchase/replace [REDACTED] SALS F2D49DA [REDACTED] To Harms, Ian <(><<)>ih arms@jaguarlandrover.com> Cc Scott, Loretta <(><<)>lscott5@jaguarlandrover.com>, Perich, Bobby <(><<)>bperich@penskeautomotive.com> I think we can keep the client as a customer, just not in this car. Can we offer some trade assist money Steve <<<Jan 7 2016 4 14 25 000PM entered by SVC RM User Program Management/Client Server>>>CREATED GOODWILL FOR APPROVAL IN CRM <<<Jan 7 2016 4 14 36 000PM entered by SVC RM User Program Management/Client Server>>>EMAILED APPROVER From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 7 January 2016 at 15 13 Subject Goodwill created for approval To Peter Pochapsky <(><<)>ppochaps@jaguarlandrover.com> Case [REDACTED] Customer [REDACTED] VIN SALS F2D49DA7 [REDACTED] Notes from activity Customer requested buyback which was declined. AMM recommends \$5,000.00 OLL instead <<<Jan 7 2016 4 47 52 000PM entered by SVC RM User Program Management/Client Server>>>Received approval for \$5000.00 OLL goodwill <<<Jan 14 2016 4 55 02 000PM entered by SVC RM User Program Management/Client Server>>>Per KV, use OLL along with deal as supporting documentation for a credit memo since the deal was already done before we heard from the customer that he accepted the goodwill <<<Jan 13 2016 5 09 48 000PM entered by SVC RM User Program Management/Client Server>>>Actual amount of trade contribution was \$4654.00 <<<Jan 12 2016 5 14 17 000PM entered by SVC RM User Program Management/Client Server>>>From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 12 January 2016 at 08 31 Subject Re Customer request repurchase/replace [REDACTED] SALS F2D49DA [REDACTED] To Harms, Ian <(><<)>ih arms@jaguarlandrover.com> Cc Frank Dauerer <(><<)>fdauerer@jaguarlandrover.com> Thank you for the information, [REDACTED] had not yet confirmed to me that he intended to accept the offer of goodwill, so I got the approval but the paperwork had been on hold. I will get it done. Loretta <<<Jan 12 2016 5 13 35 000PM entered by SVC RM User Program Management/Client Server>>>From Harms, Ian <(><<)>ih arms@jaguarlandrover.com> Date 12 January 2016 at 10 51 Subject Re Customer request repurchase/replace [REDACTED] SALS F2D49DA [REDACTED] To Scott, Loretta <(><<)>lscott5@jaguarlandrover.com>, Frank Dauerer <(><<)>fdauerer@jaguarlandrover.com> Frank, seriously, if this deal gets done in the way that I am hoping, then we need to have a talk with Peter about formalizing this process...this is ridiculously simple, admin light process for the field compared to the DFT process...I'm even wondering why we couldn't adopt a similar process for CA but it would need some time lines imposed. <<<Jan 12 2016 9 53 55 000AM entered by SVC RM User Program Management/Client Server>>>From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 12 January 2016 at 08 31 Subject Re Customer request repurchase/replace [REDACTED] SALS F2D49DA [REDACTED] To Harms, Ian <(><<)>ih arms@jaguarlandrover.com> Cc Frank Dauerer <(><<)>fdauerer@jaguarlandrover.com> Thank you for the information, Ian" [REDACTED] had not yet confirmed to me that he intended to accept the offer of goodwill, so I got the approval but the paperwork had been on hold. I will get it done. Loretta <<<Jan 12 2016 9 52 28 000AM entered by SVC RM User Program Management/Client Server>>>From Harms, Ian <(><<)>ih arms@jaguarlandrover.com> Date 12 January 2016 at 00 08 Subject Re Customer request repurchase/replace [REDACTED] SALS F2D49DA [REDACTED] To Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Cc Frank Dauerer <(><<)>fdauerer@jaguarlandrover.com> Hi Loretta, the deal got done at the weekend with a \$5000 contribution...here's the self explanatory docs...hope you can get the retailer the funds quickly...cheers Ian <<<Jan 7 2016 5 02 45 000PM entered by SVC RM User Program Management/Client Server>>>CALLED AND SPOKE TO CUSTOMER Offered \$5000.00 OLL, explained it had a 1 year expiration from date of issue Customer is uncertain. He is looking for a new vehicle for his wife so this may work out but it's a lot to think about He does really want to keep the current vehicle but the drop to 200 miles per tank of gas is just not acceptable I advised I had informed Steve Messina of the

offer, so that would be a good person to speak to at the dealership I advised I would check back with him in a week Normally we only give a week to think over goodwill decisions, but as this is a big one, I can check in in a week and we can go from there <<<Jan 7 2016 4 54 59 000PM entered by SVCRM User Program Management/Client Server>>>From Scott, Loretta <(<<<)lscott5@jaguarlandrover.com> Date 7 January 2016 at 15 54 Subject Re Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] To Harms, Ian <(<<<)iharms@jaguarlandrover.com>, Messina,Steve <(> <<<)smessina@penskeautomotive.com> Cc Frank Dauerer <(><<<)fdauerer@jaguarlandrover.com> Hi all, I tried to call [REDACTED] to offer him goodwill but had to leave him a voicemail. I will have to actually speak to him to offer him the OLL, as the expiration is one year from the date on the letter. I don't want to draft it and have it sit, running its time out. I will be calling him again if I don't hear from him. Steve, if you speak to him in the meanwhile, would you mind mentioning that I'm trying to reach him Thanks, Loretta <<<Jan 7 2016 4 51 45 000PM entered by SVCRM User Program Management/Client Server>>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<<Jan 14 2016 5 16 27 000PM entered by SVCRM User Program Management/Client Server>>>From Scott, Loretta <(<<<)lscott5@jaguarlandrover.com> Date 14 January 2016 at 16 16 Subject Re Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] To Messina,Steve <(<<<)smessina@penskeautomotive.com> Hi Steve, I apologize for the delay in getting this credit to you. Things went a bit out of SOP order and so we're adapting. I have to ask you for an RO for the amount of \$4,654.00 for the contribution to the deal. Things are ready to roll out pending that. I've attached a copy of the documentation that Ian sent me for reference. Thanks" Loretta <<<Jan 14 2016 5 17 00 000PM entered by SVCRM User Program Management/Client Server>>>(per discussion with admin, we need an RO in order to create a credit memo for an OLL) <<<Jan 14 2016 5 55 48 000PM entered by SVCRM User Program Management/Client Server>>>From Scott, Loretta <(<<<)lscott5@jaguarlandrover.com> Date 14 January 2016 at 16 55 Subject Re FW Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] To Perich,Bobby <(<<<)bperich@penskeautomotive.com> Cc Harms, Ian <(<<<)iharms@jaguarlandrover.com>, Messina,Steve <(> <<<)smessina@penskeautomotive.com> We do still need a repair order for \$5000.00 in order to get the credit memo generated. I can get that going as soon as I have the RO. Thanks" On 14 January 2016 at 16 52, Perich,Bobby <(> <<<)bperich@penskeautomotive.com> wrote Thanks Bobby Perich General Manager Jaguar Land Rover North Scottsdale Desk 480 538 4110 jaguarlandrovernorthscottsdale.com From Scott, Loretta [mailto:lscott5@jaguarlandrover.com] Sent Thursday, January 14, 2016 2 41 PM To Perich,Bobby Cc Harms, Ian; Messina,Steve Subject Re FW Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] Thanks for that clarification, Steve" I was looking at the number circled on the deal. The approval was done for \$5000.00, so that will not be a problem. Loretta <<<Jan 14 2016 5 54 20 000PM entered by SVCRM User Program Management/Client Server>>>From Perich,Bobby <(<<<)bperich@penskeautomotive.com> Date 14 January 2016 at 16 32 Subject FW Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] To lscott5@jaguarlandrover.com <(<<<)lscott5@jaguarlandrover.com> Cc Harms, Ian <(<<<)iharms@jaguarlandrover.com>, Messina,Steve <(> <<<)smessina@penskeautomotive.com> Loretta, The attached shows a receipt for \$4654 from the customer, this just happens to be the amount he elected to put down on the deal in addition to the \$5000 Owner Loyalty from LRNA. The dealership contribution is reflected in the selling price, at \$1000 below invoice. Please let us know if you need anything else. Bobby Perich General Manager Jaguar Land Rover North Scottsdale Desk 480 538 4110 jaguarlandrovernorthscottsdale.com

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	SALLSAAD4DA [REDACTED]	Engine Serial Number	I2030402152508PN
Model Year	2013	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	RANGE ROVER SPORT
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	16-Jul-2012	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Requaired Vehicle	
Build Region		Warranty Start Date	22-Oct-2012
Build Country Code		Transmission Serial Number	
Mileage	39908	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
Commodity Assignment			
Commodity	powertrain-engine—	Symptom	administrative cost
Commodity	powertrain-engine—	Symptom	field service action
Commodity	powertrain-engine—	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine—	Symptom	no keyword found
Commodity	powertrain-engine—	Symptom	nvh-noisy operation
Commodity	powertrain-engine—	Symptom	part-missing part
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	battery-dead/weak
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	calibration-issue/re-flash
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	circuit-shortcd
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	damage
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	emissions-failed evap
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	engine power-stall
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	field service action
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	fuel economy-poor
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	function-shuts off
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-driving condition-at high rpm
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-driving condition-at start up
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-driving condition-engine-hot
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-intermittent/random
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-location-under hood
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-shift reverse
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-vehicle towed in
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	part-missing part
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	pedal concerns-accelerator pedal
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	pressure-low
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	smoke
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	start-will not crank
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	start-will not start
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-air induction-throttle body	Symptom	battery-dead/weak
Commodity	powertrain-engine-air induction-throttle body	Symptom	circuit-shortcd
Commodity	powertrain-engine-air induction-throttle body	Symptom	damage
Commodity	powertrain-engine-air induction-throttle body	Symptom	emissions-failed evap
Commodity	powertrain-engine-air induction-throttle body	Symptom	engine power-stall
Commodity	powertrain-engine-air induction-throttle body	Symptom	field service action
Commodity	powertrain-engine-air induction-throttle body	Symptom	fuel economy-poor
Commodity	powertrain-engine-air induction-throttle body	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-air induction-throttle body	Symptom	leak/odor-fuel
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-driving condition-at high rpm
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-driving condition-at start up
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-driving condition-engine-hot
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-intermittent/random
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-location-under hood
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-shift reverse
Commodity	powertrain-engine-air induction-throttle body	Symptom	mod-vehicle towed in
Commodity	powertrain-engine-air induction-throttle body	Symptom	nvh-noisy operation
Commodity	powertrain-engine-air induction-throttle body	Symptom	part-missing part
Commodity	powertrain-engine-air induction-throttle body	Symptom	pressure-low
Commodity	powertrain-engine-air induction-throttle body	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-air induction-throttle body	Symptom	smoke
Commodity	powertrain-engine-air induction-throttle body	Symptom	start-will not crank
Commodity	powertrain-engine-air induction-throttle body	Symptom	start-will not start
Commodity	powertrain-engine-air induction-throttle body	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-cooling system-water pump	Symptom	damage
Commodity	powertrain-engine-cooling system-water pump	Symptom	emissions-failed evap
Commodity	powertrain-engine-cooling system-water pump	Symptom	engine power-stall
Commodity	powertrain-engine-cooling system-water pump	Symptom	fuel economy-poor
Commodity	powertrain-engine-cooling system-water pump	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-cooling system-water pump	Symptom	leak-coolant/loss of coolant
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-driving condition-engine-hot

Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-intermittent/random
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-location-under hood
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-shift reverse
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-vehicle towed in
Commodity	powertrain-engine-cooling system-water pump	Symptom	nvh-noisy operation
Commodity	powertrain-engine-cooling system-water pump	Symptom	part-missing part
Commodity	powertrain-engine-cooling system-water pump	Symptom	pressure-low
Commodity	powertrain-engine-cooling system-water pump	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-cooling system-water pump	Symptom	smoke
Commodity	powertrain-engine-cooling system-water pump	Symptom	start-will not crank
Commodity	powertrain-engine-cooling system-water pump	Symptom	start-will not start
Commodity	powertrain-engine-cooling system-water pump	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-electronic engine control sensors	Symptom	battery-dead/weak
Commodity	powertrain-engine-electronic engine control sensors	Symptom	calibration-issue/re-flash
Commodity	powertrain-engine-electronic engine control sensors	Symptom	circuit-shortcd
Commodity	powertrain-engine-electronic engine control sensors	Symptom	damage
Commodity	powertrain-engine-electronic engine control sensors	Symptom	emissions-failed evap
Commodity	powertrain-engine-electronic engine control sensors	Symptom	engine power-stall
Commodity	powertrain-engine-electronic engine control sensors	Symptom	field service action
Commodity	powertrain-engine-electronic engine control sensors	Symptom	fuel economy-poor
Commodity	powertrain-engine-electronic engine control sensors	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-electronic engine control sensors	Symptom	function-shuts off
Commodity	powertrain-engine-electronic engine control sensors	Symptom	leak/odor-fuel
Commodity	powertrain-engine-electronic engine control sensors	Symptom	leak-fluid
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-driving condition-at high rpm
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-driving condition-at start up
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-driving condition-engine-hot
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-intermittent/random
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-location-under hood
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-shift reverse
Commodity	powertrain-engine-electronic engine control sensors	Symptom	mod-vehicle towed in
Commodity	powertrain-engine-electronic engine control sensors	Symptom	nvh-noisy operation
Commodity	powertrain-engine-electronic engine control sensors	Symptom	part-missing part
Commodity	powertrain-engine-electronic engine control sensors	Symptom	pressure-low
Commodity	powertrain-engine-electronic engine control sensors	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-electronic engine control sensors	Symptom	smoke
Commodity	powertrain-engine-electronic engine control sensors	Symptom	start-will not crank
Commodity	powertrain-engine-electronic engine control sensors	Symptom	start-will not start
Commodity	powertrain-engine-electronic engine control sensors	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	battery-dead/weak
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	calibration-issue/re-flash
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	circuit-shortcd
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	engine power-stall
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	field service action

Commodity	powertrain-engine-miscellaneous controls-	Symptom	start-will not crank
Commodity	powertrain-engine-miscellaneous controls-	Symptom	start-will not start
Significant Event	Fire; Property Damage;	Verified	Y

Tread Information

Report Details

Source Claim Key		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	28-Dec-2015
Version Series Code		Load Date	16 -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	563	Dealer Country	USA
Diagnostc Trouble Code		Dealer Phone Number	4805384100
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Jan 7 2016 4 51 45 000PM entered by SVC RM User Program Management/Client Server>>>LEFT VOICEMAIL FOR CUSTOMER My name, case, contact info <<<Dec 28 2015 12 26 06 000PM entered by SVC RM User Program Management/Client Server>>>ISSUE Customer states Has experienced 3 instances of stepping on accelerator, getting a little acceleration, and then vehicle stalling Vehicle was towed to dealership twice Since 3rd repair, has not recurred Then the check engine light came on Dealership diagnosed valve failure and repaired Twice the battery has been flat and could not be jumped Dealership replaced battery at no charge Since the fuel lines were changed, gas mileage has dropped from 300 miles per tank to 250 miles per tank He loves the vehicle and the brand but is afraid to drive the vehicle 70 miles to his vacation home in Mexico REQUEST Customer requests Buyback or trade into a comparable vehicle ADVISED I advised I will look into this Manufacturer would not make final decision here but I can notify the appropriate parties They may be on holiday break Back in touch within 2 business days, but all I may be able to say at that time is if the parties have been notified Gave case number and my contact info <<<Dec 28 2015 12 29 44 000PM entered by SVC RM User Program Management/Client Server>>>PER DDW GLOBAL VIN SALLSAAD4DA [REDACTED] Sold Date 22 Oct 2012 Sold By R0299 Land Rover North Scottsdale Owner Driver Name [REDACTED] Warranty Cover Policy Expires Distance Deductible Corrosion Warranty 21 Oct 2018 999999 Federal Emission Warranty 21 Oct 2020 80000 Paint Warranty 21 Oct 2016 50000 Standard Factory Warranty 21 Oct 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action Claimed Field Service Actions Code Actioned By P039B 09 Sep 2014 Land Rover North Scottsdale Q228D 09 Sep 2014 Land Rover North Scottsdale Q361B 09 Sep 2014 Land Rover North Scottsdale L603A 03 Sep 2013 Land Rover North Scottsdale L700A 04 Sep 2012 Land Rover North Scottsdale <<<Dec 28 2015 12 33 03 000PM entered by SVC RM User Program Management/Client Server>>>PER AWS SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 15 5H04 AH22 1K028 BB S11 S11 V51 MR3 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 2.3 Labor Cost 287.5 Material Cost 94.4 Total Cost 381.9 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 07 JAN 2014 DIST(Mile) 17007 Cust Comments CUSTOMER STATES, THERE IS A LOW PITCHED THUMPING LIKE NOISE, SEEMS TO BE FROM REAR OF VEHICLE, AT SLOW SPEEDS, AND NOISE WILL INCREASE WITH VEHICLE SPEED. CUSTOMER DID DRIVE WITH TECH FOR Tech Comments FOUND RIGHT REAR WHEEL BEARING INTERNAL FAILURE. REMOVED AND REPLACED RIGHT REAR WHEEL BEARING. TEST DROVE VEHICLE. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 20 7A01 * IBATT * S09 S09 V19 JL1 28 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E83 Labor Hrs .5 Labor Cost 62.5 Material Cost 0 Total Cost 204.02 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 12 JUN 2014 DIST(Mile) 21975 Cust Comments CUSTOMER STATES ENGINE WILL NOT CRANK Tech Comments FOUND VEHICLE NOT CRANKING.JUMP STARTED.TESTED BATTERY FAILED TEST,REMOVED AND REPLACED BATTERY. DTC CODE 8Q670 72 G1HGV D8. SUBLETS FOR BATTERY COST.* 6/24 ZZZ123 IS FOR BATTERY PRICE,ZZZ661 FOR HANDLING * SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 34 1G02 8W93 8K500 BC S11 S11 V45 MG3 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 2.4 Labor Cost 304.8 Material Cost 172.83 Total Cost 499.68 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 03 AUG 2015 DIST(Mile) 34819 Cust Comments ENGINE COOLANT ISSUE REQUIRES IMMEDIATE ATTENTION. Tech Comments FOUND COOLANT LEAKING FROM ENGINE AREA. PER BULLITEN LTB00352NAS6 PRESSURE TESTED COOLING SYSTEM. FOUND PRESSURE DROPPING 15PSI. REMOVED BELT AND FOUND FREEPLAY IN BEARING. ALSS HEAD GRINDING WHEN SPINNING. REPLACED WATER PUMP ASSEMB LY, PRESSURE TESTED FOR LEAKS, NO FURTHER LEAKS. ZZZ001 FOR COOLANT USED IN THIS REPAIR. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 34 2G02 XW4P 7H103 AB S11 S11 V52 MU4 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs .8 Labor Cost 101.6 Material Cost 103.46 Total Cost 205.06 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 07 AUG 2015 DIST(Mile) 34883 Cust Comments CUSTOMER STATES, THEY WERE BACKING OUT OF THE DRIVEWAY, THE CAR HAD SAT, AND WENT TO PUT INTO DRIVE AND MOTOR DIED OUT CLEAN. NO SPUTTERING. SEVERAL WARNING LIGHTS CAME ON, NAV SCREEN DISP Tech Comments HOOKED UP SDD CHECKED FAULTS. NO FAULT CODES STORED. SHOP FORMAN DUPLICATED CONCERN WHEN VEHICLE ARRIVED. TESTED CRANK SENSOR FOUND INTERMINT SHORT IN SENSOR. REPLACED SENSOR AND RESET ADAPTIONS. TESTED FOR A COUPLE DAYS. NO FURTHER FAULTS FOUND. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 35 6R07 AH22 14D374 AH S08 S08 V05 BM2 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 1 Labor Cost 127 Material Cost 346.78 Total Cost 473.78 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 17 AUG 2015 DIST(Mile) 34917 Cust Comments VEHICLE DIES ANY TIME YOU STOP DRIVING C.S AT TRAFFIC LIGHTS PUTTING VEHICLE IN REVERSE. Tech Comments HOOKED UP SDD CHECKED FAULTS FOUND FAULT B10A2 31 AND B10A2 38 STORED. FOUND CRASH INPUT IN RCM FAULTING INTERNAL REPLACED RESTRAINT CONTROL MODULE PROGRAMMED TO VEHICLE AND TEST DROVE. VEHICLE DID NOT STALL SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 35 2E03 DX23 9D376 AA S11 S11 V52 MU4 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 9.7 Labor Cost 1231.9 Material Cost 1741.86 Total Cost 2973.76 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 21 AUG 2015 DIST(Mile) 34951 Cust Comments CUSTOMER STATES, CAR HAS DIED WHILE DRIVING AGAIN, WILL SHUT OFF CLEAN WHEN AT SLOW SPEES, AND IT HAS DIED SEVERAL TIMES TODAY, AND ONCE WHILE DRIVING, CUSTOMER PRESSED THE GAS AND NOTHING Tech Comments HOOKED UP SDD CHECKED FAULTS FOUND FAULT P2279 STORED. SMOKE D INTAKE SYSTEM AND NO LEAKS FOUND. SUBMIT TA TO TECHLINE [REDACTED]. INSTRUCTED TO REMOVED FUEL TANK AND INSPECT. REMOVE D TANK AND FUEL TANK FLANGE. NO
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FAULTS WITH CONNECTION. FOUND UPPER FLANGE LEAKING. REPLACED FUEL TANK UPPER FLANGE. USI TECH LINE INSTRUCTED THROTTLE BODY. REPLACED THROTTLE BODY RESET ADAPTIONS AND TEST DROVE VEHICLE. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 37 7A01 * IBATT * S09 S09 V19 JL1 28 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E83 Labor Hrs .7 Labor Cost 88.9 Material Cost 0 Total Cost 103.9 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 21 OCT 2015 DIST(Mile) 36870 Cust Comments CUSTOMER STATES ENGINE WILL NOT CRANK HAD TO BE JUMP STARTED Tech Comments BATTERY FAILED GR1. ALM5C2S X6NGWB8. REPLACED BATTERY AND TESTED CHARGING SYSTEM. ZZZ661 FOR HANDLING. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 38 2E04 6H52 9C111 BA S11 S11 V29 MC1 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 1 Labor Cost 127 Material Cost 180.75 Total Cost 307.75 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 03 DEC 2015 DIST(Mile) 38940 Cust Comments CHECK ENGINE ENGINE LIGHT IS ON DISPLAY C.S Tech Comments HOOKED UP SDD AND PULLED FAULT CODES. P0442 SMALL EVAP LEAK RAN DLTM PUMP TEST AND FAILED. REPLACED DLTM PUMP DUE TO STICKING INTERNALY. RERAN TEST AND PASSED. CLEARED ALL FAULT CODES. <<<Dec 28 2015 12 39 49 000PM entered by SVC RM User Program Management/Client Server>>>Since SR is out until 12/30, I emailed KV for AMM email approval <<<Dec 28 2015 4 35 34 000PM entered by SVC RM User Program Management/Client Server>>>From Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com> Date 28 December 2015 at 12 41 Subject Re Western Region AMM email To Scott, Loretta <(><<)>Lscott5@jaguarlandrover.com> Hi Loretta, That looks good to send. Kathleen Viccaro <<<Dec 28 2015 4 36 35 000PM entered by SVC RM User Program Management/Client Server>>>PER SUPERVISOR APPROVAL, SENT AMM EMAIL WITH AWS From Scott, Loretta <(><<)>Lscott5@jaguarlandrover.com> Date 28 December 2015 at 15 35 Subject Customer request repurchase/replace [REDACTED] SALS F2D49DA [REDACTED] To Ian Harms <(><<)>iharms@jaguarlandrover.com>, Messina, Steve <(><<)>smessina@penskeautomotive.com> Customer [REDACTED] Vehicle 2013 RR Sport HSE VIN SALS F2D49DA [REDACTED] Mileage 38,941 Dealership Land Rover North Scottsdale Dealer code R0299 Case [REDACTED] Hello Ian, The above customer is an Arizona resident who has called in to the CRC requesting that his vehicle be repurchased or replaced. He states he has experienced 3 instances of stepping on accelerator, getting a little acceleration, and then vehicle stalling. It was towed to his dealership twice. Since the 3rd repair, this has not recurred. But then, the check engine light came on. The dealership diagnosed valve failure and repaired. Twice, the battery has been flat and could not be jumped. The dealership replaced battery at no charge. Also, since the fuel lines were changed, gas mileage has dropped from 300 miles per tank to 250 miles per tank. He loves the vehicle and the brand but is afraid to drive the vehicle 70 miles to his vacation home in Mexico. The pertinent AWS entries are below SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 15 5H04 AH22 1K028 BB S11 S11 V51 MR3 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 2.3 Labor Cost 287.5 Material Cost 94.4 Total Cost 381.9 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 07 JAN 2014 DIST(Mile) 17007 Cust Comments CUSTOMER STATES, THERE IS A LOW PITCHED THUMPING LIKE NOISE, SEEMS TO BE FROM REAR OF VEHICLE, AT SLOW SPEEDS, AND NOISE WILL INCREASE WITH VEHICLE SPEED. CUSTOMER DID DRIVE WITH TECH FOR Tech Comment s FOUND RIGHT REAR WHEEL BEARING INTERNAL FAILURE. REMOVED AND REPLACED RIGHT REAR WHEEL BEARING. TEST DROVE VEHICLE. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 20 7A01 * IBATT * S09 S09 V19 JL1 28 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E83 Labor Hrs .5 Labor Cost 62.5 Material Cost 0 Total Cost 204.02 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 12 JUN 2014 DIST(Mile) 21975 Cust Comments CUSTOMER STATES ENGINE WILL NOT CRANK Tech Comments FOUND VEHICLE NOT CRANKING.JUMP STARTED.TESTED BATTERY FAILED TEST,REMOVED AND REPLACED BATTERY. DTC CODE 8Q670 72 G1HGVD8. SUBLETS FOR BATTERY COST.* 6/24 ZZZ123 IS FOR BATTERY PRICE,ZZZ661 FOR HANDLING * SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 34 1G02 8W93 8K500 BC S11 S11 V45 MG3 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 2.4 Labor Cost 304.8 Material Cost 172.83 Total Cost 499.68 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 03 AUG 2015 DIST(Mile) 34819 Cust Comments ENGINE COOLANT ISSUE REQUIRES IMMEDIATE ATTENTION. Tech Comments FOUND COOLANT LEAKING FROM ENGINE AREA. PER BULLITEN LT B00352NAS6 PRESSURE TESTED COOLING SYSTEM. FOUND PRESSURE DROPPING 15PSI. REMOVED BELT AND FOUND FREEPLAY IN BEARING. ALSS HEAD GRINDING WHEN SPINNING. REPLACED WATER PUMP ASSEMB LY, PRESSURE TESTED FOR LEAKS, NO FURTHER LEAKS. ZZZ001 FOR COOLANT USED IN THIS REPAIR. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 34 2G02 XW4P 7H103 AB S11 S11 V52 MU4 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs .8 Labor Cost 101.6 Material Cost 103.46 Total Cost 205.06 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 07 AUG 2015 DIST(Mile) 34883 Cust Comments CUSTOMER STATES, THEY WERE BACKING OUT OF THE DRIVEWAY, THE CAR HAD SAT, AND WENT TO PUT INTO DRIVE AND MOTOR DIED OUT CLEAN. NO SPUTTERING. SEVERAL WARNING LIGHTS CAME ON, NAV SCREEN DISP Tech Comments HOOKED UP SDD CHECKED FAULTS. NO FAULT CODES STORED. SHOP FORMAN DUPLICATED CONCERN WHEN VEHICLE ARRIVED. TESTED CRANK SENSOR FOUND INTERMITTENT SHORT IN SENSOR. REPLACED SENSOR AND RESET ADAPTIONS. TESTED FOR A COUPLE DAYS. NO FURTHER FAULTS FOUND. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 35 6R07 AH22 14D374 AH S08 S08 V05 BM2 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 1 Labor Cost 127 Material Cost 346.78 Total Cost 473.78 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 17 AUG 2015 DIST(Mile) 34917 Cust Comments VEHICLE DIES ANY TIME YOU STOP DRIVING C.S AT TRAFFIC LIGHTS PUTTING VEHICLE IN REVERSE. Tech Comments

HOOKED UP SDD CHECKED FAULTS FOUND FAULT B10A2 31 AND B10A2 38 STORED. FOUND CRASH INPUT IN RCM FAULTING INTERNAL REPLACED RESTRAINT CONTROL MODULE PROGRAMMED TO VEHICLE AND TEST DROVE. VEHICLE DID NOT STALL SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 35 2E03 DX23 9D376 AA S11 S11 V52 MU4 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 9.7 Labor Cost 1231.9 Material Cost 1741.86 Total Cost 2973.76 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 21 AUG 2015 DIST(Mile) 34951 Cust Comments CUSTOMER STATES, CAR HAS DIED WHILE DRIVING AGAIN, WILL SHUT OFF CLEAN WHEN AT SLOW SPEEDS, AND IT HAS DIED SEVERAL TIMES TODAY, AND ONCE WHILE DRIVING, CUSTOMER PRESSED THE GAS AND NOTHING Tech Comments HOOKED UP SDD CHECKED FAULTS FOUND FAULT P2279 STORED. SMOKE D INTAKE SYSTEM AND NO LEAKS FOUND. SUBMIT TA TO TECHLINE [REDACTED]. INSTRUCTED TO REMOVED FUEL TANK AND INSPECT. REMOVE D TANK AND FUEL TANK FLANGE. NO FAULTS WITH CONNECTION. FOUN D UPPER FALNGE LEAKING. REPLACED FUEL TANK UPPER FLANGE. USI TECH LINE INSTRUCTED THROTTLE BODY. REPLACED THROTTLE BODY RESET ADAPTIONS AND TEST DROVE VEHICLE. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 37 7A01 * IBATT * S09 S09 V19 JL1 28 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E83 Labor Hrs .7 Labor Cost 88.9 Material Cost 0 Total Cost 103.9 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5384100 St AZ Ctry Cd USA Reg Cd LR Repr Date 21 OCT 2015 DIST(Mile) 36870 Cust Comments CUSTOMER STATES ENGINE WILL NOT CRANK HAD TO BE JUMP STARTED Tech Comments BATTERY FAILED GR1. ALM5C2S X6NGWB8. REPLACED BATTERY AND TESTED CHARGING SYSTEM. ZZZ661 FOR HANDLING. SALLSAAD4DA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 16 07 12 22 10 12 R0299 USA 38 2E04 6H52 9C111 BA S11 S11 V29 MC1 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 1 Labor Cost 127 Material Cost 180.75 Total Cost 307.7 5 Dlr Cd Sub Cd R0299 LR Name LAND ROVER NORTH SCOTTSDALE Ph 480 5 <<<Dec 30 2015 9 25 57 000AM entered by SVCRM User Program Management/Client Server>>>From Messina,Steve <(><<>)smessina@penskeautomotive.com> Date 28 December 2015 at 17 22 Subject RE Customer request repurchase/replace [REDACTED] SALSF2D49DA [REDACTED] To Scott, Loretta <(><<>)lscott5@jaguarlandrover.com>, Ian Harms <(><<>)iharms@jaguarlandrover.com> Super nice people who have had numerous and non related issues with their Sport. Services and brakes all done here. Steve <<<Dec 30 2015 2 05 03 000PM entered by SVCRM User Program Management/Client Server>>>CALLED AND SPOKE TO CUSTOMER I advised that as I expected, my internal parties are off for the holiday I doubt I will hear an update before Monday Customer states that's okay, he appreciates me getting back in touch, he understands, he loves the Sport He looks forward to hearing from me next week <<<Dec 31 2015 9 37 35 000AM entered by SVCRM User Program Management/Client Server>>>From Harms, Ian <(><<>)iharms@jaguarlandrover.com> Date 30 December 2015 at 13 10 Subject Re Customer request repurchase/replace [REDACTED] SALSF2D49DA [REDACTED] To Messina,Steve <(><<>)smessina@penskeautomotive.com> Cc Scott, Loretta <(><<>)lscott5@jaguarlandrover.com>, bperich <(><<>)bperich@penskeautomotive.com> Steve, in your opinion, what should we be thinking about doing for this customer I guess I need this file for review too...can you get Erin to forward it to me ... <<<Jan 7 2016 4 02 58 000PM entered by SVCRM User Program Management/Client Server>>>\$5000.00 OLL will require authorization from Peter Pochapsky <<<Jan 5 2016 4 48 53 000PM entered by SVCRM User Program Management/Client Server>>>Customer OLL Template found here W /CAC/JLR Letters <<<Jan 5 2016 4 43 01 000PM entered by SVCRM User Program Management/Client Server>>>From Harms, Ian <(><<>)iharms@jaguarlandrover.com> Date 5 January 2016 at 12 20 Subject Re Customer request repurchase/replace [REDACTED] SALSF2D49DA [REDACTED] To Scott, Loretta <(><<>)lscott5@jaguarlandrover.com>, Peter Pochapsky <(><<>)ppochaps@jaguarlandrover.com> Cc Frank Dauerer <(><<>)fdauerer@jaguarlandrover.com> I have completed the service file review... this vehicle's performance has been normal for nearly the first 3 years...some warranty repairs and some service work...but the significant issue surrounds a difficult to diagnose drive ability issue at 34 months into service. At 34,819 miles, customer complained of cold start stall NFF Next day at 34883, the issue continued and a crank sensor was fitted. 34 miles later, a tech line case was opened and fitted a restraint module for stalling at stops and reverse was fitted. 34 miles again, we fitted a gas tank flange, new throttle body, fuel pumps and fuel pressure sensor. All of these repairs took just less than one month...the customer appeared to have a loaner car for these several apparent repeat visits. Approx 3 months and 2000 miles or so later, the car did have a repeat battery failure and a CEL for a DLTM valve issue...again, both fixed under the warranty that we provided with the car... I do not believe that the car has warrants replacement. There is still 10 months and 11K miles of warranty remaining which will be sufficient time to prove out whether the car has been repaired effectively under warranty. I would be in favor however of offering the customer an OLL representative of the value of the vehicle that he has purchased....mayb e \$5K Cheers Ian <<<Jan 4 2016 4 43 53 000PM entered by SVCRM User Program Management/Client Server>>>From Ian Harms <(><<>)iharms@jaguarlandrover.com> Date 4 January 2016 at 15 37 Subject Re Customer request repurchase/replace [REDACTED] SALSF2D49DA [REDACTED] To Messina,Steve <(><<>)smessina@penskeautomotive.com>, lscott5@jaguarlandrover.com Cc Perich,Bobby <(><<>)bperich@penskeautomotive.com> ...and I am reviewing the service which should be complete by end of day. Excuse typo's...regards Ian. <<<Jan 4 2016 4 28 08 000PM entered by SVCRM User Program Management/Client Server>>>From Messina,Steve <(><<>)smessina@penskeautomotive.com> Date 4 January 2016 at 15 19 Subject RE Customer request repurchase/replace [REDACTED] SALSF2D49DA [REDACTED] To Scott, Loretta <(><<>)lscott5@jaguarlandrover.com>, Harms, Ian <(><<>)iharms@jaguarlandrover.com> Cc Perich,Bobby

<(><<<>)bperich@penskeautomotive.com> Loretta, There is nothing new, we have not made any repairs since his last visit early in December. Steve <<<Jan 4 2016 4 15 16 000PM entered by SVCRM User Program Management/Client Server>>>CALLED AND SPOKE TO CUSTOMER I advised that investigation is underway, and that his dealership has spoken on his behalf As soon as I have further information, I will be back in contact with an update <<<Jan 4 2016 4 12 33 000PM entered by SVCRM User Program Management/Client Server>>>From Scott, Loretta <(><<<>)lscott5@jaguarlandrover.com> Date 4 January 2016 at 15 12 Subject Re Customer request repurchase/replace [REDACTED] SALSF2D49DA[REDACTED] To Harms, Ian <(><<<>)iharms@jaguarlandrover.com> Cc Messina,Steve <(><<<>)smessina@penskeautomotive.com>, Perich ,Bobby <(><<<>)bperich@penskeautomotive.com> Hello all, I'm checking in to see if there is any information on [REDACTED] request. I have to call him today, so what I'll tell him for now is that his investigation is in process. Let me know if there's anything I can do to be of assistance. Thanks, and Happy New Year" Loretta <<<Dec 31 2015 9 38 11 000AM entered by SVCRM User Program Management/Client Server>>>From Harms, Ian <(><<<>)iharms@jaguarlandrover.com> Date 30 December 2015 at 14 34 Subject Re Customer request repurchase/replace [REDACTED] SALSF2D49DA[REDACTED] To Messina,Steve <(><<<>)smessina@penskeautomotive.com> Cc Scott, Loretta <(><<<>)lscott5@jaguarlandrover.com>, Perich,Bobby <(><<<>)bperich@penskeautomotive.com> OK thanks...I'll do the assessment. <<<Dec 31 2015 9 37 54 000AM entered by SVCRM User Program Management/Client Server>>>From Messina,Steve <(><<<>)smessina@penskeautomotive.com> Date 30 December 2015 at 14 33 Subject RE Customer request repurchase/replace [REDACTED] SALSF2D49DA[REDACTED] To Harms, Ian <(><<<>)iharms@jaguarlandrover.com> Cc Scott, Loretta <(><<<>)lscott5@jaguarlandrover.com>, Perich,Bobby <(><<<>)bperich@penskeautomotive.com> I think we can keep the client as a customer, just not in this car. Can we offer some trade assist money Steve <<<Dec 28 2015 11 29 44 000AM entered by SVCRM User Program Management/Client Server>>>PER DDW GLOBAL VIN SALLSAAD4DA[REDACTED] Sold Date 22 Oct 2012 Sold By R0299 Land Rover North Scottsdale Owner Driver Name [REDACTED] [REDACTED] Warranty Cover Policy Expires Distance Deductible Corrosion Warranty 21 Oct 2018 999999 Federal Emission Warranty 21 Oct 2020 80000 Paint Warranty 21 Oct 2016 50000 Standard Factory Warranty 21 Oct 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action Claimed Field Service Actions Code Actioned By P039B 09 Sep 2014 Land Rover North Scottsdale Q228D 09 Sep 2014 Land Rover North Scottsdale Q361B 09 Sep 2014 Land Rover North Scottsdale L603A 03 Sep 2013 Land Rover North Scottsdale L700A 04 Sep 2012 Land Rover North Scottsdale <<<Dec 28 2015 11 26 06 000AM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer states Has experienced 3 instances of stepping on accelerator, getting a little acceleration, and then vehicle stalling Vehicle was towed to dealership twice Since 3rd repair, has not recurred Then the check engine light came on Dealership diagnosed valve failure and repaired Twice the battery has been flat and could not be jumped Dealership replaced battery at no charge Since the fuel lines were changed, gas mileage has dropped from 300 miles per tank to 250 miles per tank He loves the vehicle and the brand but is afraid to drive the vehicle 70 miles to his vacation home in Mexico REQUEST Customer requests Buyback or trade into a comparable vehicle ADVISED I advised I will look into this Manufacturer would not make final decision here but I can notify the appropriate parties They may be on holiday break Back in touch within 2 business days, but all I may be able to say at that time is if the parties have been notified Gave case number and my contact info <<<Jan 7 2016 4 14 25 000PM entered by SVCRM User Program Management/Client Server>>>CREATED GOODWILL FOR APPROVAL IN CRM <<<Jan 7 2016 4 54 59 000PM entered by SVCRM User Program Management/Client Server>>>From Scott, Loretta <(><<<>)lscott5@jaguarlandrover.com> Date 7 January 2016 at 15 54 Subject Re Customer request repurchase/replace [REDACTED] SALSF2D49DA[REDACTED] To Harms, Ian <(><<<>)iharms@jaguarlandrover.com>, Messina,Steve <(><<<>)smessina@penskeautomotive.com> Cc Frank Dauerer <(><<<>)fdauerer@jaguarlandrover.com> Hi all, I tried to call [REDACTED] to offer him goodwill but had to leave him a voicemail. I will have to actually speak to him to offer him the OLL, as the expiration is one year from the date on the letter. I don't want to draft it and have it sit, running its time out. I will be calling him again if I don't hear from him. Steve, if you speak to him in the meanwhile, would you mind mentioning that I'm trying to reach him Thanks, Loretta <<<Jan 14 2016 5 16 27 000PM entered by SVCRM User Program Management/Client Server>>>From Scott, Loretta <(><<<>)lscott5@jaguarlandrover.com> Date 14 January 2016 at 16 16 Subject Re Customer request repurchase/replace [REDACTED] SALSF2D49DA[REDACTED] To Messina,Steve <(><<<>)smessina@penskeautomotive.com> Hi Steve, I apologize for the delay in getting this credit to you. Things went a bit out of SOP order and so we're adapting. I have to ask you for an RO for the amount of \$4,654.00 for the contribution to the deal. Things are ready to roll out pending that. I've attached a copy of the documentation that Ian sent me for reference. Thanks" Loretta <<<Jan 12 2016 9 52 28 000AM entered by SVCRM User Program Management/Client Server>>>From Harms, Ian <(><<<>)iharms@jaguarlandrover.com> Date 12 January 2016 at 00 08 Subject Re Customer request repurchase/replace [REDACTED] SALSF2D49DA[REDACTED] To Scott, Loretta <(><<<>)lscott5@jaguarlandrover.com> Cc Frank Dauerer <(><<<>)fdauerer@jaguarlandrover.com> Hi Loretta, the deal got done at the weekend with a \$5000 contribution...here's the self explanatory docs...hope you can get the retailer the funds

quickly...cheers Ian <<<Jan 12 2016 9 53 55 000AM entered by SVCRM User Program Management/Client Server>>>From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 12 January 2016 at 08 31 Subject Re Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] To Harms, Ian <(><<)>iharm@jaguarlandrover.com> Cc Frank Dauerer <(><<)>fdauerer@jaguarlandrover.com> Thank you for the information, Ian" [REDACTED] had not yet confirmed to me that he intended to accept the offer of goodwill, so I got the approval but the paperwork had been on hold. I will get it done. Loretta <<<Jan 12 2016 5 13 35 000PM entered by SVCRM User Program Management/Client Server>>>From Harms, Ian <(><<)>iharm@jaguarlandrover.com> Date 12 January 2016 at 10 51 Subject Re Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] To Scott, Loretta <(><<)>lscott5@jaguarlandrover.com>, Frank Dauerer <(><<)>fdauerer@jaguarlandrover.com> Frank, seriously, if this deal gets done in the way that I am hoping, then we need to have a talk with Peter about formalizing this process...this is ridiculously simple, admin light process for the field compared to the DFT process...I'm even wondering why we couldn't adopt a similar process for CA but it would need some time lines imposed. <<<Jan 12 2016 5 14 17 000PM entered by SVCRM User Program Management/Client Server>>>From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 12 January 2016 at 08 31 Subject Re Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] To Harms, Ian <(><<)>iharm@jaguarlandrover.com> Cc Frank Dauerer <(><<)>fdauerer@jaguarlandrover.com> Thank you for the information, Ian" [REDACTED] had not yet confirmed to me that he intended to accept the offer of goodwill, so I got the approval but the paperwork had been on hold. I will get it done. Loretta <<<Jan 14 2016 5 17 00 000PM entered by SVCRM User Program Management/Client Server>>>(per discussion with admin, we need an RO in order to create a credit memo for an OLL) <<<Jan 14 2016 5 54 05 000PM entered by SVCRM User Program Management/Client Server>>>From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 14 January 2016 at 16 16 Subject Re Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] To Messina,Steve <(><<)>smessina@penskeautomotive.com> Hi Steve, I apologize for the delay in getting this credit to you. Things went a bit out of SOP order and so we're adapting. I have to ask you for an RO for the amount of \$4,654.00 for the contribution to the deal. Things are ready to roll out pending that. I've attached a copy of the documentation that Ian sent me for reference. Thanks" Loretta <<<Jan 14 2016 5 54 20 000PM entered by SVCRM User Program Management/Client Server>>>From Perich,Bobby <(><<)>bperich@penskeautomotive.com> Date 14 January 2016 at 16 32 Subject FW Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] To lscott5@jaguarlandrover.com <(><<)>lscott5@jaguarlandrover.com> Cc Harms, Ian <(><<)>iharm@jaguarlandrover.com>, Messina,Steve <(><<)>smessina@penskeautomotive.com> Loretta, The attached shows a receipt for \$4654 from the customer, this just happens to be the amount he elected to put down on the deal in addition to the \$5000 Owner Loyalty from LRNA. The dealership contribution is reflected in the selling price, at \$1000 below invoice. Please let us know if you need anything else. Bobby Perich General Manager Jaguar Land Rover North Scottsdale Desk 480 538 4110 jaguarlandrovernorthscottsdale.com <<<Jan 14 2016 5 55 48 000PM entered by SVCRM User Program Management/Client Server>>>From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 14 January 2016 at 16 55 Subject Re FW Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] To Perich,Bobby <(><<)>bperich@penskeautomotive.com> Cc Harms, Ian <(><<)>iharm@jaguarlandrover.com>, Messina,Steve <(><<)>smessina@penskeautomotive.com> We do still need a repair order for \$5000.00 in order to get the credit memo generated. I can get that going as soon as I have the RO. Thanks" On 14 January 2016 at 16 52, Perich,Bobby <(><<)>bperich@penskeautomotive.com> wrote Thanks Bobby Perich General Manager Jaguar Land Rover North Scottsdale Desk 480 538 4110 jaguarlandrovernorthscottsdale.com From Scott, Loretta [mailto:lscott5@jaguarlandrover.com] Sent Thursday, January 14, 2016 2 41 PM To Perich,Bobby Cc Harms, Ian; Messina,Steve Subject Re FW Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] Thanks for that clarification, Steve" I was looking at the number circled on the deal. The approval was done for \$5000.00, so that will not be a problem. Loretta <<<Jan 15 2016 12 28 08 000PM entered by SVCRM User Program Management/Client Server>>>From Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com> Date 15 January 2016 at 08 47 Subject Re Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] To Scott, Loretta <(><<)>lscott5@jaguarlandrover.com>, Heather Baez <(><<)>hbaez@jaguarlandrover.com> Cc Stacey Roumantzas <(><<)>sroumant@jaguarlandrover.com> I spoke to Amber and the problem here is that b/c the OLL was not received by the dealer prior to the sale this needs to be treated as normal credit memo goodwill. We can not use a sales contract number to process the goodwill. We therefore need an RO number in order to get the dealer an authorization code to get them paid. Looping in Heather in case she knows of a different way to handle this. Jennifer Ruth <<<Jan 15 2016 2 18 45 000PM entered by SVCRM User Program Management/Client Server>>>From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 15 January 2016 at 13 17 Subject Re Customer request repurchase/replace [REDACTED] SALS2D49DA [REDACTED] To Ian Harms <(><<)>iharm@jaguarlandrover.com> Cc Perich,Bobby <(><<)>bperich@penskeautomotive.com>, Messina,Steve <(><<)>smessina@penskeautomotive.com>, Stacey Roumantzas <(><<)>sroumant@jaguarlandrover.com>, Heather Baez <(><<)>hbaez@jaguarlandrover.com> Hello Ian, I discussed this with the administrative supervisors, and I have been advised that we can

give the dealership a code to get them paid faster if they open an RO, or we can do a spreadsheet based on the documentation provided so far and they will see the credit on their February or March Parts statement. Even though this is a sales transaction and not service, the standard procedure with OLL is that the dealership receives the OLL in hand from the customer and submits it with an RO for reimbursement. Please let me know if I should hold off for the RO or proceed with the current documentation. Thanks" Loretta <<<Jan 19 2016 4 01 23 000PM entered by SVCRM User Program Management/Client Server>>>Per discussion with supervisor KV, okay to process in the manner requested by AMM <<<Jan 19 2016 4 13 32 000PM entered by SVCRM User Program Management/Client Server>>>GOODWILL REQUEST SUBMITTED TO ADMIN FOR CORRECTION/PROCESSING From Scott, Loretta <(><<)>Iscott5@jaguarlandrover.com> Date 19 January 2016 at 15 12 Subject CM SALS2D49DA [REDACTED] [REDACTED] To C RCGWADM <(><<)>crcgwadm@jaguarlandrover.com> Hi, I haven't done one of these for an OLL before so please feel free to make corrections. Per Ian Harms we are to process off Invoice and not request an RO for this. Loretta K. Scott Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309013 <<<Jan 21 2016 2 05 28 000PM entered by SVCRM User Program Management/Client Server>>>Emailed Admin supervisor regarding goodwill processing From Scott, Loretta <(><<)>Iscott5@jaguarlandrover.com> Date 21 January 2016 at 13 04 Subject Fwd CM SALS2D49DA [REDACTED] [REDACTED] To Heather Baez <(><<)>hbaez@jaguarlandrover.com> Hi Heather, This is the case we talked about where you told me we could process without an RO, but it would be slower. Ian stated emphatically that I was to process without an RO, so I submitted with the note below. How should I proceed here Thanks, Loretta <<<Jan 21 2016 2 10 33 000PM entered by SVCRM User Program Management/Client Server>>>From Baez, Heather <(><<)>hbaez@jaguarlandrover.com> Date 21 January 2016 at 13 09 Subject Re CM SALS2D49DA [REDACTED] [REDACTED] To Scott, Loretta <(><<)>Iscott5@jaguarlandrover.com> You can just print out the request with back up and give it to Beth to have her put on a spreadsheet. Thanks, Heather Baez Customer Relationship Center Supervisor <<<Jan 21 2016 2 30 04 000PM entered by SVCRM User Program Management/Client Server>>>GOODWILL REQUEST DELIVERED TO ADMIN FOR SPREADSHEET PROCESSING <<<Jan 7 2016 4 47 52 000PM entered by SVCRM User Program Management/Client Server>>>Received approval for \$5000.00 OLL goodwill <<<Jan 7 2016 4 14 36 000PM entered by SVCRM User Program Management/Client Server>>>EMAILED APPROVER From Scott, Loretta <(><<)>Iscott5@jaguarlandrover.com> Date 7 January 2016 at 15 13 Subject Goodwill created for approval To Peter Pochapsky <(><<)>ppochaps@jaguarlandrover.com> Case [REDACTED] Customer [REDACTED] VIN SALS2D49DA [REDACTED] Notes from activity Customer requested buyback which was declined. AMM recommends \$5,000.00 OLL instead <<<Jan 7 2016 5 02 45 000PM entered by SVCRM User Program Management/Client Server>>>CALLED AND SPOKE TO CUSTOMER Offered \$5000.00 OLL, explained it had a 1 year expiration from date of issue Customer is uncertain. He is looking for a new vehicle for his wife so this may work out but it's a lot to think about He does really want to keep the current vehicle but the drop to 200 miles per tank of gas is just not acceptable I advised I had informed Steve Messina of the offer, so that would be a good person to speak to at the dealership I advised I would check back with him in a week Normally we only give a week to think over goodwill decisions, but as this is a big one, I can check in in a week and we can go from there <<<Jan 14 2016 4 55 02 000PM entered by SVCRM User Program Management/Client Server>>>Per KV, use OLL along with deal as supporting documentation for a credit memo since the deal was already done before we heard from the customer that he accepted the goodwill <<<Jan 13 2016 5 09 48 000PM entered by SVCRM User Program Management/Client Server>>>Actual amount of trade contribution was \$4654.00

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	SALLSAAD4DA [REDACTED]	Engine Serial Number	12030402152508PN
Model Year	2013	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	RANGE ROVER SPORT
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	16-Jul-2012	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Required Vehicle	
Build Region		Warranty Start Date	22-Oct-2012
Build Country Code		Transmission Serial Number	
Mileage	39908	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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.

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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 2004 quarterly releases.

ECI Record		Source Code	CAT5
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Commodity Assignment

Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-terminal/connector
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while towing
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	repair-prior repair mentioned
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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	05-May-2016
Version Series Code		Load Date	14-May-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0132
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SAN ANTONIO
Non Causal Part Prefix-Base-Suffix		Dealer City	SAN ANTONIO
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code	811	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2105614900
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer
Comment

Technician Comment	<<<May 9 2016 2 48 15 000PM entered by SVCRM User Program Management/Client Server>>>Called dealership Left voice mail for SM John <<<May 9 2016 2 47 02 000PM entered by SVCRM User Program Management/Client Server>>>CUSTOMER CALLED IN Customer stated wanted to get an update on his case not sure why this repair is not covered under the extended warranty his paper work states it should cover the fuel tank assembly will reach out to the SM for more information will await representative's phone call I stated will notify your case handler to give you a call back will update this case <<<May 6 2016 3 13 54 000PM entered by SVCRM User Program Management/Client Server>>>I RECEIVED A CALL FROM JOHN M. SM I ADVISED I needed some information on the fuel tank seal repair and customer vehicle history. HE ADVISED He stated that they contacted warranty and this would not be covered under CPO extended warranty. He bought the vehicle used from our dealership in 2012. He has done all his maintenance and repairs, including, 52, 500k,60,000k and most recently 75,000k service. He is a good candidate for GW. <<<May 6 2016 2 58 02 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code M013 Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 90 Dlr Cd Sub Cd R0132 LR Name LAND ROVER SAN ANTONIO Ph 210 5614900 St TX Ctry Cd USA Reg Cd LR Repr Date 03 DEC 2014 DIST(Mile) 75759 Cust Comments CUSTOMER IS RESPONSIBLE FOR ALL GAS USED.Gas will be charged to your credit card at \$6.00 per gallon <(>&<)> a \$50.00 service charge if the vehicle is returned with a gas level less than the amo Tech Comments LOANER CAR 2 DAYS M013 90.00 12/03 12/05. <<<May 5 2016 2 15 01 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Corrosion Warranty 10 May 2016 999999 Federal Emission Warranty 10 May 2018 80000 LR Select CPO 24 months 50K 10 May 2016 100000 Paint Warranty 10 May 2014 50000 Standard Factory Warranty 10 May 2014 50000 <<<May 5 2016 2 09 33 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer states Customer called in and owns a 2010 Range Rover Discovery with 89,123 miles. So on April 30, 2016, vehicle was a quarter tank, customer was driving and took it home and put it in the garage. We left in the garage, later in the day you used it again and you noticed a strong odor. Customer proceeded to left up hood and no evidence of any fuel leak. So the vehicle stayed in the drive way until Tuesday, drove it to work/ and at lunch time filled it up with gas. Came back to office and asked a co worker to see if he could smell the fumes and he did. Customer called dealership, and spoke to Tony SA, towed it over to dealership who advised that this fuel tank seal is cracked. but according to LR warranty that part is not covered under the CPO extended warranty. The dealership stated it was a safety issue. REQUEST Customer requests We contact the dealership and speak to the SM and verify this is a safety issue and why it is not covered under warranty. And also looking into financial assistance if part is not covered. ADVISED I advised I will call the dealership and speak to the SM about the warranty coverage and why this part is not covered. If the parts is not covered then he is looking into financial assistance. <<<May 5 2016 1 15 01 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Corrosion Warranty 10 May 2016 999999 Federal Emission Warranty 10 May 2018 80000 LR Select CPO 24 months 50K 10 May 2016 100000 Paint Warranty 10 May 2014 50000 Standard Factory Warranty 10 May 2014 50000 <<<May 5 2016 1 09 33 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer states Customer called in and owns a 2010 Range Rover Discovery with 89,123 miles. So on April 30, 2016, vehicle was a quarter tank, customer was driving and took it home and put it in the garage. We left in the garage, later in the day you used it again and you noticed a strong odor. Customer proceeded to left up hood and no evidence of any fuel leak. So the vehicle stayed in the drive way until Tuesday, drove it to work/ and at lunch time filled it up with gas. Came back to office and asked a co worker to see if he could smell the fumes and he did. Customer called dealership, and spoke to Tony SA, towed it over to dealership who advised that this fuel tank seal is cracked. but according to LR warranty that part is not covered under the CPO extended warranty. The dealership stated it was a safety issue. REQUEST Customer requests We contact the dealership and speak to the SM and verify this is a safety issue and why it is not covered under warranty. And also looking into financial assistance if part is not covered. ADVISED I advised I will call the dealership and speak to the SM about the warranty coverage and why this part is not covered. If the parts is not covered then he is looking into financial assistance. <<<May 5 2016 1 15 01 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Corrosion Warranty 10 May 2016 999999 Federal Emission Warranty 10 May 2018 80000 LR Select CPO 24 months 50K 10 May 2016 100000 Paint Warranty 10 May 2014 50000 Standard Factory Warranty 10 May 2014 50000 <<<May 9 2016 2 51 16 000PM entered by SVCRM User Program Management/Client Server>>>Called customer Customer wanted to know if we can put in writing the diagnosis and why its not covered under warranty Customer wants to know why this piece is not covered under warranty I stated Explained to customer I am waiting to hear back from SM and when I do, I will call customer <<<May 10 2016 1 07 19 000PM entered by SVCRM User Program Management/Client Server>>>Received phone call from SM John Warranty price for repair is \$239.92 Customer price is \$600 Warranty does not cover repair Fuel tank cover, gasket, clip, and dust cover I stated I will let know Steven W. know of situation Have him reach out to customer in regards to any goodwill Have Steven call SM John to confirm offer being made to customer <<<May 17 2016 1 21 03 000PM entered by SVCRM User Program Management/Client Server>>>I ATTACHED GW (FINAL) REQUEST FORM TO CASE. E MAILED JOHN MEYERS SM GW REQUEST. <<<May 11 2016 1 59 18 000PM entered by SVCRM User Program Management/Client Server>>>I RECEIVED A CALL FROM THE CUSTOMER I ADVISED We spoke to the dealership and the repair
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for the fuel tank seal is \$239.92. JLR will cover 50% of the total repair. I will reach out to the dealership and notify them and advise them to start the repair. HE ADVISED He will accept the GW offer of 50% of the total repair. Can you contact the dealership and have them start the repair. His cell number is [REDACTED]. <<<May 11 2016 2 07 14 000PM entered by SVCRM User Program Management/Client Server>>>I CALLED THE DEALERSHIP (TONY SA WAS COVERING FOR JOHN SM) I ADVISED That they can start the repair on [REDACTED] vehicle. The customer is going to cover 50% of the total repair and JLR is going to cover 50% of the repair. The customer was already notified. HE ADVISED; He will advise John SM of the repair and the GW offer toward customer. <<<May 12 2016 12 43 32 000PM entered by SVCRM User Program Management/Client Server>>>Customer called in stating I have been working with Steven is he available I stated He does not get in until 12 00 Customer stated I just got a call from the dealership saying in order to move forward with the repair they need an approval code I stated We provide that to the dealership after the repair is complete Customer stated Can you call them and advise them of that I stated Do you mind if I place you on a 5 min. hold Customer stated No problem I stated I tried reaching Tony but he was unavailable and I did not get his VM You can advise him to give us a call and we will let him know the process Customer stated Okay thank you If there is any questions I will have him call you since you are familiar with the case <<<May 12 2016 3 21 44 000PM entered by SVCRM User Program Management/Client Server>>>I CALLED JOHN SM I ADVISED I just needed a copy of the RO for [REDACTED]. HE ADVISED I asked for my e mail address to forward the RO so we can process it. <<<May 12 2016 4 32 50 000PM entered by SVCRM User Program Management/Client Server>>>I RECEIVED A CALL FROM THE CUSTOMER I ADVISED I spoke to the customer and advised him that I called John Meyers SM and that we are going to cover 50% of the total repairs and the that you will pay for your portion of 50% when you go pick up the vehicle. HE ADVISED That he will speak to John Myers SM and go to pick up his vehicle and pay his portion of the total repair. <<<May 12 2016 4 36 31 000PM entered by SVCRM User Program Management/Client Server>>>I ATTACHED [REDACTED] RO TO CASE. <<<May 13 2016 8 32 45 000PM entered by SVCRM User Program Management/Client Server>>>I ATTACHED [REDACTED] GW FORM TO CASE. <<<May 16 2016 1 28 40 000PM entered by SVCRM User Program Management/Client Server>>>I SENT GW REQUEST FORM TO CRCGWADM FOR PROCESSING

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	SALLAAAD4AA[REDACTED]	Engine Serial Number	10011911074508PN
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	LR4
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	09-Feb-2010	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	11-May-2010
Build Country Code		Transmission Serial Number	
Mileage	89145	Vehicle Axle Ratio	
Vehicle Restraint Code			

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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 2004 quarterly releases.

ECL Record		Source Code	CAT5
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Commodity Assignment

Commodity	powertrain-engine—	Symptom	field service action
Commodity	powertrain-engine—	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine—	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine—	Symptom	nvh-noisy operation
Commodity	powertrain-engine—	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-terminal/connector
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while towing
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	repair-prior repair mentioned
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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	05-May-2016
Version Series Code		Load Date	13-Jun-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0132
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SAN ANTONIO
Non Causal Part Prefix-Base-Suffix		Dealer City	SAN ANTONIO
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code	563	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2105614900
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<May 5 2016 1 15 01 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Corrosion Warranty 10 May 2016 999999 Federal Emission Warranty 10 May 2018 80000 LR Select CPO 24 months 50K 10 May 2016 100000 Paint Warranty 10 May 2014 50000 Standard Factory Warranty 10 May 2014 50000 <<<May 5 2016 1 09 33 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer states Customer called in and owns a 2010 Range Rover Discovery with 89,123 miles. So on April 30, 2016, vehicle was a quarter tank, customer was driving and took it home and put it in the garage. We left in the garage, later in the day you used it again and you noticed a strong odor. Customer proceeded to left up hood and no evidence of any fuel leak. So the vehicle stayed in the drive way until Tuesday, drove it to work/ and at lunch time filled it up with gas. Came back to office and asked a co worker to see if he could smell the fumes and he did. Customer called dealership, and spoke to Tony SA, towed it over to dealership who advised that this fuel tank seal is cracked. but according to LR warranty that part is not covered under the CPO extended warranty. The dealership stated it was a safety issue. REQUEST Customer requests We contact the dealership and speak to the SM and verify this is a safety issue and why it is not covered under warranty. And also looking into financial assistance if part is not covered. ADVISED I advised I will call the dealership and speak to the SM about the warranty coverage and why this part is not covered. If the parts is not covered then he is looking into financial assistance. <<<May 5 2016 1 15 01 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Corrosion Warranty 10 May 2016 999999 Federal Emission Warranty 10 May 2018 80000 LR Select CPO 24 months 50K 10 May 2016 100000 Paint Warranty 10 May 2014 50000 Standard Factory Warranty 10 May 2014 50000 <<<May 5 2016 2 09 33 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer states Customer called in and owns a 2010 Range Rover Discovery with 89,123 miles. So on April 30, 2016, vehicle was a quarter tank, customer was driving and took it home and put it in the garage. We left in the garage, later in the day you used it again and you noticed a strong odor. Customer proceeded to left up hood and no evidence of any fuel leak. So the vehicle stayed in the drive way until Tuesday, drove it to work/ and at lunch time filled it up with gas. Came back to office and asked a co worker to see if he could smell the fumes and he did. Customer called dealership, and spoke to Tony SA, towed it over to dealership who advised that this fuel tank seal is cracked. but according to LR warranty that part is not covered under the CPO extended warranty. The dealership stated it was a safety issue. REQUEST Customer requests We contact the dealership and speak to the SM and verify this is a safety issue and why it is not covered under warranty. And also looking into financial assistance if part is not covered. ADVISED I advised I will call the dealership and speak to the SM about the warranty coverage and why this part is not covered. If the parts is not covered then he is looking into financial assistance. <<<May 5 2016 2 15 01 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Corrosion Warranty 10 May 2016 999999 Federal Emission Warranty 10 May 2018 80000 LR Select CPO 24 months 50K 10 May 2016 100000 Paint Warranty 10 May 2014 50000 Standard Factory Warranty 10 May 2014 50000 <<<May 6 2016 2 58 02 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code M013 Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 90 Dlr Cd Sub Cd R0132 LR Name LAND ROVER SAN ANTONIO Ph 210 5614900 St TX Ctry Cd USA Reg Cd LR Repr Date 03 DEC 2014 DIST(Mile) 75759 Cust Comments CUSTOMER IS RESPONSIBLE FOR ALL GAS USED.Gas will be charged to your credit card at \$6.00 per gallon <(>&<) a \$50.00 service charge if the vehicle is returned with a gas level less than the amo Tech Comments LOANER CAR 2 DAYS M013 90.00 12/03 12/05. <<<May 6 2016 3 13 54 000PM entered by SVCRM User Program Management/Client Server>>>I RECEIVED A CALL FROM JOHN M. SM I ADVISED I needed some information on the fuel tank seal repair and customer vehicle history. HE ADVISED He stated that they contacted warranty and this would not be covered under CPO extended warranty. He bought the vehicle used from our dealership in 2012. He has done all his maintenance and repairs, including, 52, 500k,60,000k and most recently 75,000k service. He is a good candidate for GW. <<<May 9 2016 2 47 02 000PM entered by SVCRM User Program Management/Client Server>>>CUSTOMER CALLED IN Customer stated wanted to get an update on his case not sure why this repair is not covered under the extended warranty his paper work states it should cover the fuel tank assembly will reach out to the SM for more information will await representative's phone call I stated will notify your case handler to give you a call back will update this case <<<May 9 2016 2 48 15 000PM entered by SVCRM User Program Management/Client Server>>>Called dealership Left voice mail for SM John <<<May 9 2016 2 51 16 000PM entered by SVCRM User Program Management/Client Server>>>Called customer Customer wanted to know if we can put in writing the diagnosis and why its not covered under warranty Customer wants to know why this piece is not covered under warranty I stated Explained to customer I am waiting to hear back from SM and when I do, I will call customer <<<May 10 2016 1 07 19 000PM entered by SVCRM User Program Management/Client Server>>>Received phone call from SM John Warranty price for repair is \$239.92 Customer price is \$600 Warranty does not cover repair Fuel tank cover, gasket, clip, and dust cover I stated I will let know Steven W. know of situation Have him reach out to customer in regards to any goodwill Have Steven call SM John to confirm offer being made to customer <<<May 11 2016 1 59 18 000PM entered by SVCRM User Program Management/Client Server>>>I RECEIVED A CALL FROM THE CUSTOMER I ADVISED We spoke to the dealership and the repair for the fuel tank seal is \$239.92. JLR will cover 50% of the total repair. I will reach out to the dealership and notify them and advise them to start the repair. HE ADVISED He will
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accept the GW offer of 50% of the total repair. Can you contact the dealership and have them start the repair. His cell number is [REDACTED]. <<<May 11 2016 2 07 14 000PM entered by SVCRM User Program Management/Client Server>>>I CALLED THE DEALERSHIP (TONY SA WAS COVERING FOR JOHN SM) I ADVISED That they can start the repair on [REDACTED] vehicle. The customer is going to cover 50% of the total repair and JLR is going to cover 50% of the repair. The customer was already notified. HE ADVISED; He will advise John SM of the repair and the GW offer toward customer. <<<May 12 2016 12 43 32 000PM entered by SVCRM User Program Management/Client Server>>>Customer called in stating I have been working with Steven is he available I stated He does not get in until 12 00 Customer stated I just got a call from the dealership saying in order to move forward with the repair they need an approval code I stated We provide that to the dealership after the repair is complete Customer stated Can you call them and advise them of that I stated Do you mind if I place you on a 5 min. hold Customer stated No problem I stated I tried reaching Tony but he was unavailable and I did not get his VM You can advise him to give us a call and we will let him know the process Customer stated Okay thank you If there is any questions I will have him call you since you are familiar with the case <<<May 12 2016 3 21 44 000PM entered by SVCRM User Program Management/Client Server>>>I CALLED JOHN SM I ADVISED I just needed a copy of the RO for [REDACTED]. HE ADVISED I asked for my e mail address to forward the RO so we can process it. <<<May 12 2016 4 32 50 000PM entered by SVCRM User Program Management/Client Server>>>I RECEIVED A CALL FROM THE CUSTOMER I ADVISED I spoke to the customer and advised him that I called John Meyers SM and that we are going to cover 50% of the total repairs and the that you will pay for your portion of 50% when you go pick up the vehicle. HE ADVISED That he will speak to John Meyers SM and go to pick up his vehicle and pay his portion of the total repair. <<<May 12 2016 4 36 31 000PM entered by SVCRM User Program Management/Client Server>>>I ATTACHED [REDACTED] RO TO CASE. <<<May 13 2016 8 32 45 000PM entered by SVCRM User Program Management/Client Server>>>I ATTACHED [REDACTED] GW FORM TO CASE. <<<May 16 2016 1 28 40 000PM entered by SVCRM User Program Management/Client Server>>>I SENT GW REQUEST FORM TO CRCGWADM FOR PROCESSING <<<May 17 2016 1 21 03 000PM entered by SVCRM User Program Management/Client Server>>>I ATTACHED GW (FINAL) REQUEST FORM TO CASE. E MAILED JOHN MEYERS SM GW 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	SALLAAAD4AA[REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	LR4
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	09-Feb-2010	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	11-May-2010
Build Country Code		Transmission Serial Number	
Mileage	89145	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CAT5
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-terminal/connector
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while towing
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	repair-prior repair mentioned
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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	05-May-2016
Version Series Code		Load Date	13-Jun-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0132
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SAN ANTONIO
Non Causal Part Prefix-Base-Suffix		Dealer City	SAN ANTONIO
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code	817	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2105614900
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer
Comment

Technician Comment	<<<May 5 2016 1 15 01 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Corrosion Warranty 10 May 2016 999999 Federal Emission Warranty 10 May 2018 80000 LR Select CPO 24 months 50K 10 May 2016 100000 Paint Warranty 10 May 2014 50000 Standard Factory Warranty 10 May 2014 50000 <<<May 5 2016 1 09 33 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer states Customer called in and owns a 2010 Range Rover Discovery with 89,123 miles. So on April 30, 2016, vehicle was a quarter tank, customer was driving and took it home and put it in the garage. We left in the garage, later in the day you used it again and you noticed a strong odor. Customer proceeded to left up hood and no evidence of any fuel leak. So the vehicle stayed in the drive way until Tuesday, drove it to work/ and at lunch time filled it up with gas. 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E MAILED JOHN MEYERS SM GW REQUEST. <<<May 16 2016 1 28 40 000PM entered by SVCRM User Program Management/Client Server>>>I SENT GW REQUEST FORM TO CRCGWADM FOR PROCESSING <<<May 13 2016 8 32 45 000PM entered by SVCRM User Program Management/Client Server>>>I ATTACHED [REDACTED] GW FORM TO CASE. <<<May 12 2016 4 36 31 000PM entered
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by SVC CRM User Program Management/Client Server>>>I ATTACHED [REDACTED] RO TO CASE. <<<May 12 2016 4 32 50 000PM entered by SVC CRM User Program Management/Client Server>>>I RECEIVED A CALL FROM THE CUSTOMER I ADVISED I spoke to the customer and advised him that I called John Meyers SM and that we are going to cover 50% of the total repairs and the that you will pay for your portion of 50% when you go pick up the vehicle. HE ADVISED That he will speak to John Myers SM and go to pick up his vehicle and pay his portion of the total repair. <<<May 12 2016 3 21 44 000PM entered by SVC CRM User Program Management/Client Server>>>I CALLED JOHN SM I ADVISED I just needed a copy of the RO for [REDACTED]. HE ADVISED I asked for my e mail address to forward the RO so we can process it. <<<May 12 2016 12 43 32 000PM entered by SVC CRM User Program Management/Client Server>>>Customer called in stating I have been working with Steven is he available I stated He does not get in until 12 00 Customer stated I just got a call from the dealership saying in order to move forward with the repair they need an approval code I stated We provide that to the dealership after the repair is complete Customer stated Can you call them and advise them of that I stated Do you mind if I place you on a 5 min. hold Customer stated No problem I stated I tried reaching Tony but he was unavailable and I did not get his VM You can advise him to give us a call and we will let him know the process Customer stated Okay thank you If there is any questions I will have him call you since you are familiar with the case <<<May 11 2016 2 07 14 000PM entered by SVC CRM User Program Management/Client Server>>>I CALLED THE DEALERSHIP (TONY SA WAS COVERING FOR JOHN SM) I ADVISED That they can start the repair on [REDACTED] vehicle. The customer is going to cover 50% of the total repair and JLR is going to cover 50% of the repair. The customer was already notified. HE ADVISED: He will advise John SM of the repair and the GW offer toward customer. <<<May 11 2016 1 59 18 000PM entered by SVC CRM User Program Management/Client Server>>>I RECEIVED A CALL FROM THE CUSTOMER I ADVISED We spoke to the dealership and the repair for the fuel tank seal is \$239.92. JLR will cover 50% of the total repair. I will reach out to the dealership and notify them and advise them to start the repair. HE ADVISED He will accept the GW offer of 50% of the total repair. Can you contact the dealership and have them start the repair. His cell number is [REDACTED]. <<<May 9 2016 2 48 15 000PM entered by SVC CRM User Program Management/Client Server>>>Called dealership Left voice mail for SM John

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	SALLAAAD4AA [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	LR4
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	09-Feb-2010	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	11-May-2010
Build Country Code		Transmission Serial Number	
Mileage	89145	Vehicle Axle Ratio	
Vehicle Restraint Code			

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[Contact CDR HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
Commodity Assignment			
Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-glass-windshield-	Symptom	function-malfunction/inoperative
Commodity	body-glass-windshield-windshield sealing	Symptom	administrative cost
Commodity	body-glass-windshield-windshield sealing	Symptom	collapsed
Commodity	body-glass-windshield-windshield sealing	Symptom	damage-distorted/warped/wrinkled
Commodity	body-glass-windshield-windshield sealing	Symptom	field service action
Commodity	body-glass-windshield-windshield sealing	Symptom	function-malfunction/inoperative
Commodity	body-glass-windshield-windshield sealing	Symptom	latching-unlatch/latch opens
Commodity	body-glass-windshield-windshield sealing	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	body-glass-windshield-windshield sealing	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-glass-windshield-windshield sealing	Symptom	mod-codes found
Commodity	body-glass-windshield-windshield sealing	Symptom	mod-driving condition-at cruise
Commodity	body-glass-windshield-windshield sealing	Symptom	mod-driving condition-at idle
Commodity	body-glass-windshield-windshield sealing	Symptom	mod-driving condition-on deceleration/braking
Commodity	body-glass-windshield-windshield sealing	Symptom	mod-driving condition-while driving
Commodity	body-glass-windshield-windshield sealing	Symptom	mod-indicator light/warning chime on
Commodity	body-glass-windshield-windshield sealing	Symptom	nvh-noisy operation
Commodity	body-glass-windshield-windshield sealing	Symptom	nvh-wind noise
Commodity	body-glass-windshield-windshield sealing	Symptom	separation
Commodity	body-interior-interior trim/panels-	Symptom	administrative cost
Commodity	body-interior-interior trim/panels-	Symptom	damage-distorted/warped/wrinkled
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	latching-unlatch/latch opens
Commodity	body-interior-interior trim/panels-	Symptom	leak-fluid
Commodity	body-interior-interior trim/panels-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-interior-interior trim/panels-	Symptom	mod-codes found
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-at cruise
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-at idle
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-on deceleration/braking
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	nvh-wind noise
Commodity	body-interior-interior trim/panels-	Symptom	odor
Commodity	body-interior-interior trim/panels-	Symptom	separation
Commodity	body-interior-interior trim/panels-	Symptom	start-will not start
Commodity	body-interior-interior trim/panels-	Symptom	sticks/binds/grabs
Commodity	body-locks/latches-power locks/rke-	Symptom	administrative cost
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-distorted/warped/wrinkled
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	leak-failed gasket/seal/weatherstrip
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-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at idle
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-on deceleration/braking
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	nvh-wind noise
Commodity	body-locks/latches-power locks/rke-	Symptom	odor
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	start-will not start
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Commodity	body-structure/sheetmetal-door-door front	Symptom	administrative cost
Commodity	body-structure/sheetmetal-door-door front	Symptom	damage-distorted/warped/wrinkled
Commodity	body-structure/sheetmetal-door-door front	Symptom	field service action
Commodity	body-structure/sheetmetal-door-door front	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-door-door front	Symptom	latching-unlatch/latch opens
Commodity	body-structure/sheetmetal-door-door front	Symptom	leak/odor-fuel
Commodity	body-structure/sheetmetal-door-door front	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	body-structure/sheetmetal-door-door front	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-codes found
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-driving condition-at idle
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-driving condition-on deceleration/braking
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-door-door front	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-door-door front	Symptom	nvh-wind noise

Commodity	body-structure/sheetmetal-door-door front	Symptom	odor
Commodity	body-structure/sheetmetal-door-door front	Symptom	separation
Commodity	body-structure/sheetmetal-door-door front	Symptom	sticks/binds/grabs
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	administrative cost
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	damage-distorted/warped/wrinkled
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	engine power-mishfire/runs rough
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	field service action
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	function-malfunction/inoperative
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	leak-fluid
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-codes found
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-driving condition-at cruise
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-driving condition-at idle
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-driving condition-while driving
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-shift 2-1
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	nvh-noisy operation
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	odor
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	separation
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	sticks/binds/grabs
Commodity	chassis-steering —	Symptom	circuit-poor contact/poor ground
Commodity	chassis-steering —	Symptom	field service action
Commodity	chassis-steering —	Symptom	mod-vehicle towed in
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	administrative cost
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	collapsed
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	damage-distorted/warped/wrinkled
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	field service action
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	leak-fluid
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-codes found
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-driving condition-at idle
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-indicator light/warning chime on
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	nvh-noisy operation
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	nvh-wind noise
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	odor
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	separation
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	sticks/binds/grabs
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	administrative cost
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	collapsed
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	damage-distorted/warped/wrinkled
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	field service action
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	leak-fluid
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-codes found
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-driving condition-at idle
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-indicator light/warning chime on
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	nvh-noisy operation
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	nvh-wind noise
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	odor
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	separation
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	sticks/binds/grabs
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	administrative cost
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	field service action
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	function-malfunction/inoperative
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	misaligned/out of position/adjustment/poor fit
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	mod-codes found
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	mod-driving condition-at cruise
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	mod-driving condition-at idle
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	mod-driving condition-on deceleration/braking
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	mod-driving condition-while driving
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	mod-indicator light/warning chime on
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	nvh-wind noise
	changer		

Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	odor
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	separation
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	start-will not crank
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	start-will not start
Commodity	electrical-climate control-cables/linkage/ducts-	Symptom	field service action
Commodity	electrical-climate control-cables/linkage/ducts-	Symptom	mod-driving condition-while towing
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	field service action
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	administrative cost
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	damage-distorted/warped/wrinkled
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	engine power-misfire/runs rough
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	field service action
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	function-malfunction/inoperative
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	gauge error-fuel
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	latching-unlatch/latch opens
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	leak-fluid
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-codes found
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-driving condition-at cruise
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-driving condition-at idle
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-shift 2-1
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	nvh-noisy operation
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	odor
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	separation
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	start-will not crank
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	start-will not start
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	sticks/binds/grabs
Commodity	electrical-start charge-alternator/generator-	Symptom	administrative cost
Commodity	electrical-start charge-alternator/generator-	Symptom	charge-low/no/under
Commodity	electrical-start charge-alternator/generator-	Symptom	damage-distorted/warped/wrinkled
Commodity	electrical-start charge-alternator/generator-	Symptom	engine power-misfire/runs rough
Commodity	electrical-start charge-alternator/generator-	Symptom	field service action
Commodity	electrical-start charge-alternator/generator-	Symptom	function-malfunction/inoperative
Commodity	electrical-start charge-alternator/generator-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	electrical-start charge-alternator/generator-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-start charge-alternator/generator-	Symptom	mod-codes found
Commodity	electrical-start charge-alternator/generator-	Symptom	mod-driving condition-at cruise
Commodity	electrical-start charge-alternator/generator-	Symptom	mod-driving condition-at idle
Commodity	electrical-start charge-alternator/generator-	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-start charge-alternator/generator-	Symptom	mod-driving condition-while driving
Commodity	electrical-start charge-alternator/generator-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-start charge-alternator/generator-	Symptom	nvh-noisy operation
Commodity	electrical-start charge-alternator/generator-	Symptom	odor
Commodity	electrical-start charge-alternator/generator-	Symptom	separation
Commodity	electrical-start charge-alternator/generator-	Symptom	start-will not crank
Commodity	electrical-start charge-alternator/generator-	Symptom	start-will not start
Commodity	electrical-start charge-battery-	Symptom	administrative cost
Commodity	electrical-start charge-battery-	Symptom	charge-low/no/under
Commodity	electrical-start charge-battery-	Symptom	damage-distorted/warped/wrinkled
Commodity	electrical-start charge-battery-	Symptom	engine power-misfire/runs rough
Commodity	electrical-start charge-battery-	Symptom	field service action
Commodity	electrical-start charge-battery-	Symptom	function-malfunction/inoperative
Commodity	electrical-start charge-battery-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	electrical-start charge-battery-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-start charge-battery-	Symptom	mod-codes found
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-at cruise
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-at idle
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-while driving
Commodity	electrical-start charge-battery-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-start charge-battery-	Symptom	nvh-noisy operation
Commodity	electrical-start charge-battery-	Symptom	odor
Commodity	electrical-start charge-battery-	Symptom	separation
Commodity	electrical-start charge-battery-	Symptom	start-will not crank
Commodity	electrical-start charge-battery-	Symptom	start-will not start
Commodity	powertrain-engine-base engine-	Symptom	administrative cost
Commodity	powertrain-engine-base engine-	Symptom	damage-distorted/warped/wrinkled
Commodity	powertrain-engine-base engine-	Symptom	emissions-failed evap
Commodity	powertrain-engine-base engine-	Symptom	emissions-failed hc
Commodity	powertrain-engine-base engine-	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-base engine-	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-base engine-	Symptom	field service action
Commodity	powertrain-engine-base engine-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-base engine-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-base engine-	Symptom	leak-fluid
Commodity	powertrain-engine-base engine-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-base engine-	Symptom	mod-codes found
Commodity	powertrain-engine-base engine-	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-base engine-	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-base engine-	Symptom	mod-driving condition-on deceleration/braking

Commodity	powertrain-engine-base engine-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-base engine-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-base engine-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-base engine-	Symptom	nvh-wind noise
Commodity	powertrain-engine-base engine-	Symptom	odor
Commodity	powertrain-engine-base engine-	Symptom	separation
Commodity	powertrain-engine-base engine-	Symptom	start-will not crank
Commodity	powertrain-engine-base engine-	Symptom	start-will not start
Commodity	powertrain-engine-base engine-	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	administrative cost
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	emissions-failed evap
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	emissions-failed hc
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	engine power-misfire/runs rough
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	leak/odor-fuel
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	leak-fluid
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-codes found
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-on deceleration/braking
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-shift 2-1
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	nvh-noisy operation
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	odor
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	separation
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	start-will not crank
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	start-will not start
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-emissions-	Symptom	administrative cost
Commodity	powertrain-engine-emissions-	Symptom	collapsed
Commodity	powertrain-engine-emissions-	Symptom	damage-distorted/warped/wrinkled
Commodity	powertrain-engine-emissions-	Symptom	emissions-failed evap
Commodity	powertrain-engine-emissions-	Symptom	emissions-failed hc
Commodity	powertrain-engine-emissions-	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-emissions-	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-emissions-	Symptom	field service action
Commodity	powertrain-engine-emissions-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-emissions-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-emissions-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-emissions-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-emissions-	Symptom	mod-codes found
Commodity	powertrain-engine-emissions-	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-emissions-	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-emissions-	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-emissions-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-emissions-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-emissions-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-emissions-	Symptom	odor
Commodity	powertrain-engine-emissions-	Symptom	separation
Commodity	powertrain-engine-emissions-	Symptom	start-will not crank
Commodity	powertrain-engine-emissions-	Symptom	start-will not start
Commodity	powertrain-engine-emissions-	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	administrative cost
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	collapsed
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	damage-distorted/warped/wrinkled
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	emissions-failed evap
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	emissions-failed hc
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	field service action
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	leak/odor-fuel
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	mod-codes found
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	nvh-noisy operation
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	nvh-wind noise
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	odor
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	separation
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	start-will not crank
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	start-will not start
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	collapsed
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-distorted/warped/wrinkled
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	emissions-failed evap
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	emissions-failed hc

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	gauge error-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	separation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	start-will not crank
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	start-will not start
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-miscellaneous controls-	Symptom	administrative cost
Commodity	powertrain-engine-miscellaneous controls-	Symptom	damage-distorted/warped/wrinkled
Commodity	powertrain-engine-miscellaneous controls-	Symptom	emissions-failed evap
Commodity	powertrain-engine-miscellaneous controls-	Symptom	emissions-failed hc
Commodity	powertrain-engine-miscellaneous controls-	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-miscellaneous controls-	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-miscellaneous controls-	Symptom	field service action
Commodity	powertrain-engine-miscellaneous controls-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-miscellaneous controls-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-miscellaneous controls-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-miscellaneous controls-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-miscellaneous controls-	Symptom	mod-codes found
Commodity	powertrain-engine-miscellaneous controls-	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-miscellaneous controls-	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-miscellaneous controls-	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-miscellaneous controls-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-miscellaneous controls-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-miscellaneous controls-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-miscellaneous controls-	Symptom	nvh-wind noise
Commodity	powertrain-engine-miscellaneous controls-	Symptom	odor
Commodity	powertrain-engine-miscellaneous controls-	Symptom	separation
Commodity	powertrain-engine-miscellaneous controls-	Symptom	start-will not crank
Commodity	powertrain-engine-miscellaneous controls-	Symptom	start-will not start
Commodity	powertrain-engine-miscellaneous controls-	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-timing system-camshaft	Symptom	administrative cost
Commodity	powertrain-engine-timing system-camshaft	Symptom	emissions-failed evap
Commodity	powertrain-engine-timing system-camshaft	Symptom	emissions-failed hc
Commodity	powertrain-engine-timing system-camshaft	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-timing system-camshaft	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-timing system-camshaft	Symptom	field service action
Commodity	powertrain-engine-timing system-camshaft	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-timing system-camshaft	Symptom	leak/odor-fuel
Commodity	powertrain-engine-timing system-camshaft	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-timing system-camshaft	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-timing system-camshaft	Symptom	mod-codes found
Commodity	powertrain-engine-timing system-camshaft	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-timing system-camshaft	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-timing system-camshaft	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-timing system-camshaft	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-timing system-camshaft	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-timing system-camshaft	Symptom	nvh-noisy operation
Commodity	powertrain-engine-timing system-camshaft	Symptom	odor
Commodity	powertrain-engine-timing system-camshaft	Symptom	separation
Commodity	powertrain-engine-timing system-camshaft	Symptom	start-will not crank
Commodity	powertrain-engine-timing system-camshaft	Symptom	start-will not start
Commodity	powertrain-engine-timing system-camshaft	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	administrative cost
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	collapsed
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	damage-distorted/warped/wrinkled
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	emissions-failed evap
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	emissions-failed hc
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	field service action
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	leak/odor-fuel
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	mod-codes found
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	nvh-noisy operation
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	odor
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	separation

Commodity	powertrain-engine-valve train-seal valve guide	Symptom	start-will not crank
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	start-will not start
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	sticks/binds/grabs
Commodity	powertrain-transmission-automatic-output shaft	Symptom	administrative cost
Commodity	powertrain-transmission-automatic-output shaft	Symptom	field service action
Commodity	powertrain-transmission-automatic-output shaft	Symptom	function-malfunction/inoperative
Commodity	powertrain-transmission-automatic-output shaft	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-transmission-automatic-output shaft	Symptom	leak-fluid
Commodity	powertrain-transmission-automatic-output shaft	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-codes found
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-driving condition-at cruise
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-driving condition-at idle
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-driving condition-while driving
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-shift 2-1
Commodity	powertrain-transmission-automatic-output shaft	Symptom	nvh-noisy operation
Commodity	powertrain-transmission-automatic-output shaft	Symptom	odor
Commodity	powertrain-transmission-automatic-output shaft	Symptom	separation
Commodity	powertrain-transmission-automatic-output shaft	Symptom	start-will not crank
Commodity	powertrain-transmission-automatic-output shaft	Symptom	start-will not start
Commodity	powertrain-transmission-automatic-output shaft	Symptom	sticks/binds/grabs
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	mod-driving condition-at cruise
Commodity	unknown—	Symptom	mod-driving condition-while driving
Commodity	unknown—	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	repair-prior repair mentioned
Commodity	unknown—	Symptom	separation
Significant Event		Verified	N

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	02	Tread Category Description	suspension
Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	10	Tread Category Description	powertrain
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	13	Tread Category Description	visibility
Tread Category Code	16	Tread Category Description	structure
Tread Category Code	17	Tread Category Description	latch

Report Details

Source Claim Key		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-Mar-2018
Version Series Code		Load Date	10 -Mar-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0253
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SOUTH DADE
Non Causal Part Prefix-Base-Suffix		Dealer City	MIAMI
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code	15239	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3059094000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Mar 8 2018 2 28 49 000PM entered by SVC RM User Program Management/Client Server>>>I emailed SM Fidel From Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Date 8 March 2018 at 14 27 Subject vin CA [REDACTED] To forantes@warrenhenryauto.com Good afternoon Fidel, I have opened a case for a customer Arturo Delgado Oramas, vin CA [REDACTED] Please send me any and all RO's you have for this customer so I may compile vehicle history. Thank you. Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938 <<<Mar 7 2018 12 11 49 000PM entered by SVC RM User Program Management/Client Server>>>Email from HB from Baez, Heather <(><<)>hbaez@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> date Wed, Mar 7, 2018 at 10 58 AM subject Fwd Arturo Delgado SALAK2D44CA [REDACTED] mailed by jaguarlandrover.com signed by jaguarlandrover.com [REDACTED].gappssmtp.com security Standard encryption (TLS) Learn more Important according to Google magic. Please open a case and distribute. Thank you, Heather Baez Assistant Call Center Manager T 201 818 8443 F 888 410 0938 Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 JaguarUSA.com LandRoverUSA.com Forwarded message From Kate Mowat <(><<)>kmow@clubautoltd.com> Date Wed, Mar 7, 2018 at 8 48 AM Subject Arturo Delgado SALAK2D44CA [REDACTED] To Baez, Heather <(><<)>hbaez@jaguarlandrover.com> Cc Lorenzi, Danielle <(><<)>dlorenzi@jaguarlandrover.com> Good morning, [REDACTED] is upset that his repairs that should be covered under warranty have not been approved and he is currently driving a rental. We have sent him goodwill for the ETA on his tow with RSA. Could you please have someone reach out to him Thank you, Kate REQUEST Corporate contact <<<Mar 8 2018 3 28 49 000PM entered by SVC RM User Program Management/Client Server>>>I emailed SM Fidel From Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Date 8 March 2018 at 14 27 Subject vin CA [REDACTED] To forantes@warrenhenryauto.com Good afternoon Fidel, I have opened a case for a customer [REDACTED], vin CA [REDACTED]. Please send me any and all RO's you have for this customer so I may compile vehicle history. Thank you. Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938 <<<Mar 8 2018 3 33 29 000PM entered by SVC RM User Program Management/Client Server>>>I emailed customer From Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Date 8 March 2018 at 14 32 Subject vin CA [REDACTED] To [REDACTED] Good afternoon [REDACTED] [REDACTED], I was assigned your case [REDACTED] regarding the repairs that were not covered under warranty. Can you please send me the repair order for that last service so I may compile vehicle history. I will be contacting the service manager of that dealership as well to discuss the scope of the work needed. Allow me 2 business days to investigate this with the service manager and I will follow up with you after I speak with them. Thank you, Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938 <<<Mar 8 2018 3 40 03 000PM entered by SVC RM User Program Management/Client Server>>>per DDW Warranty Coverage Policy Expires Odometer Corrosion Warranty 08 Apr 2018 999999 Federal Emission Warranty 08 Apr 2020 80000 LR Select CPO 24 months 50K 08 Apr 2018 100000 Paint Warranty 08 Apr 2016 50000 Standard Factory Warranty 08 Apr 2016 50000 <<<Mar 8 2018 3 40 38 000PM entered by SVC RM User Program Management/Client Server>>>per AWS Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 01 NOV 2017 DIST(Mile) 86737 Cust Comments C/S THE CHECK ENGINE LIGHT IS ON Tech Comments AUTH# [REDACTED] NOT TO EXCEED \$4,144.00. CHECK SDD FOUNDED P0154 00, 02 SENSOR CIRCUITNO ACTIVITY DETECTED BANK2 SENSOR1, REPLACED LEFTFRONT O2 SENSOR, INTERNAL FAILURE, P00300E 00 A CAMSHAFT PROFILE CONTROL PERFORMEANCE/STUCK OFF BANK2, REPLACED ENGINE RESTRICTORS ON BOTH SIDE OF THE HEADS, RESET ADAPPTIONS AND RESET CODES. CPO AUTH# [REDACTED] NOT TO EXCEED \$4,144.00 Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 07 JUN 2017 DIST(Mile) 82699 Cust Comments C/STATES W/SLOWING DOWN FEEL A JERK FROM TRANSMISSION / DOWNSHIFTING (TEST DROVE WITH CUSTOMER AND WAS UNABLE TO DUPLICATE CONCERN) Tech Comments SEAL LEAKING. FOUND LEAK IN OUTPUT SHAFT SEAL IN TRANSMISSION. REPLACE OUTPUT SHAFT SEAL AND TOP OFF TRANSMISSION Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 07 JUN 2017 DIST(Mile) 82699 Cust Comments C/STATES CHECK ENGINE LIGHT IS ON / NOT ON IN DRIVE CURRENTLY Tech Comments OPEN CIRCUIT. CHECKED WITH SDD FOUND CODE P0154 00. REPLACED BANK2 SENSOR 1 O2 SENSOR. CLEARED CODES AND ADAPTION AND TEST DROVE Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 03 DEC 2016 DIST(Mile) 74402 Cust Comments C/S CHECK ENG LIGHT IS ON Tech Comments FND CODE P0442 00 PERFORM EVAP LEAK TEST <(>&<)> RETEST AFTER REPLACINGLEAKING DMTL PUMP, RESET CODES. CHECK TEST BOOK FOUNDED P0442 00 EVAPORATIVE EMISSION SYSTEM LEAK DETECTED, PERFORMED LEAK TEST FOUND DMTL PUMP LEAKING, REPLACED DMTL PUMP ASSY, PERFORMED LEAK CHECKSYSTEM PASS, RESET ADAPPTIONS AND RESET CODES. Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 18 OCT 2016 DIST(Mile) 72944 Cust Comments PROVIDE SERVICE LOANER Tech Comments 4 DAYS LOANER Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 18 OCT 2016 DIST(Mile) 72944 Cust Comments CUSTOMER STATES AFTER HE DRIVES THE VEHICLE AND COMES OUT IT SMELLS LIKE GASOLINE VERY STRONG Tech Comments FND FUEL TANK MODULE COVER LEAKING FUEL. REPLACE LEAKING COVER. DONE Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 21 MAR 2016 DIST (Mile) 64528 Cust Comments CUSTOMER STATES ENGINE LIGHT ON (PROVIDE CODE/ DIAGNOSE AND PRINTALL SUPPORTING SDD. Tech Comments FND CODE P0154 DUE TO OPEN CIRCUIT IN BANK 2 SENSOR 1, REPLACE FAULTY SENSOR. DTC P0154 O2 SENSOR CIRCUIT. FOUND INTERNAL
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ELECTRICALFAILURE TO BANK 2 SENSOR 1. REMOVE LEFT CATALYST AND FRONT DRIVE SHAFT. REPLACE SENSOR. CLEARED DTCS AND ROAD TEST TO VERIFY. Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 21 MAR 2016 DIST (Mile) 64528 Cust Comments REPLACE LOWER CONTROL ARM BUSHINGS Tech Comments #1) PROMTE CUSTOMER LOYALTY REPLACE LOWER FRONT CONTROL ARM BUSHINGS <(>&<)> ALIGN. FOUND LOWER CONTROL ARM BUSHINGS COLLAPSED. REPLACED LOWER CONTROL ARM BUCHINGS <(>&<)> ALIGN Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 21 MAR 2016 DIST(Mile) 64528 Cust Comments PROVIDE SERVICE LOANER Tech Comments 1 DAY LOANER Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 06 JAN 2016 DIST(Mile) 61968 Cust Comments CUSTOMER STATES ENGINE LIGHT ON (PROVIDE CODE/ DIAGNOSE AND PRINTALL SUPPORTING SDD. Tech Comments FND CODE P0430 DUE TO LEFT CATALYTIC CONVERTOR CAME APART CAUSINGINTERNAL FAILURE, REPLACE. FOUND P0430 .REPLACED BANK 2 (DRIVER SIDE) CATALYTIC CONVERTER FAILING EMISSION AND COMING APART INSIDE. **MUST DDW SYS ERROR ** CK 1/12 Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 24 DEC 2015 DIST(Mile) 61842 Cust Comments PROVIDE SERVICE LOANER Tech Comments RED CAP PICK U P <(>&<)> DELIVERY. Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 24 DEC 2015 DIST(Mile) 61842 Cust Comments CUST STATES CAR STARTS SPUTTERING AND RPMS LOW Tech Comments FND CODES P0302 P0304 P0306 P0308 DUE TO INJECTORS STUCK IN THE OPEN POSITION, REPLACE LEFT BANK INJECTORS (STUCK OPEN) AUTH# [REDACTED] \$2340.00. FOUND CODES P0302 P0304 P0306 P0308 . REPLACED STUCK OPENFUEL INJECTORS ON BANK 2 LEFT SIDE. Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 27 OCT 2015 DIST(Mile) 60971 Cust Comments CUST STATES THE ENGINE MAKES A LOUD TICKING SOUND. Tech Comments T/A CASE# [REDACTED] AUTH# [REDACTED] FND ENGINE MAKING A LOUD TICKINGNOISE DUE TO EXCESSIVE VALVE CLEARANCE, RELACE ALL EXHAUST VALVES, SEALS, AND TAPPETS. ALSO SEND HEADS TO MACHINE SHOP TO ENSURE THAT THE VALVE GUIDES ARE NOT DAMAGED. ZZZ001 ENGINE OIL Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 27 OCT 2015 DIST(Mile) 60971 Cust Comments PROVIDE SERVICE LOANER Tech Comments 4 DAYS LOANER Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 08 JUN 2015 DIST(Mile) 56746 Cust Comments LONAER REQUESTED Tech Comments LOANER PROVIDED Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 08 JUN 2015 DIST(Mile) 56746 Cust Comments P039B ENGINE MIL ILLUMINATED Tech Comments UPDATE P039. Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 21 JUL 2014 DIST(Mile) 43710 Cust Comments CUST STATE STHE VEHICLE WON'T CRANK. Tech Comments CK CHG SYS, FND RATING 700/CCA VOLTAGE 6.10 BATTERY WONT HOLD CHG,ALSO TEST ALTERNATOR (NOT CHARGING) ONLY 12.18 VLTS ..OLC18B 0G6BJBS..... FOUND ALTERNATOR OUTPUT AT 12.18 VOLTS AT IDLE WITH LOADSON, CONSEQUENTIALLY DRAINING AND NOT CHARGING BATTERY, MIDTRONICSTESTED BATTERY, FAILED, REPLACED BATTERY AND REPLACED ALTERNATOR Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 21 JUL 2014 DIST(Mile) 43710 Cust Comments SERV LOANER PROGRAM Tech Comments 3 DAYS LOANER Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 24 JUN 2014 DIST (Mile) 42535 Cust Comments CUST STATE STHE KEY IS COMING APART. Tech Comments FND KEYLESS ENTRY REMOTE CASE WARPED CAUSING MATERIAL SEPARATION,REPLACE REMOTE PER LRNA LTB00563. 42534 REPLACE KEY COVER COME APART Name LAND ROVER NORTH DADE Ph 305 6531400 St FL Ctry Cd USA Reg Cd LR Repr Date 10 JUN 2014 DIST(Mile) 41815 Cust Comments CUSTOMER STATES WHEN DRIVING ON HIGHWAY AT 40 MPH THERE IS A WINDNOISE COMING FROM FRT DRIVER'S DOOR. Tech Comments D. 41815 ROAD TEST FEEL NOISE COMING FROM THE FRONT DRIVER DOOR SEAL VISUAL INSPECT FOUND THE SEAL FAIL A PART REPLACE FOR NEW DOORSEAL Name LAND ROVER NORTH DADE Ph 305 6531400 St FL Ctry Cd USA Reg Cd LR Repr Date 10 JUN 2014 DIST(Mile) 41815 Cust Comments Q361B Q361 HEATED FRONT WINDSHIELD FUSE Tech Comments Q361B. 41809 PERFORM SERVICE ACTION Q361 HEATED WINDSHIELD FUSE REPL <<<Mar 8 2018 3 58 18 000PM entered by SVCRM User Program Management/Client Server>>>I received email from customer From [REDACTED] <(>&<)> [REDACTED] > Date 8 March 2018 at 14 48 Subject Re vin CA [REDACTED] To Cooper White, Jelani <(>&<)>jcooperw@jaguarlandrover.com> Hi. What is this about Spoke to dealer and they don't have pending work that is NOT approved. Regards, Arturo <<<Mar 8 2018 4 03 59 000PM entered by SVCRM User Program Management/Client Server>>>I emailed customer From Cooper White, Jelani <(>&<)>jcooperw@jaguarlandrover.com> Date 8 March 2018 at 14 56 Subject Re vin CA [REDACTED] To [REDACTED] <(>&<)> [REDACTED] > Good afternoon [REDACTED], You reached out to us regarding a recent repair you had done that was not approved under your warranty. Your standard factory warranty ended in April of 2016, but I do see you have CPO Coverage until April of 2018. May I asked what was the service for and for you to send me the repair order. Regards <<<Mar 8 2018 7 24 04 000PM entered by SVCRM User Program Management/Client Server>>>I emailed Fidel From Cooper White, Jelani <(>&<)>jcooperw@jaguarlandrover.com> Date 8 March 2018 at 17 40 Subject Re vin CA [REDACTED] To [REDACTED] <(>&<)>forantes@warrenhenryauto.com> Hello [REDACTED], Sorry for the confusion. The customer is creating this confusion, he reached out to us via email but his issue is with roadside assistance and is requesting a supervisor call back on our end. So I will merely escalate his case to management as he asked. Thank you. <<<Mar 7 2018 11 11 49 000AM entered by SVCRM User Program Management/Client Server>>>Email from HB from Baez, Heather <(>&<)>hbaez@jaguarlandrover.com> to Danielle Carey <(>&<)>dcarey1@jaguarlandrover.com> date Wed, Mar 7, 2018 at 10 58 AM subject Fwd [REDACTED] SALAK2D44CA [REDACTED] mailed by jaguarlandrover.com signed by jaguarlandrover con [REDACTED] security Standard encryption (TLS) Learn more Important according to Google magic. Please open a case and distribute. Thank you, Heather Baez Assistant Call Center Manager T 201 818 8443 | F 888 410 0938 Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 JaguarUSA.com | LandRoverUSA.com Forwarded message From [REDACTED]

<(><<)>[REDACTED]> Date Wed, Mar 7, 2018 at 8 48 AM Subject [REDACTED] SALAK2D44CA[REDACTED] To Baez, Heather <(><<)>hbaze@jaguarlandrover.com> Cc Lorenzi, Danielle <(><<)>dlorenzi@jaguarlandrover.com> Good morning, [REDACTED] is upset that his repairs that should be covered under warranty have not been approved and he is currently driving a rental. We have sent him goodwill for the ETA on his tow with RSA. Could you please have someone reach out to him Thank you, Kate REQUEST Corporate contact <<<Mar 8 2018 4 56 01 000PM entered by SVCRM User Program Management/Client Server>>>I received email from customer From [REDACTED] <(><<)>[REDACTED]> Date 8 March 2018 at 15 37 Subject Re vin CA[REDACTED] To Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Ms. Cooper White, I have no idea what warranty you're referring to. My car left me stranded Last week and has been in service since. The dealer has received all approvals and are finishing my car. I personally have not contact LR regarding any repairs. I did, however, contact LR because how upset I was with the manner in which my roadside assistance was handled and I am yet to receive a call from a manager which i was promised on 2/26 when the car had to be towed in. Thank you for following up on this case either way. Regards, AD <<<Mar 8 2018 7 23 37 000PM entered by SVCRM User Program Management/Client Server>>>I received email from Fidel From Fidel Orantes <(><<)>forantes@warrenhenryauto.com> Date 8 March 2018 at 16 33 Subject RE vin CA[REDACTED] To Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Good afternoon Jelani, We are a bit confuse, this unit is currently here at the shop and all the repairs has been approved by CPO , the car is ready and the customer will pick up tomorrow , it is also strange that he also send us an email stating the same thing but we have all the approvals and he's Not paying anything for the repairs . Would you like to call him and verified with him before I send you all the RO's and you create a case for nothing Please let me know. Regards Fidel Orantes | Service Manager P 305.909.6236[REDACTED] F 786.513.0409 16750 S Dixie Hwy | Miami, FL 33157 <<<Mar 8 2018 7 24 51 000PM entered by SVCRM User Program Management/Client Server>>>I received email from Fidel From Fidel Orantes <(><<)>forantes@warrenhenryauto.com> Date 8 March 2018 at 18 03 Subject RE vin CA[REDACTED] To Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Thank you my friend. Regards Fidel Orantes | Service Manager P 305.909.6236[REDACTED] F 786.513.0409 16750 S Dixie Hwy | Miami, FL 33157 <<<Mar 8 2018 7 26 59 000PM entered by SVCRM User Program Management/Client Server>>>I was assigned this case. After emailing the customer he stated his issue was with the roadside service and not the dealership. He is requesting a supervisor call back. I've escalated his case as such per his request. <<<Mar 14 2018 7 57 37 000PM entered by SVCRM User Program Management/Client Server>>>MISSING NOTE FROM 3/8/18 From Workflow System <(><<)>WF BATCH@jaguarlandrover.com> Date 14 March 2018 at 19 50 Subject Activity [REDACTED] created for CRC Case [REDACTED] To sroumant@jaguarlandrover.com, jcooperw@jaguarlandrover.com For the CRC Case [REDACTED] Warranty coverage the Follow up Case Escalation Activity [REDACTED] Warranty coverage has been Created/Updated by the Employee Jelani Cooper White Status of the Activity is This automatic email is sent to you for action. Kindly validate and take your decision through the Case or Activity Search in SV CRM. Thank you. Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938 <<<Mar 15 2018 8 16 40 000PM entered by SVCRM User Program Management/Client Server>>>I received email from SR From Roumantzas, Stacey <(><<)>sroumant@jaguarlandrover.com> Date 15 March 2018 at 19 52 Subject Case [REDACTED], [REDACTED] To Jelani Cooper White <(><<)>jcooperw@jaguarlandrover.com> Hello Jelani, I have tried for a few days to figure out what is going on with this case. Upon reading it a few times, I see that there is no mechanical issue to discuss. The customer was upset at Roadside and had requested a call from a supervisor which at the time of contact with us, he had not received. Ashley received a call from the customer and put in a supervisor call back for me. This is a Roadside supervisor request. You have solved the case, but please follow up with the customer and see if he has received a call from RSA supervisor. If not , please conference the call with RSA and have the customer speak with them. I am closing the supervisor escalation from my side. Regards, Stacey Roumantzas Customer Relationship Center Operations Supervisor Main Line 201 818 8436 Fax 888 410 0938 <<<Mar 15 2018 8 20 38 000PM entered by SVCRM User Program Management/Client Server>>>I received email from SR From Workflow System <(><<)>WF BATCH@jaguarlandrover.com> Date 15 March 2018 at 19 55 Subject Activity [REDACTED] created for CRC Case [REDACTED] To jcooperw@jaguarlandrover.com For the CRC Case [REDACTED] Warranty coverage the Follow up Case Escalation Activity [REDACTED] Warranty coverage has been Created/Updated by the Employee Stacey Roumantzas Status of the Activity is This automatic email is sent to you for action. Kindly validate and take your decision through the Case or Activity Search in SV CRM. Thank you. <<<Mar 19 2018 2 41 14 000PM entered by SVCRM User Program Management/Client Server>>>I called customer at [REDACTED] and left voicemail advising your initial request was to speak with a RSA supervisor I provided RSA contact # <<<Mar 19 2018 2 45 21 000PM entered by SVCRM User Program Management/Client Server>>>I emailed customer From Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Date 19 March 2018 at 14 44 Subject Roadside Assistance Supervisor Call Back Request To [REDACTED] <(><<)>[REDACTED]> Hello [REDACTED], You initially requested a call back from a roadside assistance supervisor. Roadside can be reached at either number below and selec ting option #1. Here at CRC we are a separate entity from roadside assistance. I hope the information helps you and as of now

I will close your case with CRC. If you have any further issues please feel free to give us another call. Thank you, Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938 <<<Mar 20 2018 2 52 38 000PM entered by SVC RM User Program Management/Client Server>>>I emailed customer From Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Date 20 March 2018 at 14 50 Subject Roadside Supervisor Callback To <(><<)>> REF VIN SALAK2D44CA Dear , Thank you for contacting (Jaguar Cars / Land Rover North America). I am sorry that you have concerns with your 2012 LR4. I have tried to contact you by email and phone but have been unsuccessful. I certainly would like to discuss this issue with you. Please feel free to contact me at (1 800 452 4827 / 1 800 637 6837), option 9, extension (1309015). Roadside Assistance can be contacted at the same # and selecting option 1 when prompted. Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. Sincerely, Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938 <<<Mar 8 2018 7 22 55 000PM entered by SVC RM User Program Management/Client Server>>>I called Fidel at 786 566 2850 and advised can you please send me the RO for customer who's vehicle is at your location provided vin he stated he will send me the vehicle info when he gets back from lunch I advised thank you

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	SALLAAAD4CA	Engine Serial Number	
Model Year	2012	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	5 SPD AUTO TRANS ZF 6HP28	Vehicle Description	LR4
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	01-Mar-2012	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Required Vehicle	
Build Region		Warranty Start Date	09-Apr-2012
Build Country Code		Transmission Serial Number	
Mileage	90450	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
Commodity Assignment			
Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-glass-windshield-	Symptom	function-malfunction/inoperative
Commodity	body-glass-windshield-windshield sealing	Symptom	administrative cost
Commodity	body-glass-windshield-windshield sealing	Symptom	collapsed
Commodity	body-glass-windshield-windshield sealing	Symptom	damage-distorted/warped/wrinkled
Commodity	body-glass-windshield-windshield sealing	Symptom	field service action
Commodity	body-glass-windshield-windshield sealing	Symptom	function-malfunction/inoperative
Commodity	body-glass-windshield-windshield sealing	Symptom	latching-unlatch/latch opens
Commodity	body-glass-windshield-windshield sealing	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	body-glass-windshield-windshield sealing	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-glass-windshield-windshield sealing	Symptom	mod-codes found
Commodity	body-glass-windshield-windshield sealing	Symptom	mod-driving condition-at cruise
Commodity	body-glass-windshield-windshield sealing	Symptom	mod-driving condition-at idle
Commodity	body-glass-windshield-windshield sealing	Symptom	mod-driving condition-on deceleration/braking
Commodity	body-glass-windshield-windshield sealing	Symptom	mod-driving condition-while driving
Commodity	body-glass-windshield-windshield sealing	Symptom	mod-indicator light/warning chime on
Commodity	body-glass-windshield-windshield sealing	Symptom	nvh-noisy operation
Commodity	body-glass-windshield-windshield sealing	Symptom	nvh-wind noise
Commodity	body-glass-windshield-windshield sealing	Symptom	separation
Commodity	body-interior-interior trim/panels-	Symptom	administrative cost
Commodity	body-interior-interior trim/panels-	Symptom	damage-distorted/warped/wrinkled
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	latching-unlatch/latch opens
Commodity	body-interior-interior trim/panels-	Symptom	leak-fluid
Commodity	body-interior-interior trim/panels-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-interior-interior trim/panels-	Symptom	mod-codes found
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-at cruise
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-at idle
Commodity	body-interior-interior trim/panels-	Symptom	mod-driving condition-on deceleration/braking
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	nvh-wind noise
Commodity	body-interior-interior trim/panels-	Symptom	odor
Commodity	body-interior-interior trim/panels-	Symptom	separation
Commodity	body-interior-interior trim/panels-	Symptom	start-will not start
Commodity	body-interior-interior trim/panels-	Symptom	sticks/binds/grabs
Commodity	body-locks/latches-power locks/rke-	Symptom	administrative cost
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-distorted/warped/wrinkled
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	leak-failed gasket/seal/weatherstrip
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-at cruise
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-at idle
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-on deceleration/braking
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	nvh-wind noise
Commodity	body-locks/latches-power locks/rke-	Symptom	odor
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	start-will not start
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Commodity	body-structure/sheetmetal-door-door front	Symptom	administrative cost
Commodity	body-structure/sheetmetal-door-door front	Symptom	damage-distorted/warped/wrinkled
Commodity	body-structure/sheetmetal-door-door front	Symptom	field service action
Commodity	body-structure/sheetmetal-door-door front	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-door-door front	Symptom	latching-unlatch/latch opens
Commodity	body-structure/sheetmetal-door-door front	Symptom	leak/odor-fuel
Commodity	body-structure/sheetmetal-door-door front	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	body-structure/sheetmetal-door-door front	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-codes found
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-driving condition-at idle
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-driving condition-on deceleration/braking
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-door-door front	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-door-door front	Symptom	nvh-wind noise

Commodity	body-structure/sheetmetal-door-door front	Symptom	odor
Commodity	body-structure/sheetmetal-door-door front	Symptom	separation
Commodity	body-structure/sheetmetal-door-door front	Symptom	sticks/binds/grabs
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	administrative cost
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	damage-distorted/warped/wrinkled
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	engine power-mishfire/runs rough
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	field service action
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	function-malfunction/inoperative
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	leak-fluid
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-codes found
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-driving condition-at cruise
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-driving condition-at idle
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-driving condition-while driving
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	mod-shift 2-1
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	nvh-noisy operation
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	odor
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	separation
Commodity	chassis-driveshaft/halfshaft-driveshaft (in line)-	Symptom	sticks/binds/grabs
Commodity	chassis-steering —	Symptom	circuit-poor contact/poor ground
Commodity	chassis-steering —	Symptom	field service action
Commodity	chassis-steering —	Symptom	mod-vehicle towed in
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	administrative cost
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	collapsed
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	damage-distorted/warped/wrinkled
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	field service action
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	leak-fluid
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-codes found
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-driving condition-at idle
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-indicator light/warning chime on
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	nvh-noisy operation
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	nvh-wind noise
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	odor
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	separation
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	sticks/binds/grabs
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	administrative cost
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	collapsed
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	damage-distorted/warped/wrinkled
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	field service action
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	leak-fluid
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-codes found
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-driving condition-at idle
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-indicator light/warning chime on
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	nvh-noisy operation
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	nvh-wind noise
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	odor
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	separation
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	sticks/binds/grabs
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	administrative cost
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	field service action
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	function-malfunction/inoperative
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	misaligned/out of position/adjustment/poor fit
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	mod-codes found
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	mod-driving condition-at cruise
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	mod-driving condition-at idle
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	mod-driving condition-on deceleration/braking
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	mod-driving condition-while driving
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	mod-indicator light/warning chime on
	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	nvh-wind noise
	changer		

Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	odor
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	separation
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	start-will not crank
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	start-will not start
Commodity	electrical-climate control-cables/linkage/ducts-	Symptom	field service action
Commodity	electrical-climate control-cables/linkage/ducts-	Symptom	mod-driving condition-while towing
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	field service action
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	administrative cost
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	damage-distorted/warped/wrinkled
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	engine power-misfire/runs rough
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	field service action
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	function-malfunction/inoperative
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	gauge error-fuel
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	latching-unlatch/latch opens
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	leak-fluid
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-codes found
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-driving condition-at cruise
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-driving condition-at idle
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-shift 2-1
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	nvh-noisy operation
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	odor
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	separation
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	start-will not crank
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	start-will not start
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	sticks/binds/grabs
Commodity	electrical-start charge-alternator/generator-	Symptom	administrative cost
Commodity	electrical-start charge-alternator/generator-	Symptom	charge-low/no/under
Commodity	electrical-start charge-alternator/generator-	Symptom	damage-distorted/warped/wrinkled
Commodity	electrical-start charge-alternator/generator-	Symptom	engine power-misfire/runs rough
Commodity	electrical-start charge-alternator/generator-	Symptom	field service action
Commodity	electrical-start charge-alternator/generator-	Symptom	function-malfunction/inoperative
Commodity	electrical-start charge-alternator/generator-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	electrical-start charge-alternator/generator-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-start charge-alternator/generator-	Symptom	mod-codes found
Commodity	electrical-start charge-alternator/generator-	Symptom	mod-driving condition-at cruise
Commodity	electrical-start charge-alternator/generator-	Symptom	mod-driving condition-at idle
Commodity	electrical-start charge-alternator/generator-	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-start charge-alternator/generator-	Symptom	mod-driving condition-while driving
Commodity	electrical-start charge-alternator/generator-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-start charge-alternator/generator-	Symptom	nvh-noisy operation
Commodity	electrical-start charge-alternator/generator-	Symptom	odor
Commodity	electrical-start charge-alternator/generator-	Symptom	separation
Commodity	electrical-start charge-alternator/generator-	Symptom	start-will not crank
Commodity	electrical-start charge-alternator/generator-	Symptom	start-will not start
Commodity	electrical-start charge-battery-	Symptom	administrative cost
Commodity	electrical-start charge-battery-	Symptom	charge-low/no/under
Commodity	electrical-start charge-battery-	Symptom	damage-distorted/warped/wrinkled
Commodity	electrical-start charge-battery-	Symptom	engine power-misfire/runs rough
Commodity	electrical-start charge-battery-	Symptom	field service action
Commodity	electrical-start charge-battery-	Symptom	function-malfunction/inoperative
Commodity	electrical-start charge-battery-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	electrical-start charge-battery-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-start charge-battery-	Symptom	mod-codes found
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-at cruise
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-at idle
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-while driving
Commodity	electrical-start charge-battery-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-start charge-battery-	Symptom	nvh-noisy operation
Commodity	electrical-start charge-battery-	Symptom	odor
Commodity	electrical-start charge-battery-	Symptom	separation
Commodity	electrical-start charge-battery-	Symptom	start-will not crank
Commodity	electrical-start charge-battery-	Symptom	start-will not start
Commodity	powertrain-engine-base engine-	Symptom	administrative cost
Commodity	powertrain-engine-base engine-	Symptom	damage-distorted/warped/wrinkled
Commodity	powertrain-engine-base engine-	Symptom	emissions-failed evap
Commodity	powertrain-engine-base engine-	Symptom	emissions-failed hc
Commodity	powertrain-engine-base engine-	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-base engine-	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-base engine-	Symptom	field service action
Commodity	powertrain-engine-base engine-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-base engine-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-base engine-	Symptom	leak-fluid
Commodity	powertrain-engine-base engine-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-base engine-	Symptom	mod-codes found
Commodity	powertrain-engine-base engine-	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-base engine-	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-base engine-	Symptom	mod-driving condition-on deceleration/braking

Commodity	powertrain-engine-base engine-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-base engine-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-base engine-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-base engine-	Symptom	nvh-wind noise
Commodity	powertrain-engine-base engine-	Symptom	odor
Commodity	powertrain-engine-base engine-	Symptom	separation
Commodity	powertrain-engine-base engine-	Symptom	start-will not crank
Commodity	powertrain-engine-base engine-	Symptom	start-will not start
Commodity	powertrain-engine-base engine-	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	administrative cost
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	emissions-failed evap
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	emissions-failed hc
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	engine power-misfire/runs rough
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	leak/odor-fuel
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	leak-fluid
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-codes found
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	mod-driving condition-on deceleration/braking
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-shift 2-1
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	nvh-noisy operation
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	odor
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	separation
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	start-will not crank
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	start-will not start
Commodity	powertrain-engine-electronic engine control-sensors	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-emissions-	Symptom	administrative cost
Commodity	powertrain-engine-emissions-	Symptom	collapsed
Commodity	powertrain-engine-emissions-	Symptom	damage-distorted/warped/wrinkled
Commodity	powertrain-engine-emissions-	Symptom	emissions-failed evap
Commodity	powertrain-engine-emissions-	Symptom	emissions-failed hc
Commodity	powertrain-engine-emissions-	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-emissions-	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-emissions-	Symptom	field service action
Commodity	powertrain-engine-emissions-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-emissions-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-emissions-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-emissions-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-emissions-	Symptom	mod-codes found
Commodity	powertrain-engine-emissions-	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-emissions-	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-emissions-	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-emissions-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-emissions-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-emissions-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-emissions-	Symptom	odor
Commodity	powertrain-engine-emissions-	Symptom	separation
Commodity	powertrain-engine-emissions-	Symptom	start-will not crank
Commodity	powertrain-engine-emissions-	Symptom	start-will not start
Commodity	powertrain-engine-emissions-	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	administrative cost
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	collapsed
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	damage-distorted/warped/wrinkled
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	emissions-failed evap
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	emissions-failed hc
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	field service action
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	leak/odor-fuel
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	mod-codes found
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	nvh-noisy operation
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	nvh-wind noise
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	odor
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	separation
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	start-will not crank
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	start-will not start
Commodity	powertrain-engine-exhaust-catalytic convertor	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	collapsed
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-distorted/warped/wrinkled
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	emissions-failed evap
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	emissions-failed hc

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	gauge error-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	separation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	start-will not crank
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	start-will not start
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-miscellaneous controls-	Symptom	administrative cost
Commodity	powertrain-engine-miscellaneous controls-	Symptom	damage-distorted/warped/wrinkled
Commodity	powertrain-engine-miscellaneous controls-	Symptom	emissions-failed evap
Commodity	powertrain-engine-miscellaneous controls-	Symptom	emissions-failed hc
Commodity	powertrain-engine-miscellaneous controls-	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-miscellaneous controls-	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-miscellaneous controls-	Symptom	field service action
Commodity	powertrain-engine-miscellaneous controls-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-miscellaneous controls-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-miscellaneous controls-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-miscellaneous controls-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-miscellaneous controls-	Symptom	mod-codes found
Commodity	powertrain-engine-miscellaneous controls-	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-miscellaneous controls-	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-miscellaneous controls-	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-miscellaneous controls-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-miscellaneous controls-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-miscellaneous controls-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-miscellaneous controls-	Symptom	nvh-wind noise
Commodity	powertrain-engine-miscellaneous controls-	Symptom	odor
Commodity	powertrain-engine-miscellaneous controls-	Symptom	separation
Commodity	powertrain-engine-miscellaneous controls-	Symptom	start-will not crank
Commodity	powertrain-engine-miscellaneous controls-	Symptom	start-will not start
Commodity	powertrain-engine-miscellaneous controls-	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-timing system-camshaft	Symptom	administrative cost
Commodity	powertrain-engine-timing system-camshaft	Symptom	emissions-failed evap
Commodity	powertrain-engine-timing system-camshaft	Symptom	emissions-failed hc
Commodity	powertrain-engine-timing system-camshaft	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-timing system-camshaft	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-timing system-camshaft	Symptom	field service action
Commodity	powertrain-engine-timing system-camshaft	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-timing system-camshaft	Symptom	leak/odor-fuel
Commodity	powertrain-engine-timing system-camshaft	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-timing system-camshaft	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-timing system-camshaft	Symptom	mod-codes found
Commodity	powertrain-engine-timing system-camshaft	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-timing system-camshaft	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-timing system-camshaft	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-timing system-camshaft	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-timing system-camshaft	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-timing system-camshaft	Symptom	nvh-noisy operation
Commodity	powertrain-engine-timing system-camshaft	Symptom	odor
Commodity	powertrain-engine-timing system-camshaft	Symptom	separation
Commodity	powertrain-engine-timing system-camshaft	Symptom	start-will not crank
Commodity	powertrain-engine-timing system-camshaft	Symptom	start-will not start
Commodity	powertrain-engine-timing system-camshaft	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	administrative cost
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	collapsed
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	damage-distorted/warped/wrinkled
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	emissions-failed evap
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	emissions-failed hc
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	emissions-failed multiple/unspecified
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	field service action
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	leak/odor-fuel
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	mod-codes found
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	mod-driving condition-at idle
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	nvh-noisy operation
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	odor
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	separation

Commodity	powertrain-engine-valve train-seal valve guide	Symptom	start-will not crank
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	start-will not start
Commodity	powertrain-engine-valve train-seal valve guide	Symptom	sticks/binds/grabs
Commodity	powertrain-transmission-automatic-output shaft	Symptom	administrative cost
Commodity	powertrain-transmission-automatic-output shaft	Symptom	field service action
Commodity	powertrain-transmission-automatic-output shaft	Symptom	function-malfunction/inoperative
Commodity	powertrain-transmission-automatic-output shaft	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-transmission-automatic-output shaft	Symptom	leak-fluid
Commodity	powertrain-transmission-automatic-output shaft	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-codes found
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-driving condition-at cruise
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-driving condition-at idle
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-driving condition-while driving
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-transmission-automatic-output shaft	Symptom	mod-shift 2-1
Commodity	powertrain-transmission-automatic-output shaft	Symptom	nvh-noisy operation
Commodity	powertrain-transmission-automatic-output shaft	Symptom	odor
Commodity	powertrain-transmission-automatic-output shaft	Symptom	separation
Commodity	powertrain-transmission-automatic-output shaft	Symptom	start-will not crank
Commodity	powertrain-transmission-automatic-output shaft	Symptom	start-will not start
Commodity	powertrain-transmission-automatic-output shaft	Symptom	sticks/binds/grabs
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	mod-driving condition-at cruise
Commodity	unknown—	Symptom	mod-driving condition-while driving
Commodity	unknown—	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	repair-prior repair mentioned
Commodity	unknown—	Symptom	separation
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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-Mar-2018
Version Series Code		Load Date	21 -Apr-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0253
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SOUTH DADE
Non Causal Part Prefix-Base-Suffix		Dealer City	MIAMI
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code	I0000	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3059094000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Mar 7 2018 11 11 49 000AM entered by SVC RM User Program Management/Client Server>>>Email from HB from Baez, Heather <(><<)>hbaez@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> date Wed, Mar 7, 2018 at 10 58 AM subject Fwd [REDACTED] SALAK2D44CA [REDACTED] mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED].gappssmtp.com security Standard encryption (TLS) Learn more Important according to Google magic. Please open a case and distribute. Thank you, Heather Baez Assistant Call Center Manager T 201 818 8443 F 888 410 0938 Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 JaguarUSA.com LandRoverUSA.com Forwarded message From Kate Mowat <(><<)>kmow@clubautoltd.com> Date Wed, Mar 7, 2018 at 8 48 AM Subject [REDACTED] SALAK2D44CA [REDACTED] To Baez, Heather <(><<)>hbaez@jaguarlandrover.com> Cc Lorenzi, Danielle <(><<)>dlorenzi@jaguarlandrover.com> Good morning, [REDACTED] is upset that his repairs that should be covered under warranty have not been approved and he is currently driving a rental. We have sent him goodwill for the ETA on his tow with RSA. Could you please have someone reach out to him Thank you, Kate REQUEST Corporate contact <<<Mar 8 2018 2 28 49 000PM entered by SVC RM User Program Management/Client Server>>>I emailed SM Fidel From Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Date 8 March 2018 at 14 27 Subject vin CA [REDACTED] To forantes@warrenhenryauto.com Good afternoon Fidel, I have opened a case for a customer [REDACTED], vin CA [REDACTED]. Please send me any and all RO's you have for this customer so I may compile vehicle history. Thank you. Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938 <<<Mar 7 2018 12 11 49 000PM entered by SVC RM User Program Management/Client Server>>>Email from HB from Baez, Heather <(><<)>hbaez@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> date Wed, Mar 7, 2018 at 10 58 AM subject Fwd [REDACTED] SALAK2D44CA [REDACTED] mailed by jaguarlandrover.com signed by jaguarlandrover com.20150623.gappssmtp.com security Standard encryption (TLS) Learn more Important according to Google magic. Please open a case and distribute. Thank you, Heather Baez Assistant Call Center Manager T 201 818 8443 F 888 410 0938 Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 JaguarUSA.com LandRoverUSA.com Forwarded message From Kate Mowat <(><<)>kmow@clubautoltd.com> Date Wed, Mar 7, 2018 at 8 48 AM Subject [REDACTED] SALAK2D44CA [REDACTED] To Baez, Heather <(><<)>hbaez@jaguarlandrover.com> Cc Lorenzi, Danielle <(><<)>dlorenzi@jaguarlandrover.com> Good morning, [REDACTED] is upset that his repairs that should be covered under warranty have not been approved and he is currently driving a rental. We have sent him goodwill for the ETA on his tow with RSA. Could you please have someone reach out to him Thank you, Kate REQUEST Corporate contact <<<Mar 8 2018 3 28 49 000PM entered by SVC RM User Program Management/Client Server>>>I emailed SM Fidel From Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Date 8 March 2018 at 14 27 Subject vin CA [REDACTED] To forantes@warrenhenryauto.com Good afternoon Fidel, I have opened a case for a customer [REDACTED], vin CA [REDACTED]. Please send me any and all RO's you have for this customer so I may compile vehicle history. Thank you. Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938 <<<Mar 8 2018 3 33 29 000PM entered by SVC RM User Program Management/Client Server>>>I emailed customer From Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Date 8 March 2018 at 14 32 Subject vin CA [REDACTED] To [REDACTED] Good afternoon [REDACTED], I was assigned your case [REDACTED] regarding the repairs that were not covered under warranty. Can you please send me the repair order for that last service so I may compile vehicle history. I will be contacting the service manager of that dealership as well to discuss the scope of the work needed. Allow me 2 business days to investigate this with the service manager and I will follow up with you after I speak with them. Thank you, Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938 <<<Mar 8 2018 3 40 03 000PM entered by SVC RM User Program Management/Client Server>>>per DDW Warranty Coverage Policy Expires Odometer Corrosion Warranty 08 Apr 2018 999999 Federal Emission Warranty 08 Apr 2020 80000 LR Select CPO 24 months 50K 08 Apr 2018 100000 Paint Warranty 08 Apr 2016 50000 Standard Factory Warranty 08 Apr 2016 50000 <<<Mar 8 2018 3 40 38 000PM entered by SVC RM User Program Management/Client Server>>>per AWS Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Cry Cd USA Reg Cd LR Repr Date 01 NOV 2017 DIST(Mile) 86737 Cust Comments C/S THE CHECK ENGINE LIGHT IS ON Tech Comments AUTH# [REDACTED] NOT TO EXCEED \$4,144.00. CHECK SDD FOUNDED P0154 00, 02 SENSOR CIRCUITNO ACTIVITY DETECTED BANK2 SENSOR1, REPLACED LEFTFRONT O2 SENSOR, INTERNAL FAILURE, P00300E 00 A CAMSHAFT PROFILE CONTROL PERFORMEANCE/STUCK OFF BANK2, REPLACED ENGINE RESTRICTORS ON BOTH SIDE OF THE HEADS, RESET ADAPCTIONS AND RESET CODES. CPO AUTH# [REDACTED] NOT TO EXCEED \$4,144.00 Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Cry Cd USA Reg Cd LR Repr Date 07 JUN 2017 DIST(Mile) 82699 Cust Comments C/STATES W/SLOWING DOWN FEEL A JERK FROM TRANSMISSION / DOWNSHIFTING (TEST DROVE WITH CUSTOMER AND WAS UNABLE TO DUPLICATE CONCERN) Tech Comments SEAL LEAKING. FOUND LEAK IN OUTPUT SHAFT SEAL IN TRANSMISSION. REPLACE OUTPUT SHAFT SEAL AND TOP OFF TRANSMISSION Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Cry Cd USA Reg Cd LR Repr Date 07 JUN 2017 DIST(Mile) 82699 Cust Comments C/STATES CHECK ENGINE LIGHT IS ON / NOT ON IN DRIVE CURRENTLY Tech Comments OPEN CIRCUIT. CHECKED WITH SDD FOUND CODE P0154 00. REPLACED BANK2 SENSOR 1 O2 SENSOR. CLEARED
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CODES AND ADAPTION AND TEST DROVE Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 03 DEC 2016 DIST(Mile) 74402 Cust Comments C/S CHECK ENG LIGHT IS ON Tech Comments FND CODE P0442 00 PERFORM EVAP LEAK TEST <(>&<)> RETEST AFTER REPLACING LEAKING DMTL PUMP, RESET CODES. CHECK TEST BOOK FOUNDED P0442 00 EVAPORATIVE EMISSION SYSTEM LEAK DETECTED, PERFORMED LEAK TEST FOUND DMTL PUMP LEAKING, REPLACED DMTL PUMP ASSY, PERFORMED LEAK CHECKS SYSTEM PASS, RESET ADAPPTIONS AND RESET CODES. Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 18 OCT 2016 DIST(Mile) 72944 Cust Comments PROVIDE SERVICE LOANER Tech Comments 4 DAYS LOANER Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 18 OCT 2016 DIST(Mile) 72944 Cust Comments CUSTOMER STATES AFTER HE DRIVES THE VEHICLE AND COMES OUT IT SMELLS LIKE GASOLINE VERY STRONG Tech Comments FND FUEL TANK MODULE COVER LEAKING FUEL. REPLACE LEAKING COVER. DONE Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 21 MAR 2016 DIST(Mile) 64528 Cust Comments CUSTOMER STATES ENGINE LIGHT ON (PROVIDE CODE/ DIAGNOSE AND PRINTALL SUPPORTING SDD. Tech Comments FND CODE P0154 DUE TO OPEN CIRCUIT IN BANK 2 SENSOR 1, REPLACE FAULTY SENSOR. DTC P0154 O2 SENSOR CIRCUIT. FOUND INTERNAL ELECTRICAL FAILURE TO BANK 2 SENSOR 1. REMOVE LEFT CATALYST AND FRONT DRIVE SHAFT. REPLACE SENSOR. CLEARED DTCS AND ROAD TEST TO VERIFY. Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 21 MAR 2016 DIST(Mile) 64528 Cust Comments REPLACE LOWER CONTROL ARM BUSHINGS Tech Comments #1) PROMTE CUSTOMER LOYALTY REPLACE LOWER FRONT CONTROL ARM BUSHINGS <(>&<)> ALIGN. FOUND LOWER CONTROL ARM BUSHINGS COLLAPSED. REPLACED LOWER CONTROL ARM BUSHINGS <(>&<)> ALIGN Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 21 MAR 2016 DIST(Mile) 64528 Cust Comments PROVIDE SERVICE LOANER Tech Comments 1 DAY LOANER Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 06 JAN 2016 DIST(Mile) 61968 Cust Comments CUSTOMER STATES ENGINE LIGHT ON (PROVIDE CODE/ DIAGNOSE AND PRINTALL SUPPORTING SDD. Tech Comments FND CODE P0430 DUE TO LEFT CATALYTIC CONVERTOR CAME APART CAUSING INTERNAL FAILURE, REPLACE. FOUND P0430 .REPLACED BANK 2 (DRIVER SIDE) CATALYTIC CONVERTER FAILING EMISSION AND COMING APART INSIDE. **MUST DDW SYS ERROR ** CK 1/12 Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 24 DEC 2015 DIST(Mile) 61842 Cust Comments PROVIDE SERVICE LOANER Tech Comments RED CAP PICK U P <(>&<)> DELIVERY. Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 24 DEC 2015 DIST(Mile) 61842 Cust Comments CUST STATES CAR STARTS SPUTTERING AND RPMS LOW Tech Comments FND CODES P0302 P0304 P0306 P0308 DUE TO INJECTORS STUCK IN THE OPEN POSITION, REPLACE LEFT BANK INJECTORS (STUCK OPEN) AUTH# [REDACTED] \$2340.00. FOUND CODES P0302 P0304 P0306 P0308 . REPLACED STUCK OPEN FUEL INJECTORS ON BANK 2 LEFT SIDE. Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 27 OCT 2015 DIST(Mile) 60971 Cust Comments CUST STATES THE ENGINE MAKES A LOUD TICKING SOUND. Tech Comments T/A CASE# [REDACTED] AUTH# [REDACTED] FND ENGINE MAKING A LOUD TICKING NOISE DUE TO EXCESSIVE VALVE CLEARANCE, RELACE ALL EXHAUST VALVES, SEALS, AND TAPPETS. ALSO SEND HEADS TO MACHINE SHOP TO ENSURE THAT THE VALVE GUIDES ARE NOT DAMAGED. ZZZ001 ENGINE OIL Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 27 OCT 2015 DIST(Mile) 60971 Cust Comments PROVIDE SERVICE LOANER Tech Comments 4 DAYS LOANER Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 08 JUN 2015 DIST(Mile) 56746 Cust Comments LONAER REQUESTED Tech Comments LOANER PROVIDED Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 08 JUN 2015 DIST(Mile) 56746 Cust Comments P039B ENGINE MIL ILLUMINATED Tech Comments UPDATE P039. Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 21 JUL 2014 DIST(Mile) 43710 Cust Comments CUST STATE STHE VEHICLE WON'T CRANK. Tech Comments CK CHG SYS, FND RATING 700/CCA VOLTAGE 6.10 BATTERY WONT HOLD CHG, ALSO TEST ALTERNATOR (NOT CHARGING) ONLY 12.18 VLTS .0LC18B 0G6BJBS..... FOUND ALTERNATOR OUTPUT AT 12.18 VOLTS AT IDLE WITH LOADSON, CONSEQUENTIALLY DRAINING AND NOT CHARGING BATTERY, MIDTRONIC TESTED BATTERY, FAILED, REPLACED BATTERY AND REPLACED ALTERNATOR Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 21 JUL 2014 DIST(Mile) 43710 Cust Comments SERV LOANER PROGRAM Tech Comments 3 DAYS LOANER Name LAND ROVER SOUTH DADE Ph 305 9094000 St FL Ctry Cd USA Reg Cd LR Repr Date 24 JUN 2014 DIST(Mile) 42535 Cust Comments CUST STATE STHE KEY IS COMING APART. Tech Comments FND KEYLESS ENTRY REMOTE CASE WARPED CAUSING MATERIAL SEPARATION, REPLACE REMOTE PER LRNA LTB00563. [REDACTED] REPLACE KEY COVER COME APART Name LAND ROVER NORTH DADE Ph 305 6531400 St FL Ctry Cd USA Reg Cd LR Repr Date 10 JUN 2014 DIST(Mile) [REDACTED] Cust Comments CUSTOMER STATES WHEN DRIVING ON HIGHWAY AT 40 MPH THERE IS A WIND NOISE COMING FROM FRT DRIVER'S DOOR. Tech Comments D. [REDACTED] ROAD TEST FEEL NOISE COMING FROM THE FRONT DRIVER DOOR SEAL VISUAL INSPECT FOUND THE SEAL FAIL A PART REPLACE FOR NEW DOOR SEAL Name LAND ROVER NORTH DADE Ph 305 6531400 St FL Ctry Cd USA Reg Cd LR Repr Date 10 JUN 2014 DIST(Mile) [REDACTED] Cust Comments Q361B Q361 HEATED FRONT WINDSHIELD FUSE Tech Comments Q361B. [REDACTED] PERFORM SERVICE ACTION Q361 HEATED WINDSHIELD FUSE REPL <<<Mar 8 2018 3 58 18 000PM entered by SVCRM User Program Management/Client Server>>>I received email from customer From [REDACTED] <(>&<)> [REDACTED] > Date 8 March 2018 at 14 48 Subject Re vin CA [REDACTED] To Cooper White, Jelani <(>&<)>jcooperw@jaguarlandrover.com> Hi. What is this about Spoke to dealer and they don't have pending work that is NOT approved. Regards, Arturo <<<Mar 8 2018 4 03 59 000PM entered by SVCRM User Program Management/Client Server>>>I emailed customer From Cooper White, Jelani <(>&<)>jcooperw@jaguarlandrover.com> Date 8 March 2018 at 14 56 Subject Re vin CA [REDACTED] To [REDACTED] <(>&<)> [REDACTED] > Good afternoon [REDACTED], You reached out to us regarding a recent repair you had done that was not approved under your warranty. Your standard factory warranty ended in April of 2016, but I do see you have CPO Coverage until April of 2018. May I asked what was the service for and for you to send me the repair order. Regards <<<Mar 8 2018 4 56 01 000PM entered by SVCRM

User Program Management/Client Server>>>I received email from customer From [REDACTED] <(><<)>[REDACTED]> Date 8 March 2018 at 15 37 Subject Re vin CA [REDACTED] To Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Ms. Cooper White, I have no idea what warranty you're referring to. My car left me stranded Last week and has been in service since. The dealer has received all approvals and are finishing my car. I personally have not contact LR regarding any repairs. I did, however, contact LR because how upset I was with the manner in which my roadside assistance was handled and I am yet to receive a call from a manager which i was promised on 2/26 when the car had to be towed in. Thank you for following up on this case either way. Regards, AD <<<Mar 8 2018 7 22 55 000PM entered by SVC RM User Program Management/Client Server>>>I called Fidel at [REDACTED] and advised can you please send me the RO for customer who's vehicle is at your location provided vin he stated he will send me the vehicle info when he gets back from lunch I advised thank you <<<Mar 8 2018 7 23 37 000PM entered by SVC RM User Program Management/Client Server>>>I received email from Fidel From Fidel Orantes <(><<)>forantes@warrenhenryauto.com> Date 8 March 2018 at 16 33 Subject RE vin CA [REDACTED] To Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Good afternoon Jelani, We are a bit confuse, this unit is currently here at the shop and all the repairs has been approved by CPO , the car is ready and the customer will pick up tomorrow , it is also strange that he also send us an email stating the same thing but we have all the approvals and he's Not paying anything for the repairs . Would you like to call him and verified with him before I send you all the RO's and you create a case for nothing Please let me know. Regards Fidel Orantes | Service Manager P 305.909.6236 [REDACTED] 786.513.0409 16750 S Dixie Hwy | Miami, FL 33157 <<<Mar 8 2018 7 24 04 000PM entered by SVC RM User Program Management/Client Server>>>I emailed Fidel From Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Date 8 March 2018 at 17 40 Subject Re vin CA [REDACTED] To Fidel Orantes <(><<)>forantes@warrenhenryauto.com> Hello Fidel, Sorry for the confusion. The customer is creating this confusion, he reached out to us via email but his issue is with roadside assistance and is requesting a supervisor call back on our end. So I will merely escalate his case to management as he asked. Thank you. <<<Mar 8 2018 7 24 51 000PM entered by SVC RM User Program Management/Client Server>>>I received email from Fidel From Fidel Orantes <(><<)>forantes@warrenhenryauto.com> Date 8 March 2018 at 18 03 Subject RE vin CA [REDACTED] To Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Thank you my friend. Regards Fidel Orantes | Service Manager P 305.909.6236 [REDACTED] 786.513.0409 16750 S Dixie Hwy | Miami, FL 33157 <<<Mar 8 2018 7 26 59 000PM entered by SVC RM User Program Management/Client Server>>>I was assigned this case. After emailing the customer he stated his issue was with the roadside service and not the dealership. He is requesting a supervisor call back. I've escalated his case as such per his request. <<<Mar 14 2018 7 57 37 000PM entered by SVC RM User Program Management/Client Server>>>MISSING NOTE FROM 3/8/18 From Workflow System <(><<)>WF BATCH@jaguarlandrover.com> Date 14 March 2018 at 19 50 Subject Activity [REDACTED] created for CRC Case [REDACTED] To sroumant@jaguarlandrover.com, jcooperw@jaguarlandrover.com For the CRC Case [REDACTED] Warranty coverage the Follow up Case Escalation Activity [REDACTED] Warranty coverage has been Created/Updated by the Employee Jelani Cooper White Status of the Activity is This automatic email is sent to you for action. Kindly validate and take your decision through the Case or Activity Search in SV CRM. Thank you. Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938 <<<Mar 15 2018 8 16 40 000PM entered by SVC RM User Program Management/Client Server>>>I received email from SR From Roumantzas, Stacey <(><<)>sroumant@jaguarlandrover.com> Date 15 March 2018 at 19 52 Subject Case [REDACTED] To Jelani Cooper White <(><<)>jcooperw@jaguarlandrover.com> Hello Jelani, I have tried for a few days to figure out what is going on with this case. Upon reading it a few times, I see that there is no mechanical issue to discuss. The customer was upset at Roadside and had requested a call from a supervisor which at the time of contact with us, he had not received. Ashley received a call from the customer and put in a supervisor call back for me. This is a Roadside supervisor request. You have solved the case, but please follow up with the customer and see if he has received a call from RSA supervisor. If not , please conference the call with RSA and have the customer speak with them. I am closing the supervisor escalation from my side. Regards, Stacey Roumantzas Customer Relationship Center Operations Supervisor Main Line 201 818 8436 Fax 888 410 0938 <<<Mar 15 2018 8 20 38 000PM entered by SVC RM User Program Management/Client Server>>>I received email from SR From Workflow System <(><<)>WF BATCH@jaguarlandrover.com> Date 15 March 2018 at 19 55 Subject Activity [REDACTED] created for CRC Case [REDACTED] To jcooperw@jaguarlandrover.com For the CRC Case [REDACTED] Warranty coverage the Follow up Case Escalation Activity [REDACTED] Warranty coverage has been Created/Updated by the Employee Stacey Roumantzas Status of the Activity is This automatic email is sent to you for action. Kindly validate and take your decision through the Case or Activity Search in SV CRM. Thank you. <<<Mar 19 2018 2 41 14 000PM entered by SVC RM User Program Management/Client Server>>>I called customer at [REDACTED] and left voicemail advising your initial request was to speak with a RSA supervisor I provided RSA contact # <<<Mar 19 2018 2 45 21 000PM entered by SVC RM User Program Management/Client Server>>>I emailed customer From Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Date 19 March 2018 at 14 44 Subject Roadside Assistance Supervisor Call Back Request To [REDACTED]

<(><(> Hello [REDACTED], You initially requested a call back from a roadside assistance supervisor. Roadside can be reached at either number below and selecting option #1. Here at CRC we are a separate entity from roadside assistance. I hope the information helps you and as of now I will close your case with CRC. If you have any further issues please feel free to give us another call. Thank you, Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938 <<<Mar 20 2018 2 52 38 000PM entered by SVCRM User Program Management/Client Server>>>I emailed customer From Cooper White, Jelani <(><(>jcooperw@jaguarlandrover.com> Date 20 March 2018 at 14 50 Subject Roadside Supervisor Callback To [REDACTED] <(><(>[REDACTED] > REF [REDACTED] VIN SALAK2D44CA[REDACTED] Dear [REDACTED], Thank you for contacting (Jaguar Cars / Land Rover North America). I am sorry that you have concerns with your 2012 LR4. I have tried to contact you by email and phone but have been unsuccessful. I certainly would like to discuss this issue with you. Please feel free to contact me at (1 800 452 4827 / 1 800 637 6837), option 9, extension (1309015). Roadside Assistance can be contacted at the same # and selecting option 1 when prompted. Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. Sincerely, Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938

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	SALLAAAD4CA[REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2012	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	5 SPD AUTO TRANS ZF 6HP28	Vehicle Description	LR4
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	01-Mar-2012	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Required Vehicle	
Build Region		Warranty Start Date	09-Apr-2012
Build Country Code		Transmission Serial Number	
Mileage	90450	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
Commodity Assignment			
Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-restraints-airbags-driver airbag	Symptom	calibration-issue/re-flash
Commodity	body-restraints-airbags-driver airbag	Symptom	circuit-shortcd
Commodity	body-restraints-airbags-driver airbag	Symptom	damage
Commodity	body-restraints-airbags-driver airbag	Symptom	damage-chafed/excessive wear
Commodity	body-restraints-airbags-driver airbag	Symptom	damage-insulation/wire damage
Commodity	body-restraints-airbags-driver airbag	Symptom	field service action
Commodity	body-restraints-airbags-driver airbag	Symptom	flaw in material
Commodity	body-restraints-airbags-driver airbag	Symptom	function-false activation/cycle/deploy
Commodity	body-restraints-airbags-driver airbag	Symptom	function-malfunction/inoperative
Commodity	body-restraints-airbags-driver airbag	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-restraints-airbags-driver airbag	Symptom	mod-codes found
Commodity	body-restraints-airbags-driver airbag	Symptom	mod-driving condition-at cruise
Commodity	body-restraints-airbags-driver airbag	Symptom	mod-driving condition-on deceleration/braking
Commodity	body-restraints-airbags-driver airbag	Symptom	mod-driving condition-over bump(s)
Commodity	body-restraints-airbags-driver airbag	Symptom	mod-driving condition-while driving
Commodity	body-restraints-airbags-driver airbag	Symptom	mod-indicator light/warning chime on
Commodity	body-restraints-airbags-driver airbag	Symptom	mod-location-interior
Commodity	body-restraints-airbags-driver airbag	Symptom	nvh-noisy operation
Commodity	body-restraints-airbags-driver airbag	Symptom	repair-prior repair mentioned
Commodity	body-restraints-airbags-driver airbag	Symptom	sticks/binds/grabs
Commodity	body-restraints-airbags-driver airbag	Symptom	voltage/current-out of range
Commodity	body-seating-track/tilt-power seat	Symptom	circuit-shortcd
Commodity	body-seating-track/tilt-power seat	Symptom	damage
Commodity	body-seating-track/tilt-power seat	Symptom	damage-chafed/excessive wear
Commodity	body-seating-track/tilt-power seat	Symptom	damage-insulation/wire damage
Commodity	body-seating-track/tilt-power seat	Symptom	field service action
Commodity	body-seating-track/tilt-power seat	Symptom	flaw in material
Commodity	body-seating-track/tilt-power seat	Symptom	frozen/seized
Commodity	body-seating-track/tilt-power seat	Symptom	function-closes-will not stay up/open
Commodity	body-seating-track/tilt-power seat	Symptom	function-false activation/cycle/deploy
Commodity	body-seating-track/tilt-power seat	Symptom	function-malfunction/inoperative
Commodity	body-seating-track/tilt-power seat	Symptom	latching-does not release/open
Commodity	body-seating-track/tilt-power seat	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-seating-track/tilt-power seat	Symptom	mod-codes found
Commodity	body-seating-track/tilt-power seat	Symptom	mod-driving condition-at cruise
Commodity	body-seating-track/tilt-power seat	Symptom	mod-driving condition-on deceleration/braking
Commodity	body-seating-track/tilt-power seat	Symptom	mod-driving condition-over bump(s)
Commodity	body-seating-track/tilt-power seat	Symptom	mod-driving condition-while driving
Commodity	body-seating-track/tilt-power seat	Symptom	mod-indicator light/warning chime on
Commodity	body-seating-track/tilt-power seat	Symptom	mod-location-interior
Commodity	body-seating-track/tilt-power seat	Symptom	nvh-noisy operation
Commodity	body-seating-track/tilt-power seat	Symptom	repair-prior repair mentioned
Commodity	body-seating-track/tilt-power seat	Symptom	sticks/binds/grabs
Commodity	body-seating-track/tilt-power seat	Symptom	vibration/pulsation
Commodity	body-seating-track/tilt-power seat	Symptom	voltage/current-out of range
Commodity	body-structure/sheetmetal-door-door front	Symptom	administrative cost
Commodity	body-structure/sheetmetal-door-door front	Symptom	circuit-shortcd
Commodity	body-structure/sheetmetal-door-door front	Symptom	damage
Commodity	body-structure/sheetmetal-door-door front	Symptom	damage-chafed/excessive wear
Commodity	body-structure/sheetmetal-door-door front	Symptom	damage-insulation/wire damage
Commodity	body-structure/sheetmetal-door-door front	Symptom	field service action
Commodity	body-structure/sheetmetal-door-door front	Symptom	flaw in material
Commodity	body-structure/sheetmetal-door-door front	Symptom	frozen/seized
Commodity	body-structure/sheetmetal-door-door front	Symptom	function-closes-will not stay up/open
Commodity	body-structure/sheetmetal-door-door front	Symptom	function-false activation/cycle/deploy
Commodity	body-structure/sheetmetal-door-door front	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-door-door front	Symptom	latching-does not release/open
Commodity	body-structure/sheetmetal-door-door front	Symptom	leak/odor-fuel
Commodity	body-structure/sheetmetal-door-door front	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-codes found
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-driving condition-on deceleration/braking
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-driving condition-over bump(s)
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-door-door front	Symptom	mod-location-interior
Commodity	body-structure/sheetmetal-door-door front	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-door-door front	Symptom	nvh-wind noise
Commodity	body-structure/sheetmetal-door-door front	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-door-door front	Symptom	sticks/binds/grabs
Commodity	body-structure/sheetmetal-door-door front	Symptom	vibration/pulsation
Commodity	body-structure/sheetmetal-door-door front	Symptom	voltage/current-out of range

Commodity	body-structure/sheetmetal-hood-	Symptom	circuit-shortcd
Commodity	body-structure/sheetmetal-hood-	Symptom	damage
Commodity	body-structure/sheetmetal-hood-	Symptom	damage-chafed/excessive wear
Commodity	body-structure/sheetmetal-hood-	Symptom	field service action
Commodity	body-structure/sheetmetal-hood-	Symptom	flaw in material
Commodity	body-structure/sheetmetal-hood-	Symptom	frozen/seized
Commodity	body-structure/sheetmetal-hood-	Symptom	function-closes-will not stay up/open
Commodity	body-structure/sheetmetal-hood-	Symptom	function-false activation/cycle/deploy
Commodity	body-structure/sheetmetal-hood-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-hood-	Symptom	latching-does not release/open
Commodity	body-structure/sheetmetal-hood-	Symptom	leak/odor-fuel
Commodity	body-structure/sheetmetal-hood-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-codes found
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-on deceleration/braking
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-over bump(s)
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-indicator light/warning chime on
Commodity	body-structure/sheetmetal-hood-	Symptom	mod-location-interior
Commodity	body-structure/sheetmetal-hood-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-hood-	Symptom	nvh-wind noise
Commodity	body-structure/sheetmetal-hood-	Symptom	repair-prior repair mentioned
Commodity	body-structure/sheetmetal-hood-	Symptom	sticks/binds/grabs
Commodity	body-structure/sheetmetal-hood-	Symptom	vibration/pulsation
Commodity	body-structure/sheetmetal-hood-	Symptom	voltage/current-out of range
Commodity	body-window mechanisms-power mechanisms-	Symptom	circuit-shortcd
Commodity	body-window mechanisms-power mechanisms-	Symptom	damage
Commodity	body-window mechanisms-power mechanisms-	Symptom	damage-chafed/excessive wear
Commodity	body-window mechanisms-power mechanisms-	Symptom	damage-insulation/wire damage
Commodity	body-window mechanisms-power mechanisms-	Symptom	field service action
Commodity	body-window mechanisms-power mechanisms-	Symptom	flaw in material
Commodity	body-window mechanisms-power mechanisms-	Symptom	frozen/seized
Commodity	body-window mechanisms-power mechanisms-	Symptom	function-closes-will not stay up/open
Commodity	body-window mechanisms-power mechanisms-	Symptom	function-malfunction/inoperative
Commodity	body-window mechanisms-power mechanisms-	Symptom	latching-does not release/open
Commodity	body-window mechanisms-power mechanisms-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-window mechanisms-power mechanisms-	Symptom	mod-codes found
Commodity	body-window mechanisms-power mechanisms-	Symptom	mod-driving condition-at cruise
Commodity	body-window mechanisms-power mechanisms-	Symptom	mod-driving condition-on deceleration/braking
Commodity	body-window mechanisms-power mechanisms-	Symptom	mod-driving condition-over bump(s)
Commodity	body-window mechanisms-power mechanisms-	Symptom	mod-driving condition-while driving
Commodity	body-window mechanisms-power mechanisms-	Symptom	mod-indicator light/warning chime on
Commodity	body-window mechanisms-power mechanisms-	Symptom	mod-location-interior
Commodity	body-window mechanisms-power mechanisms-	Symptom	nvh-noisy operation
Commodity	body-window mechanisms-power mechanisms-	Symptom	nvh-wind noise
Commodity	body-window mechanisms-power mechanisms-	Symptom	repair-prior repair mentioned
Commodity	body-window mechanisms-power mechanisms-	Symptom	sticks/binds/grabs
Commodity	body-window mechanisms-power mechanisms-	Symptom	vibration/pulsation
Commodity	body-window mechanisms-power mechanisms-	Symptom	voltage/current-out of range
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	damage
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	damage-chafed/excessive wear
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	field service action
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	flaw in material
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	frozen/seized
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	function-false activation/cycle/deploy
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	mod-codes found
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	pressure-low
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	sticks/binds/grabs
Commodity	chassis-service brakes-brake lines/hoses-	Symptom	vibration/pulsation
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	circuit-shortcd
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	damage
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	damage-chafed/excessive wear
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	damage-insulation/wire damage
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	field service action
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	flaw in material
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	frozen/seized
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	function-false activation/cycle/deploy
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	mod-codes found
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	nvh-noisy operation

Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	pressure-low
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	sticks/binds/grabs
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	vibration/pulsation
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom	voltage/current-out of range
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	damage
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	damage-chafed/excessive wear
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	field service action
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	flaw in material
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	frozen/seized
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	function-false activation/cycle/deploy
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	function-malfunction/inoperative
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-on deceleration/braking
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	pressure-low
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	sticks/binds/grabs
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	vibration/pulsation
Commodity	chassis-service brakes-rotor/drum-	Symptom	circuit-shortcd
Commodity	chassis-service brakes-rotor/drum-	Symptom	damage
Commodity	chassis-service brakes-rotor/drum-	Symptom	damage-chafed/excessive wear
Commodity	chassis-service brakes-rotor/drum-	Symptom	damage-insulation/wire damage
Commodity	chassis-service brakes-rotor/drum-	Symptom	field service action
Commodity	chassis-service brakes-rotor/drum-	Symptom	flaw in material
Commodity	chassis-service brakes-rotor/drum-	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-rotor/drum-	Symptom	frozen/seized
Commodity	chassis-service brakes-rotor/drum-	Symptom	function-false activation/cycle/deploy
Commodity	chassis-service brakes-rotor/drum-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-rotor/drum-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-rotor/drum-	Symptom	mod-codes found
Commodity	chassis-service brakes-rotor/drum-	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-rotor/drum-	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-rotor/drum-	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-service brakes-rotor/drum-	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-rotor/drum-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-rotor/drum-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-rotor/drum-	Symptom	pressure-low
Commodity	chassis-service brakes-rotor/drum-	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-rotor/drum-	Symptom	sticks/binds/grabs
Commodity	chassis-service brakes-rotor/drum-	Symptom	vibration/pulsation
Commodity	chassis-suspension-air suspension-	Symptom	voltage/current-out of range
Commodity	chassis-suspension-air suspension-	Symptom	circuit-shortcd
Commodity	chassis-suspension-air suspension-	Symptom	damage
Commodity	chassis-suspension-air suspension-	Symptom	damage-chafed/excessive wear
Commodity	chassis-suspension-air suspension-	Symptom	field service action
Commodity	chassis-suspension-air suspension-	Symptom	flaw in material
Commodity	chassis-suspension-air suspension-	Symptom	frozen/seized
Commodity	chassis-suspension-air suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-air suspension-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-suspension-air suspension-	Symptom	mod-codes found
Commodity	chassis-suspension-air suspension-	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-air suspension-	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-suspension-air suspension-	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-suspension-air suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-air suspension-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-suspension-air suspension-	Symptom	nvh-noisy operation
Commodity	chassis-suspension-air suspension-	Symptom	nvh-wind noise
Commodity	chassis-suspension-air suspension-	Symptom	pressure-low
Commodity	chassis-suspension-air suspension-	Symptom	repair-prior repair mentioned
Commodity	chassis-suspension-air suspension-	Symptom	sticks/binds/grabs
Commodity	chassis-suspension-air suspension-	Symptom	vibration/pulsation
Commodity	chassis-suspension-air suspension-	Symptom	voltage/current-out of range
Commodity	chassis-suspension-springs-front suspension	Symptom	circuit-shortcd
Commodity	chassis-suspension-springs-front suspension	Symptom	damage
Commodity	chassis-suspension-springs-front suspension	Symptom	damage-chafed/excessive wear
Commodity	chassis-suspension-springs-front suspension	Symptom	field service action
Commodity	chassis-suspension-springs-front suspension	Symptom	flaw in material
Commodity	chassis-suspension-springs-front suspension	Symptom	frozen/seized
Commodity	chassis-suspension-springs-front suspension	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-springs-front suspension	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-suspension-springs-front suspension	Symptom	mod-codes found
Commodity	chassis-suspension-springs-front suspension	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-springs-front suspension	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-suspension-springs-front suspension	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-suspension-springs-front suspension	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-springs-front suspension	Symptom	mod-indicator light/warning chime on
Commodity	chassis-suspension-springs-front suspension	Symptom	nvh-noisy operation
Commodity	chassis-suspension-springs-front suspension	Symptom	nvh-wind noise
Commodity	chassis-suspension-springs-front suspension	Symptom	pressure-low
Commodity	chassis-suspension-springs-front suspension	Symptom	repair-prior repair mentioned
Commodity	chassis-suspension-springs-front suspension	Symptom	sticks/binds/grabs

Commodity	chassis-suspension-springs-front suspension	Symptom	vibration/pulsation
Commodity	chassis-suspension-springs-front suspension	Symptom	voltage/current-out of range
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	circuit-shortcd
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	damage
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	damage-chafed/excessive wear
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	field service action
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	flaw in material
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	frozen/seized
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-codes found
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-indicator light/warning chime on
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	nvh-noisy operation
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	nvh-wind noise
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	pressure-low
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	repair-prior repair mentioned
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	sticks/binds/grabs
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	vibration/pulsation
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	voltage/current-out of range
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	circuit-shortcd
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	damage
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	damage-chafed/excessive wear
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	field service action
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	flaw in material
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	frozen/seized
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-codes found
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	mod-indicator light/warning chime on
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	nvh-noisy operation
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	nvh-wind noise
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	pressure-low
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	repair-prior repair mentioned
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	sticks/binds/grabs
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	vibration/pulsation
Commodity	chassis-suspension-stabilizers-rear suspension	Symptom	voltage/current-out of range
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	damage
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	damage-chafed/excessive wear
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	damage-insulation/wire damage
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	field service action
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	flaw in material
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	frozen/seized
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	mod-codes found
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	mod-driving condition-at cruise
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	mod-driving condition-while driving
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	nvh-noisy operation
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	pressure-low
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	repair-prior repair mentioned
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	sticks/binds/grabs
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	vibration/pulsation
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	calibration-issue/re-flash
Commodity	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	circuit-shortcd
Commodity	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	damage
Commodity	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	damage-chafed/excessive wear
Commodity	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	damage-insulation/wire damage
Commodity	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	field service action
Commodity	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	flaw in material
Commodity	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	function-false activation/cycle/deploy
Commodity	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	function-malfunction/inoperative
Commodity	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	changer		
Commodity	electrical-accessories/entertainment-sound system-cd player/	Symptom	mod-codes found
Commodity	changer		

Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	mod-driving condition-at cruise
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	mod-driving condition-over bump(s)
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	mod-driving condition-while driving
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	mod-indicator light/warning chime on
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	mod-location-interior
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	nvh-wind noise
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	pressure-low
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	repair-prior repair mentioned
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	vibration/pulsation
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	voltage/current-out of range
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	calibration-issue/re-flash
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	circuit-shortcd
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	damage
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	damage-chafed/excessive wear
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	damage-insulation/wire damage
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	field service action
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	flaw in material
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	function-false activation/cycle/deploy
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	mod-codes found
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	mod-driving condition-at cruise
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	mod-driving condition-over bump(s)
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	mod-driving condition-while driving
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	mod-indicator light/warning chime on
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	mod-location-interior
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	nvh-wind noise
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	pressure-low
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	repair-prior repair mentioned
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	vibration/pulsation
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom	voltage/current-out of range
Commodity	electrical-climate control-hoses-	Symptom	circuit-shortcd
Commodity	electrical-climate control-hoses-	Symptom	damage
Commodity	electrical-climate control-hoses-	Symptom	damage-chafed/excessive wear
Commodity	electrical-climate control-hoses-	Symptom	damage-insulation/wire damage
Commodity	electrical-climate control-hoses-	Symptom	field service action
Commodity	electrical-climate control-hoses-	Symptom	flaw in material
Commodity	electrical-climate control-hoses-	Symptom	fluid level-insufficient fluid
Commodity	electrical-climate control-hoses-	Symptom	frozen/seized
Commodity	electrical-climate control-hoses-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-hoses-	Symptom	leak-coolant/loss of coolant
Commodity	electrical-climate control-hoses-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-climate control-hoses-	Symptom	mod-codes found
Commodity	electrical-climate control-hoses-	Symptom	mod-driving condition-at cruise
Commodity	electrical-climate control-hoses-	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-climate control-hoses-	Symptom	mod-driving condition-over bump(s)
Commodity	electrical-climate control-hoses-	Symptom	mod-driving condition-while driving
Commodity	electrical-climate control-hoses-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-climate control-hoses-	Symptom	mod-location-interior
Commodity	electrical-climate control-hoses-	Symptom	nvh-noisy operation
Commodity	electrical-climate control-hoses-	Symptom	nvh-wind noise
Commodity	electrical-climate control-hoses-	Symptom	pressure-low
Commodity	electrical-climate control-hoses-	Symptom	repair-prior repair mentioned
Commodity	electrical-climate control-hoses-	Symptom	sticks/binds/grabs
Commodity	electrical-climate control-hoses-	Symptom	vibration/pulsation
Commodity	electrical-instrument/display—	Symptom	calibration-issue/re-flash
Commodity	electrical-instrument/display—	Symptom	circuit-shortcd
Commodity	electrical-instrument/display—	Symptom	damage
Commodity	electrical-instrument/display—	Symptom	damage-chafed/excessive wear
Commodity	electrical-instrument/display—	Symptom	damage-insulation/wire damage
Commodity	electrical-instrument/display—	Symptom	field service action
Commodity	electrical-instrument/display—	Symptom	flaw in material
Commodity	electrical-instrument/display—	Symptom	fluid level-insufficient fluid
Commodity	electrical-instrument/display—	Symptom	frozen/seized
Commodity	electrical-instrument/display—	Symptom	function-false activation/cycle/deploy
Commodity	electrical-instrument/display—	Symptom	function-malfunction/inoperative
Commodity	electrical-instrument/display—	Symptom	latching-does not release/open
Commodity	electrical-instrument/display—	Symptom	leak/odor-fuel
Commodity	electrical-instrument/display—	Symptom	leak-coolant/loss of coolant
Commodity	electrical-instrument/display—	Symptom	leak-oil
Commodity	electrical-instrument/display—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-instrument/display—	Symptom	mod-codes found

Commodity	electrical-instrument/display—	Symptom	mod-driving condition-at cruise
Commodity	electrical-instrument/display—	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-instrument/display—	Symptom	mod-driving condition-over bump(s)
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-location-interior
Commodity	electrical-instrument/display—	Symptom	nvh-noisy operation
Commodity	electrical-instrument/display—	Symptom	pressure-low
Commodity	electrical-instrument/display—	Symptom	repair-prior repair mentioned
Commodity	electrical-instrument/display—	Symptom	sticks/binds/grabs
Commodity	electrical-instrument/display—	Symptom	vibration/pulsation
Commodity	electrical-instrument/display—	Symptom	voltage/current-out of range
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	field service action
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	circuit-shortcd
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	damage
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	damage-chafed/excessive wear
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	damage-insulation/wire damage
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	field service action
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	flaw in material
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	function-false activation/cycle/deploy
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	function-malfunction/inoperative
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	latching-does not release/open
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	mod-codes found
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	mod-driving condition-at cruise
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	mod-driving condition-over bump(s)
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	mod-driving condition-while driving
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	mod-location-interior
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	nvh-noisy operation
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	nvh-wind noise
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	pressure-low
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	repair-prior repair mentioned
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	sticks/binds/grabs
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	vibration/pulsation
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	voltage/current-out of range
Commodity	electrical-start charge-battery-	Symptom	charge-low/no/under
Commodity	electrical-start charge-battery-	Symptom	circuit-shortcd
Commodity	electrical-start charge-battery-	Symptom	damage
Commodity	electrical-start charge-battery-	Symptom	damage-chafed/excessive wear
Commodity	electrical-start charge-battery-	Symptom	damage-insulation/wire damage
Commodity	electrical-start charge-battery-	Symptom	field service action
Commodity	electrical-start charge-battery-	Symptom	flaw in material
Commodity	electrical-start charge-battery-	Symptom	fluid level-insufficient fluid
Commodity	electrical-start charge-battery-	Symptom	function-malfunction/inoperative
Commodity	electrical-start charge-battery-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-start charge-battery-	Symptom	mod-codes found
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-at cruise
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-over bump(s)
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-while driving
Commodity	electrical-start charge-battery-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-start charge-battery-	Symptom	nvh-noisy operation
Commodity	electrical-start charge-battery-	Symptom	repair-prior repair mentioned
Commodity	electrical-start charge-battery-	Symptom	vibration/pulsation
Commodity	electrical-start charge-battery-	Symptom	voltage/current-out of range
Commodity	electrical-wiring-connectors-	Symptom	charge-low/no/under
Commodity	electrical-wiring-connectors-	Symptom	circuit-shortcd
Commodity	electrical-wiring-connectors-	Symptom	damage
Commodity	electrical-wiring-connectors-	Symptom	damage-chafed/excessive wear
Commodity	electrical-wiring-connectors-	Symptom	damage-insulation/wire damage
Commodity	electrical-wiring-connectors-	Symptom	field service action
Commodity	electrical-wiring-connectors-	Symptom	flaw in material
Commodity	electrical-wiring-connectors-	Symptom	frozen/seized
Commodity	electrical-wiring-connectors-	Symptom	function-false activation/cycle/deploy
Commodity	electrical-wiring-connectors-	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring-connectors-	Symptom	latching-does not release/open
Commodity	electrical-wiring-connectors-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-wiring-connectors-	Symptom	mod-codes found
Commodity	electrical-wiring-connectors-	Symptom	mod-driving condition-at cruise
Commodity	electrical-wiring-connectors-	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-wiring-connectors-	Symptom	mod-driving condition-over bump(s)
Commodity	electrical-wiring-connectors-	Symptom	mod-driving condition-while driving
Commodity	electrical-wiring-connectors-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-wiring-connectors-	Symptom	mod-location-interior
Commodity	electrical-wiring-connectors-	Symptom	nvh-noisy operation
Commodity	electrical-wiring-connectors-	Symptom	pressure-low
Commodity	electrical-wiring-connectors-	Symptom	repair-prior repair mentioned
Commodity	electrical-wiring-connectors-	Symptom	sticks/binds/grabs
Commodity	electrical-wiring-connectors-	Symptom	vibration/pulsation
Commodity	electrical-wiring-connectors-	Symptom	voltage/current-out of range
Commodity	electrical-wiring-main body wiring-	Symptom	charge-low/no/under
Commodity	electrical-wiring-main body wiring-	Symptom	circuit-shortcd
Commodity	electrical-wiring-main body wiring-	Symptom	damage
Commodity	electrical-wiring-main body wiring-	Symptom	damage-chafed/excessive wear
Commodity	electrical-wiring-main body wiring-	Symptom	damage-insulation/wire damage

Commodity	electrical-wiring-main body wiring-	Symptom	field service action
Commodity	electrical-wiring-main body wiring-	Symptom	flaw in material
Commodity	electrical-wiring-main body wiring-	Symptom	frozen/seized
Commodity	electrical-wiring-main body wiring-	Symptom	function-false activation/cycle/deploy
Commodity	electrical-wiring-main body wiring-	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring-main body wiring-	Symptom	latching-does not release/open
Commodity	electrical-wiring-main body wiring-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-wiring-main body wiring-	Symptom	mod-codes found
Commodity	electrical-wiring-main body wiring-	Symptom	mod-driving condition-at cruise
Commodity	electrical-wiring-main body wiring-	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-wiring-main body wiring-	Symptom	mod-driving condition-over bump(s)
Commodity	electrical-wiring-main body wiring-	Symptom	mod-driving condition-while driving
Commodity	electrical-wiring-main body wiring-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-wiring-main body wiring-	Symptom	mod-location-interior
Commodity	electrical-wiring-main body wiring-	Symptom	nvh-noisy operation
Commodity	electrical-wiring-main body wiring-	Symptom	pressure-low
Commodity	electrical-wiring-main body wiring-	Symptom	repair-prior repair mentioned
Commodity	electrical-wiring-main body wiring-	Symptom	sticks/binds/grabs
Commodity	electrical-wiring-main body wiring-	Symptom	vibration/pulsation
Commodity	electrical-wiring-main body wiring-	Symptom	voltage/current-out of range
Commodity	electrical-wiring-start charge wiring-	Symptom	charge-low/no/under
Commodity	electrical-wiring-start charge wiring-	Symptom	circuit-shortcd
Commodity	electrical-wiring-start charge wiring-	Symptom	damage
Commodity	electrical-wiring-start charge wiring-	Symptom	damage-chafed/excessive wear
Commodity	electrical-wiring-start charge wiring-	Symptom	damage-insulation/wire damage
Commodity	electrical-wiring-start charge wiring-	Symptom	field service action
Commodity	electrical-wiring-start charge wiring-	Symptom	flaw in material
Commodity	electrical-wiring-start charge wiring-	Symptom	frozen/seized
Commodity	electrical-wiring-start charge wiring-	Symptom	function-false activation/cycle/deploy
Commodity	electrical-wiring-start charge wiring-	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring-start charge wiring-	Symptom	latching-does not release/open
Commodity	electrical-wiring-start charge wiring-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-wiring-start charge wiring-	Symptom	mod-codes found
Commodity	electrical-wiring-start charge wiring-	Symptom	mod-driving condition-at cruise
Commodity	electrical-wiring-start charge wiring-	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-wiring-start charge wiring-	Symptom	mod-driving condition-over bump(s)
Commodity	electrical-wiring-start charge wiring-	Symptom	mod-driving condition-while driving
Commodity	electrical-wiring-start charge wiring-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-wiring-start charge wiring-	Symptom	mod-location-interior
Commodity	electrical-wiring-start charge wiring-	Symptom	nvh-noisy operation
Commodity	electrical-wiring-start charge wiring-	Symptom	pressure-low
Commodity	electrical-wiring-start charge wiring-	Symptom	repair-prior repair mentioned
Commodity	electrical-wiring-start charge wiring-	Symptom	sticks/binds/grabs
Commodity	electrical-wiring-start charge wiring-	Symptom	vibration/pulsation
Commodity	electrical-wiring-start charge wiring-	Symptom	voltage/current-out of range
Commodity	powertrain-engine—	Symptom	field service action
Commodity	powertrain-engine—	Symptom	mod-vehicle towed in
Commodity	powertrain-engine—	Symptom	no problem found
Commodity	powertrain-engine—	Symptom	start-will not start
Commodity	powertrain-engine-base engine-	Symptom	field service action
Commodity	powertrain-engine-base engine-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-cooling system-water pump	Symptom	damage
Commodity	powertrain-engine-cooling system-water pump	Symptom	damage-chafed/excessive wear
Commodity	powertrain-engine-cooling system-water pump	Symptom	field service action
Commodity	powertrain-engine-cooling system-water pump	Symptom	flaw in material
Commodity	powertrain-engine-cooling system-water pump	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-cooling system-water pump	Symptom	frozen/seized
Commodity	powertrain-engine-cooling system-water pump	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-cooling system-water pump	Symptom	leak-coolant/loss of coolant
Commodity	powertrain-engine-cooling system-water pump	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-codes found
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-driving condition-over bump(s)
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-cooling system-water pump	Symptom	nvh-noisy operation
Commodity	powertrain-engine-cooling system-water pump	Symptom	pressure-low
Commodity	powertrain-engine-cooling system-water pump	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-cooling system-water pump	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-cooling system-water pump	Symptom	vibration/pulsation
Commodity	powertrain-engine-fuel system-	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	mod-location-under vehicle
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	start-will not start
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	calibration-issue/re-flash
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	circuit-shortcd
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-chafed/excessive wear
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-insulation/wire damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	flaw in material
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	frozen/seized
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-over bump(s)
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	pressure-low
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	vibration/pulsation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	voltage/current-out of range
Commodity	powertrain-engine-fuel system-tank selector	Symptom	calibration-issue/re-flash
Commodity	powertrain-engine-fuel system-tank selector	Symptom	circuit-shortcd
Commodity	powertrain-engine-fuel system-tank selector	Symptom	damage
Commodity	powertrain-engine-fuel system-tank selector	Symptom	damage-chafed/excessive wear
Commodity	powertrain-engine-fuel system-tank selector	Symptom	damage-insulation/wire damage
Commodity	powertrain-engine-fuel system-tank selector	Symptom	field service action
Commodity	powertrain-engine-fuel system-tank selector	Symptom	flaw in material
Commodity	powertrain-engine-fuel system-tank selector	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-tank selector	Symptom	frozen/seized
Commodity	powertrain-engine-fuel system-tank selector	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-tank selector	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-tank selector	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-tank selector	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-tank selector	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-fuel system-tank selector	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-tank selector	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-tank selector	Symptom	mod-driving condition-on deceleration/braking
Commodity	powertrain-engine-fuel system-tank selector	Symptom	mod-driving condition-over bump(s)
Commodity	powertrain-engine-fuel system-tank selector	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-tank selector	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-tank selector	Symptom	mod-location-interior
Commodity	powertrain-engine-fuel system-tank selector	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-tank selector	Symptom	pressure-low
Commodity	powertrain-engine-fuel system-tank selector	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-tank selector	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-fuel system-tank selector	Symptom	vibration/pulsation
Commodity	powertrain-engine-fuel system-tank selector	Symptom	voltage/current-out of range
Commodity	unknown—	Symptom	administrative cost
Commodity	unknown—	Symptom	engine power-misfire/runs rough
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	latching-does not latch/close
Commodity	body-window mechanisms-power mechanisms-	Symptom	function-false activation/cycle/deploy
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Tread Category Code	03	Tread Category Description	service brakes
Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	12	Tread Category Description	exterior lighting
Tread Category Code	13	Tread Category Description	visibility
Tread Category Code	14	Tread Category Description	airbags
Tread Category Code	16	Tread Category Description	structure
Tread Category Code	19	Tread Category Description	tires
Tread Category Code	22	Tread Category Description	seats

Report Details

Source Claim Key		Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	05-Sep-2018
Version Series Code		Load Date	08-Sep-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0252
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER LAS VEGAS
Non Causal Part Prefix-Base-Suffix		Dealer City	LAS VEGAS
Non Causal Part Numbers		Dealer State/Province	NV
Fault Code	10000	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7025790400
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Oct 15 2018 5 42 35 000PM entered by SVCRM User Program Management/Client Server>>>Vehicle still be repaired. <<<Sep 7 2018 6 07 53 000PM entered by SVCRM User Program Management/Client Server>>>Emailed SM John From Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Date Fri, 7 Sep 2018 at 18 07 Subject Re case [REDACTED] vin SALSP2E42DA[REDACTED] To John Clough <(><<)>JClough@findlayauto.com> Cc <(><<)>TSteinbeck@findlayauto.com>, <(><<)>LSmith@findlayauto.com>, <(><<)>CAnderson@findlayauto.com> Hi John, Thank you for that but I will need the Closed Warranty RO emailed to me when the vehicle is completed so I can confirm the days down and determine reimbursement for this customer. Regards, <<<Sep 6 2018 7 58 47 000PM entered by SVCRM User Program Management/Client Server>>>Received email from SM John From John Clough <(><<)>JClough@findlayauto.com> Date Thu, 6 Sep 2018 at 19 52 Subject RE case [REDACTED] vin SALSP2E42DA[REDACTED] To Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Cc Thomas Steinbeck <(><<)>TSteinbeck@findlayauto.com>, Liz Smith <(><<)>LSmith@findlayauto.com>, Charles Anderson <(><<)>CAnderson@findlayauto.com> ATTACHED John Clough Service Manager Jaguar Land Rover Las Vegas 702 579 0400 ext 2409 jclough@findlayauto.com <<<Sep 6 2018 7 03 50 000PM entered by SVCRM User Program Management/Client Server>>>Emailed SM John From Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Date Thu, 6 Sep 2018 at 18 49 Subject case [REDACTED] vin SALSP2E42DA[REDACTED] To John Clough <(><<)>jclough@findlayauto.com> Cc <(><<)>TSteinbeck@findlayauto.com>, <(><<)>LSmith@findlayauto.com>, <(><<)>CAnderson@findlayauto.com> Hi John, I just spoke with Yani who informed me the customer [REDACTED] vehicle has not been evaluated yet. The customer stated her vehicle has been there since Monday and she was not provided a loaner. Please send me the open RO you have for this customer as she is requesting rental reimbursement while her vehicle is down. Regards, Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938 <<<Sep 6 2018 7 01 24 000PM entered by SVCRM User Program Management/Client Server>>>I called Land Rover Las Vegas at 702 579 0400 and stated Hi my name is Jelani I am calling from JLR NA and this call is recorded for quality and training purposes but I need to speak with the service dept Receptionist stated OK, one moment Call transferred to service dept, SA stated Service Dept this is Yani speaking I stated Hi Yani my name is Jelani and I am calling from JLR but I am calling to check on the status of a customer's vehicle [REDACTED] Yani stated it was a tow in, crank no start, still open SA is Robert I stated Ok, since the vehicle is still there I will email John asking he send me the RO thanks Yani Yani stated No problem, take care Call ended. S Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 30 JUL 201 <<<Sep 5 2018 8 22 52 000PM entered by SVCRM User Program Management/Client Server>>>per AWS Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 01 AUG 2018 DIST(Mile) 80892 Cust Comments PRESSURE TESTED COOLING SYSTEM AFTER WATER PUMP REPLACEMENT. FOUND COOLANT OUTLET PIPE LEAKING. Tech Comments LEAKING. AFTER REPLACING WATER PUMP PERFORMED PRESSURE TEST AND FOUND COOLANT OUTLET TUBE LEAKING. REPLACED OUTLET TUBE AND PERFORMED PRESSURE TEST, PASSED. UNABLE TO VERIFY IF LOSS OF COOLANT CAUSED ANY INTERNAL ENGINE PROBLEMS, HAD TO ADD COOLANT TO PERFORM PRESSURE TEST DUE TO SYSTEM LEAKING BEFORE INSPECTION. COOLING SYSTEM IS PERFORMING AS DESIGNED AT THIS TIME. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 01 AUG 2018 DIST(Mile) 80892 Cust Comments C/S LOW COOLANT WARNING. AFTER PARKING VEHICLE NOTICED COOLANT LEAKING FROM VEHICLE. VEHICLE HAS CPO WARRANTY. Tech Comments LEAKING. VERIFIED CUSTOMER CONCERN, PERFORMED COOLING SYSTEM PRESSURE TEST, FAILED. FOUND COOLANT LEAKING FROM WATER PUMP. REPLACED WATER PUMP AND PERFORMED PRESSURE TEST, FAILED. COOLANT OUTLET TUBE WAS LEAKING COOLANT. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 11 JUL 2018 DIST(Mile) 78818 Cust Comments LOW BATTERY WARNING ON SCREEN. Tech Comments INTERNAL FAILURE. TESTED BATTERY AND CHARGING SYSTEM. READ AND CLEARED CODES. FOUND P0562 00 FOR LOW SYSTEM VOLTAGE. FOUND ALTERNATOR NOT CHARGING. VERIFIED ELECTRICAL CIRCUITS TO ALTERNATOR. REPLACED FAILED ALTERNATOR ASSEMBLY. REPLACED FAILED BATTERY AND RESET BATTERY MONITOR MODULE. RETESTED CHARGING SYSTEM TO VERIFY REPAIR. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 05 MAR 2018 DIST(Mile) 73500 Cust Comments CLIENT WAS NOT RETAINED. REIMBURSE FOR BUY BACK ALLOWANCE DUE TO MULTIPLE CONCERNS, CLIENT SUNBURST SHUDDERS. TAILGATE, HEADLAMPS, AIR SPRINGS, BRAKE SQUEAL, ELECT CONCERNS. Tech Comments CLIENT WAS NOT RETAINED. REIMBURSE FOR BUY BACK ALLOWANCE DUE TO MULTIPLE CONCERNS, CLIENT SUNBURST SHUDDERS. TAILGATE, HEADLAMPS, AIR SPRINGS, BRAKE SQUEAL, ELECT CONCERNS. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 01 FEB 2018 DIST(Mile) 73478 Cust Comments GOODWILL JLR WILL REIMBURSE 1 MONTH PAYMENT FOR \$1637.43 Tech Comments 2 OPPORTUNITY TO BUILD LOYALTY INCONVENIENCE TO CLIENT. PROMISED BY R. GUZELIAN AND CRC ONE MONTH LEASE PAYMENT. ONE MONTH LEASE PAYMENT PROVIDED Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 24 OCT 2017 DIST(Mile) 70750 Cust Comments BRAKES ARE SQUEAKING Tech Comments BRAKE PAD RESONANCE. REPLACED FRONT BRAKE PADS. SPARE PART WARRANTY. PADS WERE REPLACED 59,282. OLD PADS AT 7 8MM. ROTORS AT 32.5MM. ***REQ DOCS EMAILED 11 20*** TAILGATE WILL NOT OPEN WHEN YOU PRESS BUTTON Tech Comments RIGHT SIDE TAILGATE STRUT FAILURE ELECTRIC FAULT. CONFIGURED CONCERN. DAMAGED RIGHT LIFT GATE STRUT. REPLACED STRUT AND RE CALIBRATED LIFT GATE WITH SDD. LIFT GATE FUNCTIONS PROPERLY. ONE TIME EXCEPTION MADE BY DEBRA AT CPO RE COVERAGE. HOOD STRUTS LISTED/LIFT GATE ARE NOT. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 27 JAN 2017 DIST(Mile) 56240 Cust Comments OIL IS LEAKING Tech Comments ACE HI PSI HOSE LEAKING, MATERIAL DEFECT. REPLACE (ACTIVE CORNERING ENHANCEMENT) HIGH PRESSURE HOSE FROM PUMP. PERF ACE SYS BLEED
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PROCEDURE Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 14 SEP 2016 DIST(Mile) 50412 Cust Comments STOP ENGINE PULL OVER ON DISPLAY AS WELL AS VEHICLE DISPLAY WITH ARROWS POINTING ON BOTH SIDES Tech Comments INTERNAL ELECT FAULT. TESTED BATTERY, TEST FAILED. CHECKED VEHICLE FOR FAULTS , MULTIPLE LOW VOLTAGE FAULTS CHECKED A LTERNATOR CHARGE, 12.6V REPLACED ALTERNATOR Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 16 AUG 2016 DIST(Mile) 48022 Cust Comments DRIVER SIDE WINDOW CONTROLS AND SEAT CONTROLS ARE INOP AS WELL AS REAR TAILGATE IS INOP Tech Comments FND SHORT CIRC BY THE LUMBAR AREA. CHECK ALL FUSES, FOUND FUSE 40 BLOWN OUT. INSTALLED FUSE, IT BLOWS IMMEDIATELY. TRACE SHORT CIRCUIT REMOVE BOTH FRONT DOOR PANEL FOR ACCESS AND DIAGNOSTICS. DISCONNECTED DOOR CUS, SHORT STILL PRESENT. DISCONNECTED DRIVER DOOR AND SHORT WENT AWAY. REMV DR SEAT AND TRACE CIRCUIT. FND SHORT CIRC BY THE LUMBAR AREA. REPR AND ISOLATED WIRE HARNESS. PUT ALL BACK TOGE Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 11 JUL 2016 DIST(Mile) 47389 Cust Comments ADD ON FOR THE TEC NOTICING THAT THERE IS A SLIGHT FUEL LEAK Tech Comments LEAKING COVER. FOUND FUEL TANK COVER LEAKING ON TOP OF FUEL TANK. R FUEL TANK AND REPL TANK TOP COVER. TEST FOR LEAKS OK. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 11 JUL 2016 DIST(Mile) 47389 Cust Comments ADD OF FOR AN ADDITIONAL VIBRATION WHEN BRAKING AT 60 MPH FOUND DURING INSPECTIONS Tech Comments PREMATURELY WORN LOWER CONTROL ARM BUSHINGS. ROAD TEST AND FELT SHIMMY IN STEERING WHL WHEN BRAKING FOR FIST 2 SECONDS AND GOES AWAY. REPL FRT LWR CA BUSHINGS DUE TO BEING WORN AND LEAKING HYDRAULIC FLUID. ALIGN AND PERF ROAD TEST TO VERIFY REPAIRS, OK. SEE PRINT OUT. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 26 MAY 2016 DIST(Mile) 43914 Cust Comments LOUD SQUEAK NOISE FROM FRONT SUSPENSION WHEN GOING OVER BUMPS Tech Comments LEAK IF RF AIR SPRING. DIAGNOSED SUSPENSION NOISE/FAULT. REPLACE RF AIR SPRING ASSY AND RETEST. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 23 FEB 2016 DIST(Mile) 40022 Cust Comments PASSENGER SIDE FRONT SEAT WILL NOT MOVE Tech Comments POOR ELECTRICAL CONNECTION AT C2368 15 AND C0773 1. REPAIRED. VERIFY CUSTOMERS COMPLAINT. CHECK ALL FUSES, FOUND FUSE 45 O (30 AMPS) . INSTALL NEW FUSE , IT BLEW AGAIN REMOVED PASSENGER SEAT FOR ACCESS AND DIAGNOSTIC. FOUND WIRE HARNESS, CHAFED. BETWEEN CONNECTOR C0773 1 (NP) AND CONNECTOR C2368 15. REPAIR WIRE AND ISOLATE HARNESS PUT ALL BACK TOGETHER Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 04 JAN 2016 DIST(Mile) 37502 Cust Comments ALL CONTROLS ON DRIVER SIDE ARE INOP (WINDOW, SEAT AND RADIO CONTROL) Tech Comments BLOWN FUSES. REPLACED. CHECKED ALL FUSES, FOUND FUSE 40 (5 AMPS) BLOW OUT INSTALLED NEW FUSE, CHECK ALL SYSTEMS WORK. ROUTE TEST VEHICLE, RETEST ALL SYSTEMS, FOUND IT OK ZZZ123 IS THE FUSE HOLDER THAT FAILED Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 24 NOV 2015 DIST(Mile) 36314 Cust Comments LOUD SQUEAK FROM FRONT WHEN GOING OVER BUMPS AND VEHICLE IS LEANING Tech Comments AIR SPRING LEAKING REPLACED. AIR SPRING LEAKING OR AIR BAG LEAKS COULD NOT REBUILD DUE TO STRUTS LEAKING OIL. REPLACED LEFT FRONT AIR SPRING ASSEMBLY ROAD TEST OK Name LAND ROVER LAS VEGA <<<Sep 5 2018 8 19 43 000PM entered by SVCRM User Program Management/Client Server>>>per DDW Warranty Coverage Policy Expires Odometer Corrosion Warranty 19 Oct 2018 999999 Federal Emission Warranty 19 Oct 2020 80000 LR Select CPO 24 months 50K 19 Oct 2018 100000 Paint Warranty 19 Oct 2016 50000 Standard Factory Warranty 19 Oct 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action Claimed Field Service Actions Code Actioned By P039B 11 Dec 2014 Land Rover Las Vegas Q361B 11 Dec 2014 Land Rover Las Vegas L604A 23 Oct 2013 Land Rover Las Vegas L700A 09 Oct 2012 Land Rover Colorado Springs <<<Sep 5 2018 8 18 43 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer stated my retailer doesn't have a car for me to borrow they told me to call you my vehicle has been there since monday it wouldn't start and there was gas leaking from the front of my vehicle when I opened my driver door, fluid just came pouring out from under the car REQUEST Customer request Rental Reimbursement ADVISED I advised I will create a case for you provided case # 2 business day follow up <<<Sep 7 2018 5 52 05 197AM entered by SVCRM User Program Management/Client Server>>>Initial Comment <<<Sep 12 2018 6 28 10 000PM entered by SVCRM User Program Management/Client Server>>>Received email from case rep Awilda From Quiroz, Awilda <(><<)>aquiroz@jaguarlandrover.com> Date Wed, 12 Sep 2018 at 16 53 Subject case [REDACTED] vin SALSP2E42DA [REDACTED] To Jelani Cooper White <(><<)>jcooperw@jaguarlandrover.com> Hello, Did these guy send you the closed RO, if so please send or attached to case. Thank you, Awilda Quiroz Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309017 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309017 F 888 410 0938 <<<Sep 12 2018 6 29 26 000PM entered by SVCRM User Program Management/Client Server>>>Emailed Awilda From Cooper White, Jelani <(><<)>jcooperw@jaguarlandrover.com> Date Wed, 12 Sep 2018 at 18 29 Subject Re case [REDACTED] vin SALSP2E42DA [REDACTED] To Awilda Quiroz <(><<)>aquiroz@jaguarlandrover.com> No not yet, try to email him and let him know you are handling the case now. Regards, <<<Sep 5 2018 7 22 52 000PM entered by SVCRM User Program Management/Client Server>>>per AWS Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 01 AUG 2018 DIST(Mile) 80892 Cust Comments PRESSURE TESTED COOLING SYSTEM AFTER WATER PUMP REPLACEMENT. FOUND COOLANT OUTLET PIPE LEAKING. Tech Comments LEAKING. AFTER REPLACING WATER PUMP PERFORMED PRESSURE TEST AND FOUND COOLANT OUTLET TUBE LEAKING. REPLACED OUTLET TUBE AND PERFORMED PRESSURE TEST, PASSED. UNABLE TO VERIFY IF LOSS OF COOLANT CAUSED ANY INTERNAL ENGINE PROBLEMS, HAD TO ADD COOLANT TO PERFORM PRESSURE TEST DUE TO SYSTEM LEAKING BEFORE INSPECTION. COOLING SYSTEM IS PERFORMING AS DESIGNED AT THIS TIME. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 01 AUG 2018 DIST(Mile) 80892 Cust Comments C/S LOW COOLANT WARNING. AFTER PARKING VEHICLE NOTICED COOLANT LEAKING FROM VEHICLE. VEHICLE

HAS CPO WARRANTY. Tech Comments LEAKING. VERIFIED CUSTOMER CONCERN, PERFORMED COOLING SYSTEM PRESSURE TEST, FAILED. FOUND COOLANT LEAKING FROM WATER PUMP. REPLACED WATER PUMP AND PERFORMED PRESSURE TEST, FAILED. COOLANT OUTLET TUBE WAS LEAKING COOLANT. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 11 JUL 2018 DIST(Mile) 78818 Cust Comments LOW BATTERY WARNING ON SCREEN. Tech Comments INTERNAL FAILURE. TESTED BATTERY AND CHARGING SYSTEM. READ AND CLEARED CODES. FOUND P0562 00 FOR LOW SYSTEM VOLTAGE. FOUND ALTERNATOR NOT CHARGING. VERIFIED ELECTRICAL CIRCUITS TO ALTERNATOR. REPLACED FAILED ALTERNATOR ASSEMBLY. REPLACED FAILED BATTERY AND RESET BATTERY MONITOR MODULE. RETESTED CHARGING SYSTEM TO VERIFY REPAIR. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 05 MAR 2018 DIST(Mile) 73500 Cust Comments CLIENT WAS NOT RETAINED. REIMBURSE FOR BUY BACK ALLOWANCE DUE TO MULTIPLE CONCERNS, CLIENT SUNBURST SHUDDERS. TAILGATE, HEADLAMPS, AIR SPRINGS, BRAKE SQUEAL, ELECT CONCERNS. Tech Comment s CLIENT WAS NOT RETAINED. REIMBURSE FOR BUY BACK ALLOWANCE DUE TO MULTIPLE CONCERNS, CLIENT SUNBURST SHUDDERS. TAILGATE, HEADLAMPS, AIR SPRINGS, BRAKE SQUEAL, ELECT CONCERNS. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 01 FEB 2018 DIST(Mile) 73478 Cust Comments GOODWILL JLR WILL REIMBURSE 1 MONTH PAYMENT FOR \$1637.43 Tech Comments 2 OPPORTUNITY TO BUILD LOYALTY INCONVENIENCE TO CLIENT. PROMISED BY R. GUZELIAN AND CRC ONE MONTH LEASE PAYMENT. ONE MONTH LEASE PAYMENT PROVIDED Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 24 OCT 2017 DIST(Mile) 70750 Cust Comments BRAKES ARE SQUEAKING Tech Comments BRAKE PAD RESONANCE. REPLACED FRONT BRAKE PADS. SPARE PART WARRANTY. PADS WERE REPLACED 59,282. OLD PADS AT 7 8MM. ROTORS AT 32.5MM. ***REQ DOCS EMAILED 11 20*** TAILGATE WILL NOT OPEN WHEN YOU PRESS BUTTON Tech Comments RIGHT SIDE TAILGATE STRUT FAILURE ELECTRIC FAULT. CONFIGURED CONCERN. DAMAGED RIGHT LIFT GATE STRUT. REPLACED STRUT AND RE CALIBRATED LIFT GATE WITH SDD. LIFT GATE FUNCTIONS PROPERLY. ONE TIME EXCEPTION MADE BY DEBRA AT CPO RE COVERAGE. HOOD STRUTS LISTED/LIFT GATE ARE NOT. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 27 JAN 2017 DIST(Mile) 56240 Cust Comments OIL IS LEAKING Tech Comments ACE HI PSI HOSE LEAKING, MATERIAL DEFECT. REPLACE (ACTIVE CORNERING ENHANCEMENT) HIGH PRESSURE HOSE FROM PUMP. PERF ACE SYS BLEED PROCEDURE Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 14 SEP 2016 DIST(Mile) 50412 Cust Comments STOP ENGINE PULL OVER ON DISPLAY AS WELL AS VEHICLE DISPLAY WITH ARROWS POINTING ON BOTH SIDES Tech Comments INTERNAL ELECT FAULT. TESTED BATTERY, TEST FAILED. CHECKED VEHICLE FOR FAULTS , MULTIPLE LOW VOLTAGE FAULTS CHECKED A LTERNATOR CHARGE, 12.6V REPLACED ALTERNATOR Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 16 AUG 2016 DIST(Mile) 48022 Cust Comments DRIVER SIDE WINDOW CONTROLS AND SEAT CONTROLS ARE INOP AS WELL AS REAR TAILGATE IS INOP Tech Comments FND SHORT CIRC BY THE LUMBAR AREA. CHECK ALL FUSES, FOUND FUSE 40 BLOWN OUT. INSTALLED FUSE, IT BLOWS IMMEDIATELY. TRACE SHORT CIRCUIT REMOVE BOTH FRONT DOOR PANEL FOR ACCESS AND DIAGNOSTICS. DISCONNECTED DOOR CUS, SHORT STILL PRESENT. DISCONNECTED DRIVER DOOR AND SHORT WENT AWAY. REMV DR SEAT AND TRACE CIRCUIT. FND SHORT CIRC BY THE LUMBAR AREA. REPR AND ISOLATED WIRE HARNESS. PUT ALL BACK TOGE Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 11 JUL 2016 DIST(Mile) 47389 Cust Comments ADD ON FOR THE TEC NOTICING THAT THERE IS A SLIGHT FUEL LEAK Tech Comments LEAKING COVER. FOUND FUEL TANK COVER LEAKING ON TOP OF FUEL TANK.R(<>&<>)R FUEL TANK AND REPL TANK TOP COVER. TEST FOR LEAKS OK. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 11 JUL 2016 DIST(Mile) 47389 Cust Comments ADD OF FOR AN ADDITIONAL VIBRATION WHEN BRAKING AT 60 MPH FOUND DURING INSPECTIONS Tech Comments PREMATURELY WORN LOWER CONTROL ARM BUSHINGS. ROAD TEST AND FELT SHIMMY IN STEERING WHL WHEN BRAKING FOR FIST 2 SECONDS AND GOES AWAY. REPL FRT LWR CA BUSHINGS DUE TO BEING WORN AND LEAKING HYDRAULIC FLUID. ALIGN AND PERF ROAD TEST TO VERIFY REPAIRS, OK. SEE PRINT OUT. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 26 MAY 2016 DIST(Mile) 43914 Cust Comments LOUD SQUEAK NOISE FROM FRONT SUSPENSION WHEN GOING OVER BUMPS Tech Comments LEAK IF RF AIR SPRING. DIAGNOSED SUSPENSION NOISE/FAULT. REPLACE RF AIR SPRING ASSY AND RETEST. Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 23 FEB 2016 DIST(Mile) 40022 Cust Comments PASSENGER SIDE FRONT SEAT WILL NOT MOVE Tech Comments POOR ELECTRICAL CONNECTION AT C2368 15 AND C0773 I. REPAIRED. VERIFY CUSTOMERS COMPLAINT. CHECK ALL FUSES, FOUND FUSE 45 O (30 AMPS) . INSTALL NEW FUSE , IT BLEW AGAIN REMOVED <<<Sep 7 2018 5 07 53 000PM entered by SVCRM User Program Management/Client Server>>>Emailed SM John From Cooper White, Jelani <<<<>jcooperw@jaguarlandrover.com> Date Fri, 7 Sep 2018 at 18 07 Subject Re case [REDACTED] vin SALSP2E42DA [REDACTED] To John Clough <<<<>jclough@findlayauto.com> Cc <<<<>tsteinbeck@findlayauto.com>, <<<<>lsmith@findlayauto.com>, <<<<>canderson@findlayauto.com> Hi John, Thank you for that but I will need the Closed Warranty RO emailed to me when the vehicle is completed so I can confirm the days down and determine reimbursement for this customer. Regards, <<<Sep 6 2018 6 58 47 000PM entered by SVCRM User Program Management/Client Server>>>Received email from SM John From John Clough <<<<>jclough@findlayauto.com> Date Thu, 6 Sep 2018 at 19 52 Subject RE case [REDACTED] vin SALSP2E42DA [REDACTED] To Cooper White, Jelani <<<<>jcooperw@jaguarlandrover.com> Cc Thomas Steinbeck <<<<>tsteinbeck@findlayauto.com>, Liz Smith <<<<>lsmith@findlayauto.com>, Charles Anderson <<<<>canderson@findlayauto.com> ATTACHED John Clough Service Manager Jaguar Land Rover Las Vegas 702 579 0400 ext 2409 jclough@findlayauto.com <<<Sep 6 2018 6 03 50 000PM entered by SVCRM User Program Management/Client Server>>>Emailed SM John From Cooper White, Jelani <<<<>jcooperw@jaguarlandrover.com> Date Thu, 6 Sep 2018 at 18 49 Subject case [REDACTED] vin SALSP2E42DA [REDACTED] To John Clough <<<<>jclough@findlayauto.com> Cc <<<<>tsteinbeck@findlayauto.com>, <<<<>lsmith@findlayauto.com>,</p>
</div>
</div>

<(><<<)CAnderson@findlayauto.com> Hi John, I just spoke with Yani who informed me the customer [REDACTED] vehicle has not been evaluated yet. The customer stated her vehicle has been there since Monday and she was not provided a loaner. Please send me the open RO you have for this customer as she is requesting rental reimbursement while her vehicle is down. Regards, Jelani Cooper White Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309015 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309015 F 888 410 0938 <<<Oct 24 2018 4 16 28 000PM entered by SVC RM User Program Management/Client Server>>>send email to SM Quiroz, Awilda 5 15 PM (0 minutes ago) to John Hi John, I am looking for an updated on this vehicle so I can close the case. I am going to need the closed RO. Hope you are doing well Thank you, Awilda <<<Oct 29 2018 1 46 10 000PM entered by SVC RM User Program Management/Client Server>>>email from SM John Clough Wed, Oct 24, 5 58 PM (5 days ago) to me Everything is great Awilda" We did have one little hiccup finishing the repair, but are hoping to complete by end of today or early tomorrow. <<<Dec 3 2018 3 46 30 000PM entered by SVC RM User Program Management/Client Server>>>Could close case RO provided customer a loaner PASSENGER SEAT FOR ACCESS AND DIAGNOSTIC. FOUND WIRE HARNESS, CHAFED. BETWEEN CONNECTOR C0773 1 (NP) AND CONNECTOR C2368 15. REPAIR WIRE AND ISOLATE HARNESS PUT ALL BACK TOGETHER Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 04 JAN 2016 DIST(Mile) 37502 Cust Comments ALL CONTROLS ON DRIVER SIDE ARE INOP (WINDOW, SEAT AND RADIO CONTROL) Tech Comments BLOWN FUSES. REPLACED. CHECKED ALL FUSES, FOUND FUSE 40 (5 AMPS) BLOW OUT INSTALLED NEW FUSE, CHECK ALL SYSTEMS WORK. ROUTE TEST VEHICLE, RETEST ALL SYSTEMS, FOUND IT OK ZZZ123 IS THE FUSE HOLDER THAT FAILED Name LAND ROVER LAS VEGAS Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 24 NOV 2015 DIST(Mile) 36314 Cust Comments LOUD SQUEAK FROM FRONT WHEN GOING OVER BUMPS AND VEHICLE IS LEANING Tech Comments AIR SPRING LEAKING REPLACED. AIR SPRING LEAKING OR AIR BAG LEAKS COULD NOT REBUILD DUE TO STRUTS LEAKING OIL. REPLACED LEFT FRONT AIR SPRING ASSEMBLY ROAD TEST OK Name LAND ROVER LAS VEGA <<<Sep 5 2018 7 19 43 000PM entered by SVC RM User Program Management/Client Server>>>per DDW Warranty Coverage Policy Expires Odometer Corrosion Warranty 19 Oct 2018 999999 Federal Emission Warranty 19 Oct 2020 80000 LR Select CPO 24 months 50K 19 Oct 2018 100000 Paint Warranty 19 Oct 2016 50000 Standard Factory Warranty 19 Oct 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action Claimed Field Service Actions Code Actioned By P039B 11 Dec 2014 Land Rover Las Vegas Q361B 11 Dec 2014 Land Rover Las Vegas L604A 23 Oct 2013 Land Rover Las Vegas L700A 09 Oct 2012 Land Rover Colorado Springs <<<Sep 5 2018 7 18 43 000PM entered by SVC RM User Program Management/Client Server>>>ISSUE Customer stated my retailer doesn't have a car for me to borrow they told me to call you my vehicle has been there since monday it wouldn't start and there was gas leaking from the front of my vehicle when I opened my driver door, fluid just came pouring out from under the car REQUEST Customer request Rental Reimbursement ADVISED I advised I will create a case for you provided case # 2 business day follow up <<<Nov 1 2018 11 07 41 000AM entered by SVC RM User Program Management/Client Server>>>email Sm Jon C Forwarded message From Quiroz, Awilda <(><<<)aquiroz@jaguarlandrover.com> Date Thu, Nov 1, 2018 at 9 33 AM Subject Fwd case [REDACTED] vin SALSP2E42DA [REDACTED] To John Clough <(><<<)jclough@findlayauto.com> Good morning John, Hope you are doing well, I am checking to see if you have completed the vehicle so you can send me the closed RO. Thank you, Awilda Forwarded message From Quiroz, Awilda <(><<<)aquiroz@jaguarlandrover.com> Date Wed, Oct 24, 2018 at 5 15 PM Subject Re case [REDACTED] vin SALSP2E42DA [REDACTED] To John Clough <(><<<)jclough@findlayauto.com> Hi John, I am looking for an updated on this vehicle so I can close the case. I am going to need the closed RO. Hope you are doing well Thank you, Awilda <<<Oct 29 2018 2 46 10 000PM entered by SVC RM User Program Management/Client Server>>>email from SM John Clough Wed, Oct 24, 5 58 PM (5 days ago) to me Everything is great Awilda" We did have one little hiccup finishing the repair, but are hoping to complete by end of today or early tomorrow. <<<Oct 24 2018 5 16 28 000PM entered by SVC RM User Program Management/Client Server>>>send email to SM Quiroz, Awilda 5 15 PM (0 minutes ago) to John Hi John, I am looking for an updated on this vehicle so I can close the case. I am going to need the closed RO. Hope you are doing well Thank you, Awilda <<<Oct 15 2018 6 42 35 000PM entered by SVC RM User Program Management/Client Server>>>Vehicle still be repaired. <<<Sep 19 2018 6 25 27 000PM entered by SVC RM User Program Management/Client Server>>>SM John Clough replied On Wed, Sep 19, 2018 at 6 19 PM, John Clough <(><<<)jclough@findlayauto.com> wrote Hello, Needs an engine replacement. We have the CPO warranty approval, Just waiting for the engine and for my engine tech to get it done. ETA 10 days. <<<Sep 19 2018 5 57 55 000PM entered by SVC RM User Program Management/Client Server>>>Email Sm John Clough Forwarded message From Quiroz, Awilda <(><<<)aquiroz@jaguarlandrover.com> Date Wed, Sep 19, 2018 at 5 56 PM Subject Fwd case [REDACTED] vin SALSP2E42DA [REDACTED] To John Clough <(><<<)jclough@findlayauto.com> Cc LSmith@findlayauto.com, CAnderson@findlayauto.com, TSteinbeck@findlayauto.com, Andrew Jersey <(><<<)ajersey@jaguarlandrover.com> Hi John, I am the new assigned case manager for [REDACTED] vin DA [REDACTED]; can you please give me an update on this vehicle,/. Has it been fixed and if so please email me the closed RO, so we can reimburse the customer for the rental. Thank you Awilda Awilda Quiroz Customer Relationship Center Representative Direct # 801 887 6417 or T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309017 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309017 F 888 410 0938 Jaguar Land Rover North America, LLC <<<Sep 19 2018 5 50 35 000PM entered by SVC RM User Program

Management/Client Server>>>Called and phone rang in the service depart; asked previous rep to email the change of emails. <<<Sep 12 2018 4 55 32 000PM entered by SVC RM User Program Management/Client Server>>>Send note to previous rep for RO. S Ph 702 5790400 St NV Ctry Cd USA Reg Cd LR Repr Date 30 JUL 201 <<<Sep 6 2018 6 01 24 000PM entered by SVC RM User Program Management/Client Server>>>I called Land Rover Las Vegas at 702 579 0400 and stated Hi my name is Jelani I am calling from JLR NA and this call is recorded for quality and training purposes but I need to speak with the service dept Receptionist stated OK, one moment Call transferred to service dept, SA stated Service Dept this is Yani speaking I stated Hi Yani my name is Jelani and I am calling from JLR but I am calling to check on the status of a customer's vehicle [REDACTED] Yani stated it was a tow in, crank no start, still open SA is Robert I stated Ok, since the vehicle is still there I will email John asking he send me the RO thanks Yani Yani stated No problem, take care Call ended. <<<Sep 19 2018 5 25 27 000PM entered by SVC RM User Program Management/Client Server>>>SM John Clough replied On Wed, Sep 19, 2018 at 6 19 PM, John Clough <(> <<<)JClough@findlayauto.com> wrote Hello, Needs an engine replacement. We have the CPO warranty approval, Just waiting for the engine and for my engine tech to get it done. ETA 10 days. <<<Sep 19 2018 4 57 55 000PM entered by SVC RM User Program Management/Client Server>>>Email Sm John Clough Forwarded message From Quiroz, Awilda <(> <<<)aquiroz@jaguarlandrover.com> Date Wed, Sep 19, 2018 at 5 56 PM Subject Fwd case [REDACTED] vin SALSP2E42DA [REDACTED] To John Clough <(> <<<)jclough@findlayauto.com> Cc LSmith@findlayauto.com, CAnderson@findlayauto.com, TSteinbeck@findlayauto.com, Andrew Jersey <(> <<<)ajersey@jaguarlandrover.com> Hi John, I am the new assigned case manager for [REDACTED] vin DA [REDACTED]; can you please give me an update on this vehicle,/. Has it been fixed and if so please email me the closed RO, so we can reimburse the customer for the rental. Thank you Awilda Awilda Quiroz Customer Relationship Center Representative Direct # 801 887 6417 or T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309017 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309017 F 888 410 0938 Jaguar Land Rover North America, LLC <<<Sep 19 2018 4 50 35 000PM entered by SVC RM User Program Management/Client Server>>>Called and phone rang in the service depart; asked previous rep to email the change of emails. <<<Sep 12 2018 5 29 26 000PM entered by SVC RM User Program Management/Client Server>>>Emailed Awilda From Cooper White, Jelani <(> <<<)jcooperw@jaguarlandrover.com> Date Wed, 12 Sep 2018 at 18 29 Subject Re case [REDACTED] vin SALSP2E42DA [REDACTED] To Awilda Quiroz <(> <<<)aquiroz@jaguarlandrover.com> No not yet, try to email him and let him know you are handling the case now. Regards, <<<Sep 12 2018 5 28 10 000PM entered by SVC RM User Program Management/Client Server>>>Received email from case rep Awilda From Quiroz, Awilda <(> <<<)aquiroz@jaguarlandrover.com> Date Wed, 12 Sep 2018 at 16 53 Subject case [REDACTED] vin SALSP2E42DA [REDACTED] To Jelani Cooper White <(> <<<)jcooperw@jaguarlandrover.com> Hello, Did these guy send you the closed RO, if so please send or attached to case. Thank you, Awilda Quiroz Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309017 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309017 F 888 410 0938 <<<Sep 12 2018 3 55 32 000PM entered by SVC RM User Program Management/Client Server>>>Send note to previous rep for RO. <<<Nov 1 2018 10 07 41 000AM entered by SVC RM User Program Management/Client Server>>>email Sm Jon C Forwarded message From Quiroz, Awilda <(> <<<)aquiroz@jaguarlandrover.com> Date Thu, Nov 1, 2018 at 9 33 AM Subject Fwd case [REDACTED] vin SALSP2E42DA [REDACTED] To John Clough <(> <<<)jclough@findlayauto.com> Good morning John, Hope you are doing well, I am checking to see if you have completed the vehicle so you can send me the closed RO. Thank you, Awilda Forwarded message From Quiroz, Awilda <(> <<<)aquiroz@jaguarlandrover.com> Date Wed, Oct 24, 2018 at 5 15 PM Subject Re case [REDACTED] vin SALSP2E42DA [REDACTED] To John Clough <(> <<<)JClough@findlayauto.com> Hi John, I am looking for an updated on this vehcile so I can close the case. I am going to need the closed RO. Hope you are doing well Thank you, Awilda <<<Nov 5 2018 2 13 25 000PM entered by SVC RM User Program Management/Client Server>>>Called at (808) 866 2292 and left a VM with my direct 801 887 6417 <<<Nov 5 2018 2 17 23 000PM entered by SVC RM User Program Management/Client Server>>>Called SM John Clough and left a VM with my direct # [REDACTED] Provided customers name and vin# and refered to last week email <<<Nov 7 2018 10 10 29 000AM entered by SVC RM User Program Management/Client Server>>>Called John Clough Service Manager at Jaguar Land Rover Las Vegas 702 579 0400 ext 2409 Let a voice message with my direct # 801 887 6417 <<<Nov 7 2018 6 19 15 000PM entered by SVC RM User Program Management/Client Server>>>Attached RO and Sm email Forwarded message From Quiroz, Awilda <(> <<<)aquiroz@jaguarlandrover.com> Date Wed, Nov 7, 2018 at 6 18 PM Subject Re case [REDACTED] vin SALSP2E42DA [REDACTED] To John Clough <(> <<<)JClough@findlayauto.com> Thank you" Why does it reads pre invoice accounting in front of the RO I believe I need the closed RO. On Wed, Nov 7, 2018 at 2 09 PM John Clough <(> <<<)JClough@findlayauto.com> wrote Here it is Awilda"" <<<Nov 12 2018 2 48 42 000PM entered by SVC RM User Program Management/Client Server>>>Ro is not the warranty copy, send note to SM John C <<<Nov 15 2018 4 03 07 000PM entered by SVC RM User Program Management/Client Server>>>Email requesting correct RO Forwarded message From Quiroz, Awilda <(> <<<)aquiroz@jaguarlandrover.com> Date Thu, Nov 15, 2018 at 3 58 PM Subject Fwd case [REDACTED] vin SALSP2E42DA [REDACTED] To John Clough <(> <<<)JClough@findlayauto.com> Hi John, I know

you are busy, please send me the close RO, the RO you sent is not the closed RO and I can not use to process. Thank you, Awilda <<<Nov 20 2018 12 24 52 000PM entered by SVCRM User Program Management/Client Server>>>Called Land Rover Las Vegas at 702 579 0400 Spoke with SA Jordon and he is emailing the correct RO today <<<Nov 20 2018 12 30 31 000PM entered by SVCRM User Program Management/Client Server>>>Called customer at [REDACTED] [REDACTED] Advised I need her rental agreement and provided my email address Left my phone # [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	SALLSAAE4DA [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2013	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	RANGE ROVER SPORT
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	30-Aug-2012	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Requaired Vehicle	
Build Region		Warranty Start Date	20-Oct-2012
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	incorrect size
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	repair-similar failures on other vehicles mentioned
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	corroded/rusted
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-hard/slow to fill
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-when refueling
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	high effort
Commodity	unknown—	Symptom	improper assembly
Commodity	unknown—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	unknown—	Symptom	mod-driving condition-while driving
Commodity	unknown—	Symptom	odor
Commodity	unknown—	Symptom	sticks/binds/grabs
Significant Event		Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical

Report Details

Source Claim Key		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-Nov-2018
Version Series Code		Load Date	28-Nov-2018
Causal Part Prefix-Base-Suffix	-	Dealer Code	R0228
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER TAMPA
Non Causal Part Prefix-Base-Suffix		Dealer City	TAMPA
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code	53	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8139302505
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Dec 13 2018 11 59 58 000AM entered by SVC CRM User Program Management/Client Server>>>Consign Alert 1951 rec'd Alert # 1951 Topic Fuel Odour Issued 13.12.2018 09 44 Model Range Rover Location USA Model Year 2011 Sources https://www.nhtsa.gov/recalls nhtsaId=11156894 Postdate 07.12.2018 Views / Likes etc Translated text Tl* the contact owns a 2011 land rover range rover sport. The contact stated that there was a strong odor of fuel inside and outside the vehicle. The contact was unable to drive the vehicle due to the odor. The vehicle was taken to land rover tampa (XX) and the contact was informed that there was no recall for the failure and the vehicle's warranty had expired. The dealer diagnosed that the fuel filter and the plastic flange at the top of the fuel tank fractured and needed to be replaced. The vehicle was not repaired. The manufacturer was made aware of the failure. The failure mileage was 100,000. December 7, 2018 NHTSA ID NUMBER 11156894 Components FUEL/PROPULSION SYSTEM NHTSA ID Number 11156894 Incident Date November [REDACTED], 2018 Consumer Location LAKELAND, FL Vehicle Identification Number SALSH2E46BA**** Summary of Complaint CRASHNo FIRENo INJURIES0 DEATHS0 TL* THE CONTACT OWNS A 2011 LAND ROVER RANGE ROVER SPORT. THE CONTACT STATED THAT THERE WAS A STRONG ODOR OF FUEL INSIDE AND OUTSIDE THE VEHICLE. THE CONTACT WAS UNABLE TO DRIVE THE VEHICLE DUE TO THE ODOR. THE VEHICLE WAS TAKEN TO LAND ROVER TAMPA ([REDACTED]), TAMPA, FL ([REDACTED]) AND THE CONTACT WAS INFORMED THAT THERE WAS NO RECALL FOR THE FAILURE AND THE VEHICLE'S WARRANTY HAD EXPIRED. THE DEALER DIAGNOSED THAT THE FUEL FILTER AND THE PLASTIC FLANGE AT THE TOP OF THE FUEL TANK FRACTURED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 100,000. Responded to UK Dear All Consline Alert 1951 NHTSA post Fuel and Proompulsion System Customer CODY MCCARROLL Model 2011 Range Rover Spor t VIN SALSH2E46BA[REDACTED] Case[REDACTED] Interaction ISSUE vehicle required fuel filter module housing replaced Vehicle out of warranty, retailer advised this would not have been covered under CPO Warranty Currently over 100k miles Goodwill decline. Customer removed vehicle, did not repair. Claims Mercedes dealer told her it should be a recall <<<Dec 11 2018 5 22 22 000PM entered by SVC CRM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] I STATED I received your VM SHE STATED Yes, I was told to give you a call I STATED; Yes, I spoke with Ambi and he requested of we can look into making an exception for you He informed me you have done servicing at Orlando I called the retailer to obtain some information Your vehicle was purchased CPO at 68k CPO warranty is limited and this is not a repair that would've been covered under it I know you state other manufacturers have recalls on this part but LR has not placed a recall Unfortunately the GW denial still stands, I'm sorry SHE STATED Okay, thank you <<<Dec 11 2018 5 19 07 000PM entered by SVC CRM User Program Management/Client Server>>>RECEIVED VM FROM CUSTOMER This is [REDACTED] calling. I was advised by the dealership to give you a call. Please give me a call back at [REDACTED] <<<Dec 11 2018 2 00 55 000PM entered by SVC CRM User Program Management/Client Server>>>From Pusey, Shamena <(><<)>spusey1@jaguarlandrover.com> Date Tue, 11 Dec 2018 at 13 51 Subject Re CUSTOMER[REDACTED] To Amarpal S. Bhamra <(><<)>abhamra@drivereeves.com> Good Afternoon Ambi, The [REDACTED] are outside GW parameters so we are unable to offer assistance towards the repair. Vehicle was purchase CPO Dec, 20, 2016 at 68k miles. The vehicle has no recalls and this repair wouldn't be covered under CPO warranty. Sorry we can't assist. Kind Regards, <<<Dec 11 2018 2 00 42 000PM entered by SVC CRM User Program Management/Client Server>>>CALLED LR ORLANDO AT 407 695 9100 SPOKE WITH MONIQUE I STATED I was calling to get a purchase date on my customer's vehicle Can you help me with that SHE STATED Sure, what's the last 8 of the VIN I STATED BA[REDACTED] SHE STATED [REDACTED] a 2011 RR Sport I STATED Yes SHE STATED Vehicle was purchased CPO Dec 20, 2016 at 68K miles I STATED Thank you for your help <<<Dec 11 2018 2 00 20 000PM entered by SVC CRM User Program Management/Client Server>>>CALLED SA AMBI AT 813 930 2505 I STATED I received your VM HE STATED They're not happy with the determination They believe I influenced your decision I STATED Information provided by you did help in my deceion making Though other manufacturers have recalled this part LR has not This has not been determined to be a defect and parts fail over time due to mileage and years Her vehicle is out if GW parameters We cannot assist HE STATED Can you look into offering OLC's I STATED She has threatened legal and once a customer does that we close out the case I can revisit and see if there is something that can be done I will have to gather more information HE STATED Understandable I was unaware of the legal threat I've been working directly with the husband The son is driving the car and his disability keeps him from smelling fumes from the car If you can do anything, please give the husband a call His phone number is [REDACTED] I STATED Okay, will do <<<Nov 26 2018 9 17 29 000AM entered by SVC CRM User Program Management/Client Server>>>Customer Mom [REDACTED] is the best contact [REDACTED] her son [REDACTED] car owner is disabled she is hadling his affairs <<<Nov 26 2018 9 20 42 000AM entered by SVC CRM User Program Management/Client Server>>>Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 01 Aug 2017 999999 Federal Emission Warranty 01 Aug 2019 80000 LR Select CPO 24 months 50K 01 Aug 2017 100000 Paint Warranty 01 Aug 2015 50000 Standard Factory Warranty 01 Aug 2015 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Actio <<<Nov 26 2018 9 26 45 000AM entered by SVC CRM User Program Management/Client Server>>>No related info as per AWS <<<Nov 27 2018 11 43 29 000AM entered by SVC CRM User Program Management/Client Server>>> Customer called stating the neighbors are complaining about the gas smell Customer is afraid vehicle will blow up Took to vehicle to Mercedes dealership and was told that this is a known issue with vehicles and JLR should repair the vehicle I Advised Customer A case Manager will contact your request for goodwill Please take vehicle to an authorized service department to be evaluated Your case will be reviewed to see if we will assist in the repair <<<Nov 27 2018 12 07 40 000PM entered by SVC CRM User
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Program Management/Client Server>>>*** Please contact [REDACTED] regarding this case at [REDACTED] ** <<<Nov 28 2018 12 17 21 000PM entered by SVCRM User Program Management/Client Server>>>RECEIVED VM FROM SM DAVE This is Dave Persad the SM of LR Tampa. I'm calling on case [REDACTED]. What do you need from us at the retailer level. Please call me at 813 739 4979 or email. Email is better dpersad@driveereeves.com <<<Nov 28 2018 12 27 55 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] I STATED I received your VM regarding [REDACTED] The customer has 100,000 miles and it outside of warranty requesting GW Is this a known issue or due to corrosion HE STATED We haven't examined the car yet The majority we have found is the fuel pump assembly cover that goes on top that seals it has a tendency to crack The fuel starts to permeate and comes through on the top cover I have seen this issue with other manufacturers that has the same fuel system Currently someone told the customer that Mercedes has a recall on the same issue There's no recall on this car To get to the fuel tank to examine it has to be taken out of the vehicle I STATED How confident are you this is a defect and not corrosion HE STATED About 90% based on the information the customer has given me Again we have to examine to be sure He has no appointment because of the holiday and vehicles that have been scheduled before him The vehicle is here because he opted to leave it here We gave him a shuttle ride back home I did tell him it will take some time to look at it I STATED Was he informed the all diagnostics will be at a cost to him HE STATED He authorized \$195 which is a standard diagnostic I'm sure more examining will be necessary to verify the root cause If you can advise him of that, it'll be great I'll give him a follow up call with exact numbers before we start working I sent you an email I STATED Thank you, you expressed in the VM you prefer email contact We'll communicate via email from this point on Thank you for all of your help <<<Nov 28 2018 12 28 27 000PM entered by SVCRM User Program Management/Client Server>>>***CORRECTION ON LAST NOTE, CALLED RETAILER** <<<Dec 3 2018 6 25 49 000PM entered by SVCRM User Program Management/Client Server>>>EMAIL RECEIVED FROM AMBI From Amarpal S. Bhamra <(><<) >abhamra@driveereeves.com> Date Mon, 3 Dec 2018 at 16 45 Subject RE PRICE QUOTE FOR CUSTOMER [REDACTED] CASE # [REDACTED] To Pusey, Shamena <(><<) >spusey1@jaguarlandrover.com> Cc Dave Persad <(><<) >dpersad@driveereeves.com> Thank you. <<<Dec 3 2018 4 37 42 000PM entered by SVCRM User Program Management/Client Server>>>EMAIL SENT TO SA AMBI; From Pusey, Shamena <(><<) >spusey1@jaguarlandrover.com> Date Mon, 3 Dec 2018 at 16 37 Subject Re PRICE QUOTE FOR CUSTOMER [REDACTED] CASE # [REDACTED] To Amarpal S. Bhamra <(><<) >abhamra@driveereeves.com> Cc Dave Persad <(><<) >dpersad@driveereeves.com> Good Evening Ambi, Received, thank you" A decision should be made no later than Wednesday. Kind regards, <<<Dec 3 2018 4 35 48 000PM entered by SVCRM User Program Management/Client Server>>>EMAIL RECEIVED FROM SA AMBI From Amarpal S. Bhamra <(><<) >abhamra@driveereeves.com> Date Mon, 3 Dec 2018 at 15 54 Subject PRICE QUOTE FOR CUSTOMER [REDACTED] CASE # [REDACTED] To SPUSEY1@JAGUARLANDROVER.COM <(><<) >SPUSEY1@jaguarlandrover.com> Cc Dave Persad <(><<) >dpersad@driveereeves.com> Hi Shamena, Following our phone conversation, here are the retail and warranty pricing to replace the fuel filter/module housing that has cracks in it causing the fuel odor. It is something we have seen before on other like vehicles of that age and mileage. Customer pricing is as follows Parts = 166.21 Labor = 589.08 Shop Supplies = 53.67 Tax = 56.63 Total = 865.59 Warranty pricing is as follows Parts = 163.44 Labor = 159.89 Total = 323.33 This is the first time the vehicle has been in our shop and we have no record of any prior maintenance. Honestly I understand the customers motive, but I can't see anything we owe them. Let me know. Thank you, <<<Dec 3 2018 3 32 21 000PM entered by SVCRM User Program Management/Client Server>>>CALLED RETAILER AT (813) 930 2505 SPOKE WITH SA AMBI I STATED I was calling to follow up on [REDACTED] vehicle HE STATED I'm working on getting some pricing for him Would you like me forward that information I STATED That would be great My email address in spusey1@jaguarlandrover.com HE STATED I'll send it once I receive all the numbers I STATED Thank you <<<Nov 28 2018 1 16 56 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] SPOKE WITH [REDACTED] I STATED I was calling to speak with you regarding your case with JLR in reference to a hole in the gas tank I spoke with SM Dave and he has informed me your vehicle has been brought in I know you are requesting assistance towards this repair In order to determine if we can assist or not, it has to be confirmed that the part is defective and not faulty due to corrosion Your vehicle is outside of warranty for mileage and time but if it's faulty we can look into seeing if we can assist SHE STATED; Thank you, we took the car to Mercedes and we were told their 2011 models with the same fuel tank had recalls I STATED Both I and Dave entered your VIN and no recalls came up Recalls are VIN specific Dave is stating further inspection may be needed but he'll be in contact with you if it requires more cost SHE STATED Thank you for reaching out <<<Nov 28 2018 12 28 52 000PM entered by SVCRM User Program Management/Client Server>>>EMAIL RECEIVED FROM SM DAVE From Dave Persad <(><<) >dpersad@driveereeves.com> Date Wed, 28 Nov 2018 at 11 51 Subject BA [REDACTED] To Pusey, Shamena (spusey1@jaguarlandrover.com) <(> <<) >spusey1@jaguarlandrover.com> Cc Amarpal S. Bhamra <(><<) >abhamra@driveereeves.com> Case number [REDACTED]. Good Morning Shamena, this customer dropped off their vehicle at Land Rover Tampa. They opened a case for a fuel leak issue. Please advise what is needed from us. Respectfully, Dave Persad Land Rover Tampa 813 739 4979. <<<Nov 26 2018 9 14 21 000AM entered by SVCRM User Program Management/Client Server>>>Customer Called car has about 100,000 miles on the vehicle car purchased in Orlando customer son is the sole driver of the vehicle all service and maintenance records are with Tampa and Orlando JLR noticed that a strong gas smell

coming from the car she now lives in Lakeland FL, and no dealer close by she took car to third party mercedes dealer to be looked at they advised there is a hole in the gas tank and she cannot fill the gas tank up more than half full. request to open a case Request to open case car to be fixed assistance with repairs I Advised wil open case will be assigned corporate case manager please allow two business days for follow up will also file an icr <<<Dec 5 2018 10 04 40 000AM entered by SVC RM User Program Management/Client Server>>>Customer Called Issue States she needs to speak with case manager Request; to send an email for her to contact her back I Advised her of Shamena direct number advised I will send email to her to call her baack <<<Dec 5 2018 10 05 43 000AM entered by SVC RM User Program Management/Client Server>>>From Muhammad, Denitra <(><<)>dmuhamma@jaguarlandrover.com> Date Wed, 5 Dec 2018 at 10 05 Subject Cse [REDACTED] To Shamena Pusey <(><<)>spusey1@jaguarlandrover.com> Please call this customer back. Thank you, Denitra N Muhammad Customer Relationship Center Representative <<<Dec 5 2018 11 32 12 000AM entered by SVC RM User Program Management/Client Server>>>CALLED RETAILER AT (813) 930 2505 SPOKE WITH SA AMBI I STATED I spoke with [REDACTED] and we have denied GW assistance I informed her that this typical on like models with the same year and mileage but has not been considered a defect Parts will eventually fail over time She is going to have her husband give me call but the decline still stands I wanted to inform you HE STATED Yea, absolutely If he wants to give me comparable prices on this repair, I can take it into consideration but this does happen over time Doesn't mean it's a defect Can you email me informing you have declined to offer assistance I STATED; I will get that over to you in a few HE STATED Thank you <<<Dec 5 2018 11 36 06 000AM entered by SVC RM User Program Management/Client Server>>>EMAIL SENT TO RETAILER From Pusey, Shamena <(><<)>spusey1@jaguarlandrover.com> Date Wed, 5 Dec 2018 at 11 35 Subject Re PRICE QUOTE FOR CUSTOMER [REDACTED] CASE # [REDACTED] To Amarpal S. Bhamra <(><<)>abhamra@drivereeves.com> Cc Dave Persad <(><<)>dpersad@drivereeves.com> Good morning Ambi, As per our conversation, I've informed [REDACTED] that we will not be offering GW towards this repair. I advise holding off on any repairs until you've spoken with her as she states she needed to speak with her husband.Thank you for your help" Kind Regards, <<<Dec 5 2018 11 36 35 000AM entered by SVC RM User Program Management/Client Server>>>AUTO REPLY RECEIVED FROM Dave Persad <(><<)>dpersad@drivereeves.com> Date Wed, 5 Dec 2018 at 11 35 Subject Automatic reply PRICE QUOTE FOR CUSTOMER [REDACTED] CASE # [REDACTED] To Pusey, Shamena <(><<)>spusey1@jaguarlandrover.com> .out of office until 12/10/2018. Will reply as soon as is can. <<<Dec 5 2018 12 33 51 000PM entered by SVC RM User Program Management/Client Server>>>CUSTOMER CALLED IN SHE STATED I spoke with my husband and he's going to pick up the car This is too big of a repair to do Brakes have to be put on it Other dealership like Mercedes and others are aware of this issue on their cars and are fixing it LR should be doing this as well If this car blows up, this will be on your hands I do have a lawyer on hand in case this happens I STATED You are entitled to take whatever steps you feel are necessary Our decision was based on information obtained from the retailer There are no recalls on your vehicle and the retailer has not stated this was a defect SHE STATED That's fine, we're picking it up <<<Dec 10 2018 1 23 41 000PM entered by SVC RM User Program Management/Client Server>>>EMAIL RECEIVED FROM AMBI From Amarpal S. Bhamra <(><<)>abhamra@drivereeves.com> Date Mon, 10 Dec 2018 at 12 55 Subject RE PRICE QUOTE FOR CUSTOMER [REDACTED] CASE # [REDACTED] To Pusey, Shamena <(><<)>spusey1@jaguarlandrover.com> Hi Shamena Can you call me on this. The customer is not too thrilled and stated that it I was I that decided to help them with the repairs and not Land Rover. The customer has done service work with Orlando and Jacksonville and keeps insisting that LR do something to help him. His son has a disability who has no sense of smell and drives this vehicle. The customer told me that multiple other car manufacturers have the same issue and are being taken care of. Is there a way you can give or send them 3 \$250 coupons to take care of the repairs Thank you <<<Dec 10 2018 1 51 40 000PM entered by SVC RM User Program Management/Client Server>>>CALLED SA AMBI AT 813 930 2505 LEFT VM I received your email. Please return my call at your earliest convenience [REDACTED] <<<Dec 11 2018 11 52 39 000AM entered by SVC RM User Program Management/Client Server>>>RECEIVED VM FROM SA AMBI [REDACTED] case. Please call me at 813 739 4984 <<<Dec 11 2018 11 53 02 000AM entered by SVC RM User Program Management/Client Server>>>EMAIL RECEIVED FROM AMBI From Amarpal S. Bhamra <(><<)>abhamra@drivereeves.com> Date Tue, 11 Dec 2018 at 09 05 Subject CUSTOMER [REDACTED] To SPUSEY1@JAGUARLANDROVER.COM <(><<)>SPUSEY1@jaguarlandrover.com> Good morning, Please call me. Thank you, <<<Dec 11 2018 1 28 43 000PM entered by SVC RM User Program Management/Client Server>>>I received call from customer Customer stated vehicle should have a recall for this issue believes that JLR North America should pay for this repair vehicle has over 100,000 miles problem started 4 weeks ago dealership is not being nice to her case manager is not being helpful audi and mercedes recalled this part I contacted Washington DC about this does not know price of repair dealership will not tell her vehicle has been at the dealership for two weeks I advised customer vehicle does not have any recalls checked ddw audi and mercedes are different vehicle built differently no way to even compare apples and oranges I can call over to case managers extension to see if she is available customer hung up phone <<<Dec 5 2018 11 28 53 000AM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] SPOKE WITH [REDACTED] I STATED I was calling to follow up with you regarding your case I spoke with Ambi and he stated this has been seen on like models with the same year and mileage but this is not a defect Your vehicle is outside of GW parameters so we are not in a position to offer

	assistance SHE STATED I do not agree, I will have my husband give you a call I STATED That's fine but the decline to offer still stands
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	SALLSAAE4BA	Engine Serial Number	
Model Year	2011	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	RANGE ROVER SPORT
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	17-May-2011	Retail Sale Indicator Code	
Plant Description	SOLI HULL ASSEMBLY (UK)	Requaired Vehicle	
Build Region		Warranty Start Date	02-Aug-2011
Build Country Code		Transmission Serial Number	
Mileage	93997	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
Commodity Assignment			
Commodity	powertrain-engine—	Symptom	field service action
Commodity	powertrain-engine—	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine—	Symptom	high effort
Commodity	powertrain-engine—	Symptom	improper assembly
Commodity	powertrain-engine—	Symptom	incorrect size
Commodity	powertrain-engine—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine—	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine—	Symptom	odor
Commodity	powertrain-engine—	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-fuel system-	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel filter	Symptom	repair-similar failures on other vehicles mentioned
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	corroded/rusted
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-hard/slow to fill
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-when refueling
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	Y

Tread Information			
Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	07	Tread Category Description	fuel system

Report Details			
Source Claim Key		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-Nov-2018
Version Series Code		Load Date	12-Dec-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0228
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER TAMPA
Non Causal Part Prefix-Base-Suffix		Dealer City	TAMPA
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code	563	Dealer Country	USA
Diagonsic Trouble Code		Dealer Phone Number	8139302505
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Dec 3 2018 6 25 49 000PM entered by SVC RM User Program Management/Client Server>>>EMAIL RECEIVED FROM AMBI From Amarpal S. Bhamra <(><<)>abhamra@drivereeves.com> Date Mon, 3 Dec 2018 at 16 45 Subject RE PRICE QUOTE FOR CUSTOMER [REDACTED] CASE # [REDACTED] To Pusey, Shamena <(><<)>spusey1@jaguarlandrover.com> Cc Dave Persad <(><<)>dpersad@drivereeves.com> Thank you. <<<Dec 3 2018 4 37 42 000PM entered by SVC RM User Program Management/Client Server>>>EMAIL SENT TO SA AMBI; From Pusey, Shamena <(><<)>spusey1@jaguarlandrover.com> Date Mon, 3 Dec 2018 at 16 37 Subject Re PRICE QUOTE FOR CUSTOMER [REDACTED] CASE # [REDACTED] To Amarpal S. Bhamra <(><<)>abhamra@drivereeves.com> Cc Dave Persad <(><<)>dpersad@drivereeves.com> Good Evening Ambi, Received, thank you" A decision should be made no later than Wednesday. Kind regards, <<<Dec 3 2018 4 35 48 000PM entered by SVC RM User Program Management/Client Server>>>EMAIL RECEIVED FROM SA AMBI From Amarpal S. 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Bhamra <(><<)>abhamra@drivereeves.com> Good Afternoon Ambi, The [REDACTED] are outside GW parameters so we are unable to offer assistance towards the repair. Vehicle was purchase CPO Dec, 20, 2016 at 68k miles. The vehicle has no recalls and this repair wouldn't be covered under CPO warranty. Sorry we can't assist. Kind Regards, <<<Dec 11 2018 2 00 42 000PM entered by SVC RM User Program Management/Client Server>>>CALLED LR ORLANDO AT 407 695 9100 SPOKE WITH MONIQUE I STATED I was calling to get a purchase date on my customer's vehicle Can you help me with that SHE STATED Sure, what's the last 8 of the VIN I STATED BA [REDACTED] SHE STATED [REDACTED] a 2011 RR Sport I STATED Yes SHE STATED Vehicle was purchased CPO Dec 20, 2016 at 68K miles I STATED Thank you for your help <<<Dec 11 2018 2 00 20 000PM entered by SVC RM User Program Management/Client Server>>>CALLED SA AMBI AT 813 930 2505 I STATED I received your VM HE STATED They're not happy with the determination They believe I influenced your decision I STATED Information provided by you did help in my deceion making Though other manufacturers have recalled this part LR has not This has not been determined to be a defect and parts fail over time due to mileage and years Her vehicle is out if GW parameters We cannot assist HE STATED Can you look into offering OLC's I STATED She has threatened legal and once a customer does that we close out the case I can revisit and see if there is something that can be done I will have to gather more information HE STATED Understandable I was unaware of the legal threat I've been working directly with the husband The son is driving the car and his disability keeps him from smelling fumes from the car If you can do anything, please give the husband a call His phone number is [REDACTED] I STATED Okay, will do <<<Dec 11 2018 1 28 43 000PM entered by SVC RM User Program Management/Client Server>>>I received call from customer Customer stated vehicle should have a recall for this issue believes that JLR North America should pay for this repair vehicle has over 100,000 miles problem started 4 weeks ago dealership is not being nice to her case manager is not being helpful audi and mercedes recalled this part I contacted Washington DC about this does not know price of repair dealership will not tell her vehicle has been at the dealership for two weeks I advised customer vehicle does not have any recalls checked ddw audi and mercedes are different vehicle built differently no way to even compare apples and oranges I can call over to case managers extension to see if she is available customer hung up phone <<<Dec 11 2018 11 53 02 000AM entered by SVC RM User Program Management/Client Server>>>EMAIL RECEIVED FROM AMBI From Amarpal S. Bhamra <(><<)>abhamra@drivereeves.com> Date Tue, 11 Dec 2018 at 09 05 Subject CUSTOMER [REDACTED] To SPUSEY1@JAGUARLANDROVER.COM <(><<)>SPUSEY1@jaguarlandrover.com> Good morning, Please call me. Thank you, <<<Dec 11 2018 11 52 39 000AM entered by SVC RM User Program Management/Client Server>>>RECEIVED VM FROM SA AMBI [REDACTED] case. Please call me at 813 739 4984 <<<Dec 5 2018 11 28 53 000AM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] SPOKE WITH [REDACTED] I STATED I was calling to follow up with you regarding your case I spoke with Ambi and he stated this has been seen on like models with the same year and mileage but this is not a defect Your vehicle is outside of GW parameters so we are not in a position to offer assistance SHE STATED I do not agree, I will have my husband give you a call I STATED That's fine but
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Will reply as soon as is can. <<<Dec 5 2018 12 33 51 000PM entered by SVCRM User Program Management/Client Server>>>CUSTOMER CALLED IN SHE STATED I spoke with my husband and he's going to pick up the car This is too big of a repair to do Brakes have to be put on it Other dealership like Mercedes and others are aware of this issue on their cars and are fixing it LR should be doing this as well If this car blows up, this will be on your hands I do have a lawyer on hand in case this happens I STATED You are entitled to take whatever steps you feel are necessary Our decision was based on information obtained from the retailer There are no recalls on your vehicle and the retailer has not stated this was a defect SHE STATED That's fine, we're picking it up <<<Dec 10 2018 1 23 41 000PM entered by SVCRM User Program Management/Client Server>>>EMAIL RECEIVED FROM AMBI From Amarpal S. 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Please give me a call back at [REDACTED] <<<Dec 11 2018 5 22 22 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] I STATED I received your VM SHE STATED Yes, I was told to give you a call I STATED; Yes, I spoke with Ambi and he requested of we can look into making an exception for you He informed me you have done servicing at Orlando I called the retailer to obtain some information Your vehicle was purchased CPO at 68k CPO warranty is limited and this is not a repair that would've been covered under it I know you state other manufacturers have recalls on this part but LR has not placed a recall Unfortunately the GW denial still stands, I'm sorry SHE STATED Okay, thank you <<<Dec 13 2018 11 59 58 000AM entered by SVCRM User Program Management/Client Server>>>Consign Alert 1951 rec'd Alert # 1951 Topic Fuel Odour Issued 13.12.2018 09 44 Model Range Rover Location USA Model Year 2011 Sources <https://www.nhtsa.gov/recalls> nhtsaId=11156894 Postdate 07.12.2018 Views / Likes etc Translated text TL* the contact owns a 2011 land rover range rover sport. The contact stated that there was a strong odor of fuel inside and outside the vehicle. The contact was unable to drive the vehicle due to the odor. The vehicle was taken to land rover tampa (XX) and the contact was informed that there was no recall for the failure and the vehicle's warranty had expired. The dealer diagnosed that the fuel filter and the plastic flange at the top of the fuel tank fractured and needed to be replaced. The vehicle was not repaired. The manufacturer was made aware of the failure. The failure mileage was 100,000. December 7, 2018 NHTSA ID NUMBER 11156894 Components FUEL/PROPULSION SYSTEM NHTSA ID Number 11156894 Incident Date November 16, 2018 Consumer Location LAKE LAND, FL Vehicle Identification Number SALSH2E46BA**** Summary of Complaint CRASHNo FIRENo INJURIES0 DEATHS0 TL* THE CONTACT OWNS A 2011 LAND ROVER RANGE ROVER SPORT. THE CONTACT STATED THAT THERE WAS A STRONG ODOR OF FUEL INSIDE AND OUTSIDE THE VEHICLE. THE CONTACT WAS UNABLE TO DRIVE THE VEHICLE DUE TO THE ODOR. THE VEHICLE WAS TAKEN TO LAND ROVER TAMPA (11301 N FLORIDA AVE, TAMPA, FL 33612, (813) 930 2505) AND THE CONTACT WAS INFORMED THAT THERE WAS NO RECALL FOR THE FAILURE AND THE VEHICLE'S WARRANTY HAD EXPIRED. THE DEALER DIAGNOSED THAT THE FUEL FILTER AND THE PLASTIC FLANGE AT THE TOP OF THE FUEL TANK FRACTURED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 100,000. Responded to UK Dear All Consline Alert 1951 NHTSA post Fuel and Proompulsion System Customer [REDACTED] Model 2011 Range Rover Spor t VIN SALSH2E46BA [REDACTED] Case [REDACTED] Interaction ISSUE vehicle required fuel filter module housing replaced Vehicle out of warranty, retailer advised this would not have been covered under CPO Warranty Currently over 100k miles Goodwill decline. Customer removed vehicle, did

not repair. Claims Mercedes dealer told her it should be a recall <<<Nov 28 2018 12 28 52 000PM entered by SVC RM User Program Management/Client Server>>>EMAIL RECEIVED FROM SM DAVE From Dave Persad <(><<)>dpersad@driveereves.com> Date Wed, 28 Nov 2018 at 11 51 Subject BA [REDACTED] To Pusey, Shamena (spusey1@jaguarlandrover.com) <(><<)>spusey1@jaguarlandrover.com> Cc Amarpal S. Bhamra <(><<)>abhamra@driveereves.com> Case number [REDACTED]. Good Morning Shamena, this customer dropped off their vehicle at Land Rover Tampa. They opened a case for a fuel leak issue. Please advise what is needed from us. Respectfully, Dave Persad Land Rover Tampa 813 739 4979. <<<Nov 28 2018 12 28 27 000PM entered by SVC RM User Program Management/Client Server>>>***CORRECTION ON LAST NOTE, CALLED RETAILER** <<<Nov 28 2018 12 27 55 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] I STATED I received your VM regarding [REDACTED] The customer has 100,000 miles and it outside of warranty requesting GW Is this a known issue or due to corrosion HE STATED We haven't examined the car yet The majority we have found is the fuel pump assembly cover that goes on top that seals it has a tendency to crack The fuel starts to permeate and comes through on the top cover I have seen this issue with other manufacturers that has the same fuel system Currently someone told the customer that Mercedes has a recall on the same issue There's no recall on this car To get to the fuel tank to examine it has to be taken out of the vehicle I STATED How confident are you this is a defect and not corrosion HE STATED About 90% based on the information the customer has given me Again we have to examine to be sure He has no appointment because of the holiday and vehicles that have been scheduled before him The vehicle is here because he opted to leave it here We gave him a shuttle ride back home I did tell him it will take some time to look at it I STATED Was he informed the all diagnostics will be at a cost to him HE STATED He authorized \$195 which is a standard diagnostic I'm sure more examining will be necessary to verify the root cause If you can advise him of that, it'll be great I'll give him a follow up call with exact numbers before we start working I sent you an email I STATED Thank you, you expressed in the VM you prefer email contact We'll communicate via email from this point on Thank you for all of your help <<<Nov 28 2018 12 17 21 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED VM FROM SM DAVE This is Dave Persad the SM of LR Tampa. I'm calling on case [REDACTED] l. What do you need from us at the retailer level. Please call me at [REDACTED] or email. Email is better dpersad@driveereves.com <<<Nov 27 2018 12 07 40 000PM entered by SVC RM User Program Management/Client Server>>>*** Please contact [REDACTED] regarding this case at [REDACTED] ** <<<Nov 27 2018 11 43 29 000AM entered by SVC RM User Program Management/Client Server>>> Customer called stating the neighbors are complaining about the gas smell Customer is afraid vehicle will blow up Took to vehicle to Mercedes dealership and was told that this is a known issue with vehicles and JLR should repair the vehicle I Advised Customer A case Manager will contact your request for goodwill Please take vehicle to an authorized service department to be evaluated Your case will be reviewed to see if we will assist in the repair <<<Nov 26 2018 9 26 45 000AM entered by SVC RM User Program Management/Client Server>>>No related info as per AWS <<<Nov 26 2018 9 20 42 000AM entered by SVC RM User Program Management/Client Server>>>Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 01 Aug 2017 999999 Federal Emission Warranty 01 Aug 2019 80000 LR Select CPO 24 months 50K 01 Aug 2017 100000 Paint Warranty 01 Aug 2015 50000 Standard Factory Warranty 01 Aug 2015 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Actio <<<Nov 26 2018 9 17 29 000AM entered by SVC RM User Program Management/Client Server>>>Customer Mom [REDACTED] is the best contact [REDACTED] her son [REDACTED] car owner is disabled she is hadling his affairs <<<Nov 26 2018 9 14 21 000AM entered by SVC RM User Program Management/Client Server>>>Customer Called car has about 100,000 miles on the vehicle car purchased in Orlando customer son is the sole driver of the vehicle all service and maintenace records are with Tampa and Orlando JLR noticed that a strong gas smell coming from the car she now lives in Lakeland FL, and no deaelr close by she took car to third party mercedes dealer to be looked at they advised there is a hole in the gas tank and she cannot fill the gas tank up more than half full. request to open a case Request to open case car to be fixed assistance with repairs I Advised wil open case will be assigned corporate case manager please allow two business days for follow up will also file an icr <<<Dec 5 2018 10 04 40 000AM entered by SVC RM User Program Management/Client Server>>>Customer Called Issue States she needs to speak with case manager Request; to send an email for her to contact her back I Advised her of Shamena direct number advised I will send email to her to call her baack <<<Dec 5 2018 10 05 43 000AM entered by SVC RM User Program Management/Client Server>>>From Muhammad, Denitra <(><<)>dmuhamma@jaguarlandrover.com> Date Wed, 5 Dec 2018 at 10 05 Subject Cse [REDACTED] To Shamena Pusey <(><<)>spusey1@jaguarlandrover.com> Please call this customer back. Thank you, Denitra N Muhammad Customer Relationship Center Representative <<<Nov 28 2018 1 16 56 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] SPOKE WITH [REDACTED] I STATED I was calling to speak with you regarding your case with JLR in reference to a hole in the gas tank I spoke with SM Dave and he has informed me your vehicle has been brought in I know you are requesting assistance towards this repair In order to determine if we can assist or not, it has to be confirmed that the part is defective and not faulty due to corrosion Your vehicle is outside of warranty for mileage and time but if it's faulty we can look into seeing if we can assist SHE STATED; Thank you, we took the car to Mercedes and we were told their 2011 models with the same fuel tank had recalls I STATED Both I and Dave entered your VIN and no recalls came up Recalls are VIN specific Dave is stating

	further inspection may be needed but he'll be in contact with you if it requires more cost SHE STATED Thank you for reaching out
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	SALLSAAE4BA	Engine Serial Number	
Model Year	2011	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	RANGE ROVER SPORT
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	17-May-2011	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	02-Aug-2011
Build Country Code		Transmission Serial Number	
Mileage	93997	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	Symptom	latching-does not release/open
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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	15-Mar-2019
Version Series Code		Load Date	18-Mar-2019
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	561	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4805384100
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer
Comment

Technician Comment	<<<Mar 18 2019 5 21 38 530AM entered by SVCRM User Program Management/Client Server>>>Initial Comment <<<Mar 18 2019 11 28 25 000AM entered by SVCRM User Program Management/Client Server>>>LATE CASE NOTE ISSUE Customer States Vehicle is having a constant fuel smell Fuel smell is coming from right and left rear part of vehicle It is coming from the gas tank area It is a strong smell of fuel when driving And when vehicle is parked Vehicle is kept in the garage contacted Land Rover N. Scottsdale and spoke to SM Allen SM advised this vehicle year and make is a known issue replace the top flange estimate costs for repairs \$970.00 Vehicle current mileage 74,228 Vehicle was purchased 01/29/18 Vehicle was purchase from Schumacher European This is customers first with the brand This is the first issue with the vehicle REQUEST Customer Requests Financial goodwill towards repairs ADVISED I Advised We will look into the request Gave case number and contact number Case manager will follow up within 2 business days <<<Mar 18 2019 11 29 29 000AM entered by SVCRM User Program Management/Client Server>>>As Per DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 06 Jan 2018 999999 Federal Emission Warranty 06 Jan 2020 80000 Green States Emission Warranty 06 Jan 2019 70000 Paint Warranty 06 Jan 2016 50000 Standard Factory Warranty 06 Jan 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<Mar 18 2019 11 41 57 000AM entered by SVCRM User Program Management/Client Server>>>As Per AWS SALLSAAD4CA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 06 09 11 07 01 12 R0376 USA 22 6J15 6H22 218A42 AA S06 S06 V07 AH4 41 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs .4 Labor Cost 50 Material Cost 12.53 Total Cost 62.53 Dlr Cd Sub Cd R0299 LR Name Ph St AZ Ctry Cd USA Reg Cd LR Repr Date 16 OCT 2013 DIST(Mile) 26645 Cust Comments CLIENT STATES FUEL DOOR WILL NOT OPEN Tech Comments OPENED FUEL DOOR AND R(>&<)>R FUEL DOOR LATCH PIECES <<<Mar 18 2019 6 00 45 000PM entered by SVCRM User Program Management/Client Server>>>ICR sent to SR KJ <<<Mar 18 2019 7 01 11 000PM entered by SVCRM User Program Management/Client Server>>>SENT EMAIL WITH ICR AND CASE NOTES TO PRODUCT INVESTIGATION From Johnson, Katherine <(><<)>kjohnso7@jaguarlandrover.com> Date Mon, 18 Mar 2019 at 19 00 Subject ICR_CA [REDACTED] To Clarke, Alan <(><<)>aclark43@jaguarlandrover.com>, Alan Altine <(> <<)>aaltine@jaguarlandrover.com> Cc Roumantzas, Stacey <(><<)>sroumant@jaguarlandrover.com>, Waleska Ferrera <(><<)>wferrera@jaguarlandrover.com> Hello, Attache please find an ICR for you to review. Regards, Katherine <<<Mar 20 2019 6 43 24 000PM entered by SVCRM User Program Management/Client Server>>>Called customer@[REDACTED] LEFT MESSAGE FOR CUSTOMER TO CALL BACK I stated Following up with you about your vehicle Case number My contact information <<<Mar 21 2019 11 57 53 000AM entered by SVCRM User Program Management/Client Server>>>Customer called at [REDACTED] seeking update on case Advised can check to see if case rep tanya is available Case rep unavailable Customer transferred to voicemail <<<Mar 22 2019 2 43 17 000PM entered by SVCRM User Program Management/Client Server>>>Called retailer@[REDACTED] I stated The last 8 of the vin JD the SA state's The vehicle is not here I stated Thank you for the update I will follow up with the customer <<<Mar 22 2019 2 45 27 000PM entered by SVCRM User Program Management/Client Server>>>Called customer@[REDACTED] PHONE JUST RING'S <<<Mar 25 2019 4 07 01 000PM entered by SVCRM User Program Management/Client Server>>>Called customer@[REDACTED] I stated Following up with you about your vehicle Can you tell me were the vehicle is Customer state's With me at home I stated Can you please make an appointment with the retailer I will follow up with you on Wednesday Customer state's I will call them now <<<Mar 25 2019 5 48 23 000PM entered by SVCRM User Program Management/Client Server>>>From Merida, Bruno <(><<)>bmerida1@jaguarlandrover.com> Date Mon, 25 Mar 2019 at 17 47 Subject [REDACTED] To Tonya Vandervolt <(><<)>tvander2@jaguarlandrover.com> Customer called Took vehicle to the retailer 70,000 miles Brought the vehicle to Land Rover North Scottsdale S/A Michael Wegner [REDACTED] she was advised that she will need to pay for the diagnosed She asked to speak to Waleska She had the impression that we will cover the repair expenses with a goodwill she will be charge \$150.00 diagnosed i advised Unfortunately diagnosed fee has to be cover by customer In order to review case vehicle needs to be diagnosed We dont cover diagnosed fee we will review your request and case manager will advised <<<Mar 27 2019 4 20 52 000PM entered by SVCRM User Program Management/Client Server>>>RECEIVED EMAIL FROM SA MICHAEL Forwarded message From Wagner,Michael <(><<)>mwagner@penskeautomotive.com> Date Wed, 27 Mar 2019 at 12 55 Subject RE [REDACTED] To Leiler,Robert <(><<)>RLeiler@penskeautomotive.com>, Vandervolt, Tonya <(><<)>tvander2@jaguarlandrover.com> Tanya, PARTS \$171.28 LABOR \$261.07 I stated below when I originally send the estimate, the labor is 1.8 and the warranty rate is \$145.04 So, let's try this again.. Labor is 1.8 at \$145.04... LABOR \$261.07 PARTS \$171.28 TOTAL \$432.35 <<<Mar 27 2019 4 22 29 000PM entered by SVCRM User Program Management/Client Server>>>CUSTOMER HAS ACCEPTED THE 90% GOODWILL PER SM ROBERT JLRNA WILL COVER 90% OF \$432.35 <<<Mar 27 2019 4 23 21 000PM entered by SVCRM User Program Management/Client Server>>>Called customer @ [REDACTED] LEFT MESSAGE FOR CUSTOMER TO CALL BACK I stated Following up with you about your vehicle Case number My Contact information <<<Mar 27 2019 4 23 36 000PM entered by SVCRM User Program Management/Client Server>>>WAITING ON RO <<<Apr 25 2019 9 44 17 000AM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER @ [REDACTED] customer stated that the vehicle was repaired originally had a heavy gas smell Land Rover North Scottsdale fixed the issue customer satisfied claimed good customer service thanks for following up issue resolved closing case <<<Apr 25 2019 10 44 17 000AM entered by SVCRM
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User Program Management/Client Server>>>CALLED CUSTOMER [REDACTED] customer stated that the vehicle was repaired originally had a heavy gas smell Land Rover North Scottsdale fixed the issue customer satisfied claimed good customer service thanks for following up issue resolved closing case <<<Apr 25 2019 10 50 30 000AM entered by SVC RM User Program Management/Client Server>>> repair completed issue resolved customer paid 10 percent of total cost retailer picked up cost case closed customer satisfied

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	SALLSAAD4CA [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2012	Engine Description	5.0L OHC SGD1 NA V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	RANGE ROVER SPORT
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	06-Sep-2011	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Requaired Vehicle	
Build Region		Warranty Start Date	07-Jan-2012
Build Country Code		Transmission Serial Number	
Mileage	62260	Vehicle Axle Ratio	
Vehicle Restraint Code			

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-locks/latches-fuel door-	Symptom	field service action
Commodity	body-locks/latches-fuel door-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-fuel door-	Symptom	latching-does not release/open
Commodity	body-locks/latches-fuel door-	Symptom	mod-driving condition-while driving
Commodity	chassis-transfer case-case and housing-	Symptom	field service action
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	field service action
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	latching-does not release/open
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	unknown--	Symptom	administrative cost
Commodity	unknown--	Symptom	field service action
Commodity	unknown--	Symptom	function-malfunction/inoperative
Commodity	unknown--	Symptom	mod-driving condition-while driving
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	10	Tread Category Description	powertrain
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	12	Tread Category Description	exterior lighting
Tread Category Code	17	Tread Category Description	latch

Report Details

Source Claim Key		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	15-Mar-2019
Version Series Code		Load Date	23-Mar-2019
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	20544	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4805384100
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer

Comment

Technician Comment	<<<Apr 25 2019 10 50 30 000AM entered by SVC RM User Program Management/Client Server>>> repair completed issue resolved customer paid 10 percent of total cost retailer picked up cost case closed customer satisfied <<<Mar 25 2019 4 07 01 000PM entered by SVC RM User Program Management/Client Server>>>Called customer@ [REDACTED] I stated Following up with you about your vehicle Can you tell me were the vehicle is Customer state's With me at home I stated Can you please make an appointment with the retailer I will follow up with you on Wednesday Customer state's I will call them now <<<Mar 22 2019 2 45 27 000PM entered by SVC RM User Program Management/Client Server>>>Called customer@ [REDACTED] PHONE JUST RING'S <<<Mar 18 2019 11 28 25 000AM entered by SVC RM User Program Management/Client Server>>>LATE CASE NOTE ISSUE Customer States Vehicle is having a constant fuel smell Fuel smell is coming from right and left rear part of vehicle It is coming from the gas tank area It is a strong smell of fuel when driving And when vehicle is parked Vehicle is kept in the garage contacted Land Rover N. Scottsdale and spoke to SM Allen SM advised this vehicle year and make is a known issue replace the top flange estimate costs for repairs \$970.00 Vehicle current mileage 74,228 Vehicle was purchased 01/29/18 Vehicle was purchase from Schumacher European This is customers first with the brand This is the first issue with the vehicle REQUEST Customer Requests Financial goodwill towards repairs ADVISED I Advised We will look into the request Gave case number and contact number Case manager will follow up within 2 business days <<<Mar 18 2019 11 29 29 000AM entered by SVC RM User Program Management/Client Server>>>As Per DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 06 Jan 2018 999999 Federal Emission Warranty 06 Jan 2020 80000 Green States Emission Warranty 06 Jan 2019 70000 Paint Warranty 06 Jan 2016 50000 Standard Factory Warranty 06 Jan 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<Mar 18 2019 11 41 57 000AM entered by SVC RM User Program Management/Client Server>>>As Per AWS SALLSAAD4CA [REDACTED] LS T/LT R T/ES T/RA T/F DC T/CF T/RX 06 09 11 07 01 12 R0376 USA 22 6J15 6H22 218A42 AA S06 S06 V07 AH4 41 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs .4 Labor Cost 50 Material Cost 12.53 Total Cost 62.53 Dlr Cd Sub Cd R0299 LR Name Ph St AZ Ctry Cd USA Reg Cd LR Repr Date 16 OCT 2013 DIST(Mile) 26645 Cust Comments CLIENT STATES FUEL DOOR WILL NOT OPEN Tech Comments OPENED FUEL DOOR AND R<>&<>R FUEL DOOR LATCH PIECES <<<Mar 18 2019 6 00 45 000PM entered by SVC RM User Program Management/Client Server>>>ICR sent to SR KJ <<<Mar 18 2019 7 01 11 000PM entered by SVC RM User Program Management/Client Server>>>SENT EMAIL WITH ICR AND CASE NOTES TO PRODUCT INVESTIGATION From Johnson, Katherine <><<>kjohnso7@jaguarlandrover.com> Date Mon, 18 Mar 2019 at 19 00 Subject ICR_CA [REDACTED] To Clarke, Alan <><<>aclark43@jaguarlandrover.com>, Alan Altine <><<>aaltine@jaguarlandrover.com> Cc Roumantzas, Stacey <><<>sroumant@jaguarlandrover.com>, Waleska Ferrera <><<>wferrera@jaguarlandrover.com> Hello, Attache please find an ICR for you to review. Regards, Katherine <<<Mar 20 2019 6 43 24 000PM entered by SVC RM User Program Management/Client Server>>>Called customer@ [REDACTED] LEFT MESSAGE FOR CUSTOMER TO CALL BACK I stated Following up with you about your vehicle Case number My contact information <<<Mar 21 2019 11 57 53 000AM entered by SVC RM User Program Management/Client Server>>>Customer called at [REDACTED] seeking update on case Advised can check to see if case rep tanya is available Case rep unavailable Customer transferred to voicemail <<<Apr 25 2019 9 44 17 000AM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER [REDACTED] customer stated that the vehicle was repaired originally had a heavy gas smell Land Rover North Scottsdale fixed the issue customer satisfied claimed good customer service thanks for following up issue resolved closing case <<<Mar 27 2019 4 23 36 000PM entered by SVC RM User Program Management/Client Server>>>WAITING ON RO <<<Mar 27 2019 4 23 21 000PM entered by SVC RM User Program Management/Client Server>>>Called customer [REDACTED] LEFT MESSAGE FOR CUSTOMER TO CALL BACK I stated Following up with you about your vehicle Case number My Contact information <<<Mar 27 2019 4 22 29 000PM entered by SVC RM User Program Management/Client Server>>>CUSTOMER HAS ACCEPTED THE 90% GOODWILL PER SM ROBERT JLRNA WILL COVER 90% OF \$432.35 <<<Mar 27 2019 4 20 52 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED EMAIL FROM SA MICHAEL Forwarded message From Wagner,Michael <><<>mwagner@penskeautomotive.com> Date Wed, 27 Mar 2019 at 12 55 Subject RE [REDACTED] To Leiler,Robert <><<>RLeiler@penskeautomotive.com>, Vandervolt, Tonya <><<>tvander2@jaguarlandrover.com> Tanya, PARTS \$171.28 LABOR \$261.07 I stated below when I originally send the estimate, the labor is 1.8 and the warranty rate is \$145.04 So, let's try this again.. Labor is 1.8 at \$145.04... LABOR \$261.07 PARTS \$171.28 TOTAL \$432.35 <<<Mar 25 2019 5 48 23 000PM entered by SVC RM User Program Management/Client Server>>>From Merida, Bruno <><<>bmerida1@jaguarlandrover.com> Date Mon, 25 Mar 2019 at 17 47 Subject [REDACTED] To Tonya Vandervolt <><<>tvander2@jaguarlandrover.com> Customer called Took vehicle to the retailer 70,000 miles Brought the vehicle to Land Rover North Scottsdale S/A Michael Wegner [REDACTED] she was advised that she will need to pay for the diagnosed She asked to speak to Waleska She had the impression that we will cover the repair expenses with a goodwill she will be charge \$150.00 diagnosed i advised Unfortunately diagnosed fee has to be cover by customer In order to review case vehicle needs to be diagnosed We dont cover diagnosed fee we will review your request and case manager will advised <<<Apr 25 2019 10 44 17 000AM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER [REDACTED] customer stated that the vehicle was repaired originally had a heavy gas smell
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Land Rover North Scottsdale fixed the issue customer satisfied claimed good customer service thanks for following up issue resolved closing case <<<Mar 22 2019 2 43 17 000PM entered by SVC RM User Program Management/Client Server>>>Called retailer@ [REDACTED] I stated The last 8 of the vin JD the SA state's The vehicle is not here I stated Thank you for the update I will follow up with the customer <<<Mar 18 2019 5 21 38 530AM entered by SVC RM User Program Management/Client Server>>>Initial Comment

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	SALLSAAD4CA [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2012	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	RANGE ROVER SPORT
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	06-Sep-2011	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	07-Jan-2012
Build Country Code		Transmission Serial Number	
Mileage	62260	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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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 2004 quarterly releases.

ECL Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-May-2019
Version Series Code		Load Date	08-May-2019
Causal Part Prefix- Base - Suffix	-	Dealer Code	R0314
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NEWPORT BEACH
Non Causal Part Prefix-Base-Suffix		Dealer City	NEWPORT BEACH
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	811	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9496406445
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<May 6 2019 12 16 28 000PM entered by SVCRM User Program Management/Client Server>>>CALLED RETAILER AT ADVISED customer called in and opened case regarding a Flange needed to be replaced she said the vehicle was in on 5/1/ 5/2/2019 due to a cracked gas tank he replaced the tank and the tanke module the cost to the customer was \$807.72 I said thank you for the information <<<May 2 2019 1 29 46 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer States I purchased the vehicle from LR Mission Viejo It was purchased in 2012 The vehicle has 105,000 miles on it This is 1 of 4 JR vehicles I have owned I do most service at LR Newport Beach Other service or repair at LR Mission Viejo I had smelled the gas coming from the vehicle I took the vehicle to LR Newport Beach The Flange on the fuel tank is cracked I was told by the SA Luke Woodman that this is a known issue I was quotes a price of \$820.00 for the repair REQUEST Customer Requests I would like for the manufacturer to assist with the cost of this repair I ADVISE I will look into Request gave case and contact number will follow up within 2 business days <<<May 2 2019 1 35 12 000PM entered by SVCRM User Program Management/Client Server>>>PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 25 Nov 2017 999999 Federal Emission Warranty 25 Nov 2019 80000 Green States Emission Warranty 25 Nov 2018 70000 Paint Warranty 25 Nov 2015 50000 Standard Factory Warranty 25 Nov 2015 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<May 2 2019 1 37 11 000PM entered by SVCRM User Program Management/Client Server>>>PER AWS NO RELATED ISSUES <<<May 6 2019 1 37 21 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT ADVISED following up on the case that was opened for you just spoke to SA who confirmed that they had to replace a cracked gas tank they also replaced the tank module wanted to confirm your mileage pe the notes you have 105k He said its more like 109k I had smelled gas coming from the vehicle I took the vehicle to LR Newport Beach the SA stated that my fuel tank was cracked and the flange on the fuel tank was cracked sa told him that this is a known issue and JLR should be responsible some of the cost I said Im sorry but based on your mileage your are outside of the parameters for GW He said then why did the SA tell me to call you he felt that it was a defective part that was on the vehicle I said I don't know why he told you to call but based on the mileage you do not qualify for GW he should have known I do apologize <<<May 6 2019 1 16 28 000PM entered by SVCRM User Program Management/Client Server>>>CALLED RETAILER AT (949) 640 6445 ADVISED customer called in and opened case regarding a Flange needed to be replaced she said the vehicle was in on 5/1/ 5/2/2019 due to a cracked gas tank he replaced the tank and the tanke module the cost to the customer was \$807.72 I said thank you for the information <<<May 6 2019 6 42 20 937AM entered by SVCRM User Program Management/Client Server>>>Initial Comment <<<May 2 2019 12 29 46 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer States I purchased the vehicle from LR Mission Viejo It was purchased in 2012 The vehicle has 105,000 miles on it This is 1 of 4 JR vehicles I have owned I do most service at LR Newport Beach Other service or repair at LR Mission Viejo I had smelled the gas coming from the vehicle I took the vehicle to LR Newport Beach The Flange on the fuel tank is cracked I was told by the SA Luke Woodman that this is a known issue I was quotes a price of \$820.00 for the repair REQUEST Customer Requests I would like for the manufacturer to assist with the cost of this repair I ADVISE I will look into Request gave case and contact number will follow up within 2 business days <<<May 2 2019 12 35 12 000PM entered by SVCRM User Program Management/Client Server>>>PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 25 Nov 2017 999999 Federal Emission Warranty 25 Nov 2019 80000 Green States Emission Warranty 25 Nov 2018 70000 Paint Warranty 25 Nov 2015 50000 Standard Factory Warranty 25 Nov 2015 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<May 2 2019 12 37 11 000PM entered by SVCRM User Program Management/Client Server>>>PER AWS NO RELATED ISSUES
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	SALLSAAD4CA	Engine Serial Number	
Model Year	2012	Engine Description	5.0L OHC SGDI NA V8 GAS AJT33
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	RANGE ROVER SPORT
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	05-Oct-2011	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	26-Nov-2011
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	unknown—	Symptom	field service action
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical

Report Details

Source Claim Key		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-May-2019
Version Series Code		Load Date	08-Jun-2019
Causal Part Prefix-Base-Suffix	- -	Dealer Code	R0314
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NEWPORT BEACH
Non Causal Part Prefix-Base-Suffix		Dealer City	NEWPORT BEACH
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	183	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9496406445
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<May 6 2019 6 42 20 937AM entered by SVCRM User Program Management/Client Server>>>Initial Comment <<<May 2 2019 12 29 46 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer States I purchased the vehicle from LR Mission Viejo It was purchased in 2012 The vehicle has 105,000 miles on it This is 1 of 4 JR vehicles I have owned I do most service at LR Newport Beach Other service or repair at LR Mission Viejo I had smelled the gas coming from the vehicle I took the vehicle to LR Newport Beach The Flange on the fuel tank is cracked I was told by the SA Luke Woodman that this is a known issue I was quotes a price of \$820.00 for the repair REQUEST Customer Requests I would like for the manufacturer to assist with the cost of this repair I ADVISE I will look into Request gave case and contact number will follow up within 2 business days <<<May 2 2019 12 35 12 000PM entered by SVCRM User Program Management/Client Server>>>PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 25 Nov 2017 999999 Federal Emission Warranty 25 Nov 2019 80000 Green States Emission Warranty 25 Nov 2018 70000 Paint Warranty 25 Nov 2015 50000 Standard Factory Warranty 25 Nov 2015 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<May 2 2019 12 37 11 000PM entered by SVCRM User Program Management/Client Server>>>PER AWS NO RELATED ISSUES <<<May 6 2019 12 16 28 000PM entered by SVCRM User Program Management/Client Server>>>CALLED RETAILER AT (949) 640 6445 ADVISED customer called in and opened case regarding a Flange needed to be replaced she said the vehicle was in on 5/1/ 5/2/2019 due to a cracked gas tank he replaced the tank and the tanke module the cost to the customer was \$807.72 I said thank you for the information <<<May 2 2019 1 29 46 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer States I purchased the vehicle from LR Mission Viejo It was purchased in 2012 The vehicle has 105,000 miles on it This is 1 of 4 JR vehicles I have owned I do most service at LR Newport Beach Other service or repair at LR Mission Viejo I had smelled the gas coming from the vehicle I took the vehicle to LR Newport Beach The Flange on the fuel tank is cracked I was told by the SA Luke Woodman that this is a known issue I was quotes a price of \$820.00 for the repair REQUEST Customer Requests I would like for the manufacturer to assist with the cost of this repair I ADVISE I will look into Request gave case and contact number will follow up within 2 business days <<<May 2 2019 1 35 12 000PM entered by SVCRM User Program Management/Client Server>>>PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 25 Nov 2017 999999 Federal Emission Warranty 25 Nov 2019 80000 Green States Emission Warranty 25 Nov 2018 70000 Paint Warranty 25 Nov 2015 50000 Standard Factory Warranty 25 Nov 2015 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<May 2 2019 1 37 11 000PM entered by SVCRM User Program Management/Client Server>>>PER AWS NO RELATED ISSUES <<<May 6 2019 1 16 28 000PM entered by SVCRM User Program Management/Client Server>>>CALLED RETAILER AT (949) 640 6445 ADVISED customer called in and opened case regarding a Flange needed to be replaced she said the vehicle was in on 5/1/ 5/2/2019 due to a cracked gas tank he replaced the tank and the tanke module the cost to the customer was \$807.72 I said thank you for the information <<<May 6 2019 1 37 21 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT ADVISED following up on the case that was opened for you just spoke to SA who confirmed that they had to replace a cracked gas tank they also replaced the tank module wanted to confirm your mileage pe the notes you have 105k He said its more like 109k I had smelled gas coming from the vehicle I took the vehicle to LR Newport Beach the SA stated that my fuel tank was cracked and the flange on the fuel tank was cracked sa told him that this is a known issue and JLR should be responsible some of the cost I said Im sorry but based on your mileage your are outside of the parameters for GW He said then why did the SA tell me to call you he felt that it was a defective part that was on the vehicle I said I don't know why he told you to call but based on the mileage you do not qualify for GW he should have known I do apologize

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	SALLSAAD4CA	Engine Serial Number	
Model Year	2012	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	RANGE ROVER SPORT
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	05-Oct-2011	Retail Sale Indicator Code	
Plant Description	SOLI HULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	26-Nov-2011
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	09-Jul-2019
Version Series Code		Load Date	11-Jul-2019
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	561	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4805384100
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Jul 9 2019 9 04 33 000AM entered by SVC RM User Program Management/Client Server>>>* PLEASE SEE NOTES FROM PREVIOUS CASE As Per DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 06 Jan 2018 999999 Federal Emission Warranty 06 Jan 2020 80000 Green States Emission Warranty 06 Jan 2019 70000 Paint Warranty 06 Jan 2016 50000 Standard Factory Warranty 06 Jan 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action Problem Description 03/18/2019 15 28 26 WFERRERA LATE CASE NOTE ISSUE Customer States Vehicle is having a constant fuel smell Fuel smell is coming from right and left rear part of vehicle It is coming from the gas tank area It is a strong smell of fuel when driving And when vehicle is parked Vehicle is kept in the garage contacted Land Rover N. Scottsdale and spoke to SM Allen SM advised this vehicle year and make is a known issue replace the top flange estimate costs for repairs \$970.00 Vehicle current mileage 74,228 Vehicle was purchased 01/29/18 Vehicle was purchase from Schumacher European This is customers first with the brand This is the first issue with the vehicle REQUEST Customer Requests Financial goodwill towards repairs ADVISED I Advised We will look into the request Gave case number and contact number Case manager will follow up within 2 business days <<<Jul 9 2019 9 06 52 000AM entered by SVC RM User Program Management/Client Server>>>* PREVIOUS CASE # <<<Jul 9 2019 9 58 33 000AM entered by SVC RM User Program Management/Client Server>>>EMAIL SENT TO SM From Martine Drakeford Sent Tuesday, July 09, 2019 9 58 AM To 'mspendley@penskeautomotive.com' <<<mspendley@penskeautomotive.com> Subject VIN # CA Good Morning It is to my understanding that the previous above mentioned case was not completed and an Authorization code was not sent to you. In order to proceed and get this invoice completed, I will need the closed R.O. Please respond to this email with that information. Thank you In Regard, <<<Jul 9 2019 10 04 33 000AM entered by SVC RM User Program Management/Client Server>>>* PLEASE SEE NOTES FROM PREVIOUS CASE As Per DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 06 Jan 2018 999999 Federal Emission Warranty 06 Jan 2020 80000 Green States Emission Warranty 06 Jan 2019 70000 Paint Warranty 06 Jan 2016 50000 Standard Factory Warranty 06 Jan 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action Problem Description 03/18/2019 15 28 26 WFERRERA LATE CASE NOTE ISSUE Customer States Vehicle is having a constant fuel smell Fuel smell is coming from right and left rear part of vehicle It is coming from the gas tank area It is a strong smell of fuel when driving And when vehicle is parked Vehicle is kept in the garage contacted Land Rover N. Scottsdale and spoke to SM Allen SM advised this vehicle year and make is a known issue replace the top flange estimate costs for repairs \$970.00 Vehicle current mileage 74,228 Vehicle was purchased 01/29/18 Vehicle was purchase from Schumacher European This is customers first with the brand This is the first issue with the vehicle REQUEST Customer Requests Financial goodwill towards repairs ADVISED I Advised We will look into the request Gave case number and contact number Case manager will follow up within 2 business days <<<Jul 9 2019 10 06 52 000AM entered by SVC RM User Program Management/Client Server>>>* PREVIOUS CASE # <<<Jul 9 2019 10 58 33 000AM entered by SVC RM User Program Management/Client Server>>>EMAIL SENT TO SM From Martine Drakeford Sent Tuesday, July 09, 2019 9 58 AM To 'mspendley@penskeautomotive.com' <<<mspendley@penskeautomotive.com> Subject VIN # CA Good Morning It is to my understanding that the previous above mentioned case was not completed and an Authorization code was not sent to you. In order to proceed and get this invoice completed, I will need the closed R.O. Please respond to this email with that information. Thank you In Regard, <<<Jul 9 2019 5 55 52 000PM entered by SVC RM User Program Management/Client Server>>>Customer R0299 VIN SALLSAAD4CA Amount \$389.11 RO % of repair 90% AUTH CODE 900YW <<<Jul 10 2019 5 04 55 000PM entered by SVC RM User Program Management/Client Server>>>EMAIL SENT TO SM From Martine Drakeford Sent Wednesday, July 10, 2019 4 04 PM To rleiler@penskeautomotive.com; john.sullivan@penskeautomotive.com Subject Case # Good Afternoon Please see below mentioned Authorization code for . Customer Retailer R0299 VIN SALLSAAD4CA Amount \$389.11 RO % of repair 90% AUTH CODE 900YW Thank you for your patience. In regard,

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	SALLSAAD4CA	Engine Serial Number	
Model Year	2012	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	5 SPD AUTO TRANS ZF 6HP28	Vehicle Description	RANGE ROVER SPORT
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	06-Sep-2011	Retail Sale Indicator Code	
Plant Description	SOLI HULL ASSEMBLY (UK)	Required Vehicle	
Build Region		Warranty Start Date	07-Jan-2012
Build Country Code		Transmission Serial Number	
Mileage	62260	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record		Source Code	CAT'S
------------	--	-------------	-------

Commodity Assignment

Commodity	body-exterior-paint-	Symptom	administrative cost
Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-exterior-paint-	Symptom	mod-driving condition-while driving
Commodity	body-exterior-paint-	Symptom	odor
Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	administrative cost
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-driving condition-while driving
Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	unknown--	Symptom	field service action
Commodity	unknown--	Symptom	mod-codes found
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical

Report Details

Source Claim Key		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-Jul-2019
Version Series Code		Load Date	11-Jul-2019
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	20544	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4805384100
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer
Comment

Technician Comment	<<<Jul 9 2019 9 04 33 000AM entered by SVC RM User Program Management/Client Server>>>* PLEASE SEE NOTES FROM PREVIOUS CASE As Per DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 06 Jan 2018 999999 Federal Emission Warranty 06 Jan 2020 80000 Green States Emission Warranty 06 Jan 2019 70000 Paint Warranty 06 Jan 2016 50000 Standard Factory Warranty 06 Jan 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action _____ Problem Description 03/18/2019 15 28 26 WFERRERA LATE CASE NOTE ISSUE Customer States Vehicle is having a constant fuel smell Fuel smell is coming from right and left rear part of vehicle It is coming from the gas tank area It is a strong smell of fuel when driving And when vehicle is parked Vehicle is kept in the garage contacted Land Rover N. Scottsdale and spoke to SM Allen SM advised this vehicle year and make is a known issue replace the top flange estimate costs for repairs \$970.00 Vehicle current mileage 74,228 Vehicle was purchased 01/29/18 Vehicle was purchase from Schumacher European This is customers first with the brand This is the first issue with the vehicle REQUEST Customer Requests Financial goodwill towards repairs ADVISED I Advised We will look into the request Gave case number and contact number Case manager will follow up within 2 business days <<<Jul 9 2019 9 06 52 000AM entered by SVC RM User Program Management/Client Server>>>* PREVIOUS CASE # _____ <<<Jul 9 2019 9 58 33 000AM entered by SVC RM User Program Management/Client Server>>>EMAIL SENT TO SM From Martine Drakeford Sent Tuesday, July 09, 2019 9 58 AM To 'mspendley@penskeautomotive.com' <(> <<>)mspendley@penskeautomotive.com> Subject VIN # CA _____ Good Morning It is to my understanding that the previous above mentioned case was not completed and an Authorization code was not sent to you. In order to proceed and get this invoice completed, I will need the closed R.O. Please respond to this email with that information. Thank you In Regard, <<<Jul 9 2019 10 04 33 000AM entered by SVC RM User Program Management/Client Server>>>* PLEASE SEE NOTES FROM PREVIOUS CASE As Per DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 06 Jan 2018 999999 Federal Emission Warranty 06 Jan 2020 80000 Green States Emission Warranty 06 Jan 2019 70000 Paint Warranty 06 Jan 2016 50000 Standard Factory Warranty 06 Jan 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action _____ Problem Description 03/18/2019 15 28 26 WFERRERA LATE CASE NOTE ISSUE Customer States Vehicle is having a constant fuel smell Fuel smell is coming from right and left rear part of vehicle It is coming from the gas tank area It is a strong smell of fuel when driving And when vehicle is parked Vehicle is kept in the garage contacted Land Rover N. Scottsdale and spoke to SM Allen SM advised this vehicle year and make is a known issue replace the top flange estimate costs for repairs \$970.00 Vehicle current mileage 74,228 Vehicle was purchased 01/29/18 Vehicle was purchase from Schumacher European This is customers first with the brand This is the first issue with the vehicle REQUEST Customer Requests Financial goodwill towards repairs ADVISED I Advised We will look into the request Gave case number and contact number Case manager will follow up within 2 business days <<<Jul 9 2019 10 06 52 000AM entered by SVC RM User Program Management/Client Server>>>* PREVIOUS CASE # _____ <<<Jul 9 2019 10 58 33 000AM entered by SVC RM User Program Management/Client Server>>>EMAIL SENT TO SM From Martine Drakeford Sent Tuesday, July 09, 2019 9 58 AM To 'mspendley@penskeautomotive.com' <(> <<>)mspendley@penskeautomotive.com> Subject VIN # CA _____ Good Morning It is to my understanding that the previous above mentioned case was not completed and an Authorization code was not sent to you. In order to proceed and get this invoice completed, I will need the closed R.O. Please respond to this email with that information. Thank you In Regard, <<<Jul 9 2019 5 55 52 000PM entered by SVC RM User Program Management/Client Server>>>Customer _____ Retailer R0299 VIN SALLSAAD4CA _____ Amount \$389.11 RO _____ % of repair 90% AUTH CODE 900YW <<<Jul 10 2019 5 04 55 000PM entered by SVC RM User Program Management/Client Server>>>EMAIL SENT TO SM From Martine Drakeford Sent Wednesday, July 10, 2019 4 04 PM To rleiler@penskeautomotive.com; john.sullivan@penskeautomotive.com Subject Case # _____ Good Afternoon Please see below mentioned Authorization code for _____ . Customer _____ Retailer R0299 VIN SALLSAAD4CA _____ Amount \$389.11 RO _____ % of repair 90% AUTH CODE 900YW Thank you for your patience. In regard,
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	SALLSAAD4CA _____	Engine Serial Number	_____
Model Year	2012	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	RANGE ROVER SPORT
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	06-Sep-2011	Retail Sale Indicator Code	
Plant Description	SOLI HULL ASSEMBLY (UK)	Required Vehicle	
Build Region		Warranty Start Date	07-Jan-2012
Build Country Code		Transmission Serial Number	
Mileage	62260	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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.

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Details for Technical Assistance: [REDACTED]**Closed - With Dealer****Vehicle**

VIN SALAG2D41BA[REDACTED] (2011) (SALLAAAD4BA[REDACTED])
Model Discovery 4 / L319
Engine 5.0 V8 Petrol nat asp
TIS 17
Miles/KM 27717 Miles
VOR Yes
Roadside Assist? No
Repeat Repair No
Modifications: No
CRC Case No
Customer Vehicle ? Yes
DTC's

Details

Reported 24 JUL 2012 16:56
Total Time 38 Days 12 Hours
Job Card Date:
Symptom Fuel leaking from the vehicle
Suspect Part Tank - Fuel Main
Condition Broken
Outcome
Diagnostic tool used

Contact

Name [REDACTED]
Phone [REDACTED]
Email [REDACTED]
Dealer Details R0201, Land Rover Greenville
Country USA
Alternative Vehicle? Unknown

Customer Concern/ Comments

there is a gas smell inside vehicle

Detailed Diagnostics

when inspecting from under vehicle found signs of fuel leaking, suspecting a faulty fuel pump seal, performed smoke test to verify was unable to see any smoke, dropped tank for further inspection, removed fuel tank flange and found smoke inside tank and several pieces of debris including two large pieces of plastic and a metal ball bearing, after further investigation found that the rear rov broke. please respond to personal phone [REDACTED]

Dialogue

Comments and request received from UK tracker. Will post and forward to Joe;

Cavallo Phil

27 JUL 2012
16:01

Internal parts of the fuel tank were replaced by technician 16 July. The part that is being described as failed in this report are part of the carrier arm assembly. It will be difficult to determine route cause without examining the failed parts including carrier arm. Is it possible to cut open the fuel tank and remove all the associated parts and PRR back to me? Record the fuel tank bar code details also please.
27/07/2012 mprice31

Cavallo Phil

02 AUG 2012
18:14

[REDACTED]
1 message
Cavallo, Phil Thu, Aug 2, 2012 at 6:14 PM
To: Joe Grenato
Joe,

Can you get an update on this vehicle. See if last request from UK will be done.

Thanks,

Philip Cavallo
Technical Helpline Specialist
Jaguar Land Rover North America, LLC

called for the tech on his cell phone and was unable to reach him, I left a detailed message on his voice mail for him to call me back.

Granato Joe

03 AUG 2012
10:06

tech replace dthe fuel tank assy and the dmtl pump and cannistor

Granato Joe

15 AUG 2012
17:04

CATS closed case

system

01 SEP 2012
05:45

Quality Report :

Closed - With Dealer

Vehicle

VINSAJWA2JC6BM (2011)
ModelXJ / X351
Engine5.0 S/C V8
TIS46
Miles/KM27016 Miles
VORNo
Repeat RepairNo
CRC CaseNo
DTC's

Details

Reported11-JUL-2014 18:16
Total Time5 Days 6 Hours
SymptomFuel leaking from the vehicle
Suspect PartPipe - Fuel LP
Actual PartUnknown
ConditionLeaks
OutcomeReplaced Component
Part available for return?N/A

Contact

Dealer DetailsJ5315, Jaguar Rancho Mirage
CountryUSA
NameHardy Paul
Phone760 773 5100 ext 428
Emailphardy@deserteuropean.com
Alternative Vehicle?

Customer Concern/ Comments

VEHICLE IN FOR SERVICE AND RECALL. TECH FOUND FUEL SMELL UNDER VEHICLE AND INSPECTED.INSPECTION FOUND FUEL PUMP FLANGE CRACKED AND LEAKING. REPLACED FUEL FLANGE RECK FOR LEAKS

Quality Report :

Closed - With Dealer

Vehicle

VIN
Model
Engine
TIS
Miles/KM
VOR
Repeat Repair
CRC Case
DTC's

SALGS2DF9DA (2013)
Range Rover / L405
5.0 V8 Petrol nat asp
19
26932 Miles
No
No
No

Details

Reported
Total Time
Symptom
Suspect Part
Actual Part
Condition
Outcome
Part available for return?

07-AUG-2014 19:00
6 Days 6 Hours
Smell of fuel inside the vehicle
Pump - Fuel Low Pressure in Tank
Unknown
Cracked
Replaced Component
N/A

Contact

Dealer Details
Country
Name
Phone
Email
Alternative Vehicle?

R0253, Land Rover South Dade
USA
Sleeper Tom
305 302 6184
tsleeper@warrenhenryauto.com

Customer Concern/ Comments

CAR TOWED IN WITH STRONG FUEL SMELL. FOUND OUTLET OF FUEL PUMP CRACKED, ALLOWING FUEL LINE TO DISCONNECT. REPLACED FUEL PUMP P/N LR048891 TO RECTIFY

Quality Report :

Closed - With Dealer

Vehicle

VIN	SALGS2DF2DA (2013)
Model	Range Rover / L405
Engine	5.0 V8 Petrol nat asp
TIS	20
Miles/KM	6092 Miles
VOR	No
Repeat Repair	No
CRC Case	No
DTC's	

Details

Reported	14-OCT-2014 21:24
Total Time	6 Days 3 Hours
Symptom	Fuel leaking from the vehicle
Suspect Part	Pump - Fuel Low Pressure not in Tank
Actual Part	Unknown
Condition	Fixings / Fasteners - Missing
Outcome	Replaced Component
Part available for return?	N/A

Contact

Dealer Details	R0131, Land Rover North Dade
Country	USA
Name	Berger Michael
Phone	954-610-2499
Email	mberger@warrenhenryauto.com
Alternative Vehicle?	

Customer Concern/ Comments

vehicle towed in with a fuel leak coming from under the vehicle. Removed trap door under the seat and found line popped off the flance. also found where line attached in missing white attachment. ordered new flance filter assembly and there is no release date on part

Dialogue

Michael, thank you for raising this report. I have shared it with the UK. They may call the part back for inspection. Oag Gavin 15-OCT-2014 15:32
Please retain the part for the next two weeks. If it is not called back during this time, handle the part in line with your normal process.

Please set the part order status to 'VOR' (vehicle off road). If this has already been done, escalate the status to 'critical'. If you require assistance with this, please contact your AMM.

regards
Gavin Oag.

White Alert Dialogue

Please refer to Parts Return Request below and action as required	Rose John	13-NOV-2014 10:13
Please refer to Parts Return Request below and action as required	Berger Ricky	12-NOV-2014 19:10
Please refer to Parts Return Request below and action as required	Bennett Jerald	10-NOV-2014 22:07
Please refer to Parts Return Request below and action as required	Rose John	10-NOV-2014 07:22
Parts request made	Little Richard	07-NOV-2014 08:53

Quality Report :

Closed - With Dealer

Vehicle

VIN	SALSK2D47AA (2010) (SALLSAAD4AA)
Model	Range Rover Sport / L320
Engine	5.0 V8 Petrol nat asp
TIS	63
Miles/KM	92598 Miles
VOR	No
Repeat Repair	No
CRC Case	No
DTC's	

Details

Reported	19-FEB-2015 22:17
Total Time	5 Days 2 Hours
Symptom	Smell of fuel outside the vehicle
Suspect Part	Filter - Fuel Fine Engine
Actual Part	Unknown
Condition	Cracked
Outcome	Replaced Component - LR043420
Part available for return?	N/A

Contact

Dealer Details	R0234, Land Rover Austin
Country	USA
Name	Wilkerson Johnnie
Phone	512-964-7263
Email	johnniew@jlraustin.com
Alternative Vehicle?	

Customer Concern/ Comments

When turning vehicle off a fuel smell is very heavy outside the car. Found the fuel flange/filter is cracked near the pressure port, 2 pictures attached.

Quality Report :

Closed - With Dealer

Vehicle

VIN
Model
Engine
TIS
Miles/KM
VOR
Repeat Repair
CRC Case
DTC's

SALGS2DF0DA (2013)
Range Rover / L405
5.0 V8 Petrol nat asp
27
23004 Miles
No
Yes
No

Details

Reported
Total Time
Symptom
Suspect Part
Actual Part
Condition
Outcome
Part available for return?

30-JUN-2015 21:16
0 Days 12 Hours
Engine cranks normally but will not start
Filter - Fuel Fine Engine
Unknown
Broken
Replaced Component - LR048891
N/A

Contact

Dealer Details
Country
Name
Phone
Email
Alternative Vehicle?

R0328, Land Rover Gulf Coast
USA
Bell Charles
251-404-1470
cbell@joebullard.com

Customer Concern/ Comments

Issue: Vehicle stalled while driving and would not restart.
Investigation: Noticed strong fuel smell when trying to start and found a large puddle of fuel under vehicle. Put the vehicle on a lift and noticed fuel leaking near the top of the tank. Removed RH rear seat assembly and removed access cover for fuel pump. Found the fuel line retainer on the fuel pump filter/cover was broken.
Repair: Replaced filter/cover. Operates properly after repairs.

Dialogue

Thank you for your EPQR. You will be contacted by Product and Market Support if further details are required.
Should an update be required specific to this concern, please email jagcamp@jaguarlandrover.com quoting the vehicle VIN and EPQR number.

Mike Littler01-JUL-2015 10:13

Quality Report :

Closed - With Dealer

Vehicle

VIN	SALSK2D46AA (2010) (SALLSAAD4AA)
Model	Range Rover Sport / L320
Engine	5.0 V8 Petrol nat asp
TIS	84
Miles/KM	154935 Miles
VOR	No
Repeat Repair	No
CRC Case	No
DTC's	

Details

Reported	27-OCT-2016 16:41
Total Time	10 Days 6 Hours
Symptom	Fuel leaking from the vehicle
Suspect Part	Mounting - Fuel Tank
Actual Part	Unknown
Condition	Cracked
Outcome	Repaired
Part available for return?	N/A

Contact

Dealer Details	R0150, Land Rover Nashville
Country	USA
Name	Montgomery Mark
Phone	615-986-6000
Email	markmontgomery@landrovernashville.com
Alternative Vehicle?	

Customer Concern/ Comments

Issue; SRTONG FUEL SMELL WITH NO CHECK ENGINE LIGHT
Investigation: FOUND DUST COVER/ FILTER ON TOP OF TANK CRAKED ON PRESSURE SIDE
Repair: REPLACED DUST COVER / FILTER

Part Available for PRR?:

Dialogue

SAME ISSUE WITH VIN SALAG2D45AA WITH 134,561 MILES	Montgomery Mark	27-OCT-2016 16:43
--	-----------------	-------------------

White Alert Dialogue

Please refer to Parts Return Request below and action as required	Rose John	04-NOV-2016 13:38
Please refer to Parts Return Request below and action as required	Montgomery Mark	04-NOV-2016 13:13
Please refer to Parts Return Request below and action as required	Bennett Jerald	03-NOV-2016 14:13
Please refer to Parts Return Request below and action as required	Rose John	03-NOV-2016 11:04
Parts request made	Ironmonger Max	03-NOV-2016 10:42

Quality Report :

Closed - With Dealer

Vehicle

VIN SALLAAD4BA (2011)
Model Discovery 4 / L319
Engine 5.0 V8 Petrol nat asp
TIS 90
Miles/KM 78822 Miles
VOR No
Repeat Repair No
CRC Case No
DTC's

Details

Reported 27-JUN-2018 19:42
Total Time 24 Days 19 Hours
Symptom Fuel leaking from the vehicle
Suspect Part Flange Fuel LP
Actual Part Unknown
Condition Cracked
Outcome Replaced Component - Iro43420
Part available for return? Yes

Contact

Dealer Details R0277, Land Rover Fairfield
Country USA
Name OGrady John
Phone 203-231-4559
Email torazietti@jlrfairfield.com
Alternative Vehicle?

Customer Concern/ Comments

Issue:customer concern of a fuel smell
Investigation: fuel tank sending unit cover is craking on the fuel jet bowl
Repair: replace sending unit

Part Available for PRR?: Yes

No previous history of related repairs.

Dialogue

Thank you for submitting the EPQR, can you clarify what is meant by "fet" bowl? Additionally were there any prior non-warranty repairs performed on the fuel sender unit, if so can you please attach the RO? Thank you in advance.	Altine Alan	27-JUN-2018 20:06
No previous history and I meant Jet bowl top of fuel tank sending unit	Orazietti Theodore	28-JUN-2018 16:25

Case Categorisation

PSCC	10519314 X250 3.0L V6 Fuel Tank Outlet Flange Crack	Gov Agency Enquiry	
PSCC (Other)		Investigation Owner	JLR
Manufacturing Plant		Fire	No
Alert Type *	White Alert	Road Traffic Collisions	No
Zone		Individual Issue Review	No
Zone Area		Personal Injury	No
Cause		Product Liability	No
Severity		Property Damage	No
Market Effect Index		VOR	No
Close			

Concern Definition

Days Since last update	06th MAY 2015 09:11 By dbromage
Issue Id	
Brand *	Land Rover
Model Line	Range Rover / L405
Engine Derivative	5.0 V8 Petrol nat asp
Production Date	
Symptom	Smell of fuel inside the vehicle
Actual Causal Part	
Market	USA
Dealer Contact	Sleeper Tom
Concern Description *	Fuel Pump Cracked 11/08/2014 dbromage
Input from WA document	Concern: CAR TOWED IN WITH STRONG FUEL SMELL. FOUND OUTLET OF FUEL PUMP CRACKED, ALLOWING FUEL LINE TO DISCONNECT. REPLACED FUEL PUMP P/N LR048891 TO RECTIFY

Investigation

Days Open	268
Load Date	11 AUG 2014
Planned Closure Date	
Commodity Service *	STA
CC Team Contact	Matt Fulbrook
Champion / Senior Manager	ncooke
Group Leader / Quality Manager *	tjolly
Assigned To	mfulbroo
Carbon Copy	mfulbroo,Arc-753697,rlittl15,Arc-614613

Quality Report ID	
VIN	SALGS2DF9DA
Original VIN's from WA	SALGS2DF9DA
Model Year	2013
Odometer	26932 Miles
Warranty Start Date	
Suspect Part	Pump - Fuel Low Pressure in Tank
Litigation Reference	
Dealer	R0253, Land Rover South Dade
Dealer Phone	305 302 6184

Days Since last update	0
Open Date	11 AUG 2014
Action Dialogue	Please review the attached Critical Concern details for Engineering determination. 11/08/2014 dbromage The suppliers yellow "confirmation" paint mark used to confirm the parts have been assembled, can be seen on the broken face of the flange on the attached photo. This would imply that the part was broken before final assembly at Kautex. Transfer this etracker to STA 12/08/2014 mprice31 Please review the attached Critical Concern details for STA determination. 13/08/2014 dbromage please return parts for investigation 22/08/2014 rlittl15 Hi Kevin - please review and advise if parts are available. Thanks 27/08/2014 mfulbroo Ok Matt, we will check on parts and advise. 27/08/2014 kmcgurl Update provided by market informs that no parts are available for investigation. Please review and advise if anything further can be done in the absence of parts. Thanks. 05/09/2014 mfulbroo Richard, In the absence of retuned parts please review potential for this to occur in KUL's process, and the nature of the yellow confirmation mark type & location, thank you. Photo provided to Nigel Taylor KUL QM to assist with this. 16/12/2014 tjolly Results of analysis of photographic evidence: The green stuffer pack clip is 5-10mm out of position (i.e. extracted); paint cannot be applied to this area at KUL as it is concealed in the condition it is supplied to KUL by the Tier 2 supplier. The area of the flange moulding where KUL apply paint has been snapped off. The paint marking on the fuel line connection components is the same colour & shade as that applied to the electrical harness at the top of the photograph; KUL do not apply paint marking of this type; the electrical connector is part of the vehicle electrical harness. KUL's data capture system recorded that the tug-test on this connector passed; the tug-tester locates on the feature on te flange that has been broken off, so a test could not be completed in this condition. Since this tank was manufactured KUL have introduced a system that captures a photograph of the assembled condition prior to shipping. 08/01/2015 tjolly Attached: video capture example (not for this tank, as it was manufactured prior to this facility being introduced). Shows operator doing manual tug test and making label accordingly. Note: this is a manual tug test carried out as an overcheck; the automatic tug test is carried out on te previous station, and the result is logged on the data capture system. 08/01/2015 tjolly I have seen a couple of these now - parts analysed and damage attributed to significant mehanical force. No Material defect evident. I get many parts returned ref non connects and damaged parts in

this area. I am also getting parts returned that do not have the original flange fitted as supplied by KUL confirming post KUL tamper.

Suggest investigation handed back to manufacturing to review Tyre Fort and manufacturing areas as multiple reviews of all KUL processes and video evidence showing part OK at KUL
09/02/2015 rlittl15

WA Attachments

SALGS2DF9DA[REDACTED].jpg (../StreamContent.cfm?file=%28%28N%5BF%23%405%5DE%2CT%20%0A)

Attachments

L405 Fuel leak 15.12.14.xlsx (../StreamContent.cfm?file=%28%28N%5FM%200%29%5BD%3CT%20%0A)
Jolly Tim (tjolly)

SPL / presentation (../StreamContent.cfm?file=%28%28N%5FK%23%40%2DYDLX%20%0A)
Fulbrook Matt (mfulbroo)

Closure Information

Effect On Vehicle Operation

Smell of fuel

Causal Factor

Fuel pump outlet cracked

Incidence And Cut-Off

2 (this and one lineside)

Since this tank was manufactured KUL have introduced a system that captures a photograph of the assembled condition prior to shipping.

Prevent Recurrence

Prevent Recurrence
Forward Model AIMS ref
(Severity 4)

Closed Date06 MAY 2015

Conclusion / Closure Statement

Since this tank was manufactured KUL have introduced a system that captures a photograph of the assembled condition prior to shipping. Parts analysed and damage attributed to significant mechanical force that cannot be accounted for, no material defect evident.
11/02/2015 mfulbroo

Discuss
11/02/2015 mfulbroo

Spot check made at Solihull whereby fuel tank stillages were reviewed. All tanks found to be properly stowed with no concerns. Presentation attached detailing single point lesson.
05/05/2015 mfulbroo

Case Categorisation

PSCC

Gov Agency Enquiry

PSCC (Other)

Investigation OwnerJLR

Manufacturing Plant

FireNo

Alert Type *White Alert

Road Traffic CollisionsNo

Zone

Individual Issue ReviewNo

Zone Area

Personal InjuryNo

Cause

Product LiabilityNo

Severity

Property DamageNo

Market Effect Index

VORNo

Close

Concern Definition

Days Since last update	06th MAY 2015 09:12 By dbromage
Issue Id	
Brand *	Land Rover
Model Line	Range Rover / L405
Engine Derivative	5.0 V8 Petrol nat asp
Production Date	
Symptom	Fuel leaking from the vehicle
Actual Causal Part	
Market	USA
Dealer Contact	Berger Michael
Concern Description *	Fuel Leak (pump connector not latched) 16/10/2014 dbromage
Input from WA document	Concern: vehicle towed in with a fuel leak coming from under the vehicle. Removed trap door under the seat and found line popped off the flance. also found where line attached in missing white attachment. ordered new flance filter assembly and there is no release date on part

Investigation

Days Open	202
Load Date	16 OCT 2014
Planned Closure Date	
Commodity Service *	STA
CC Team Contact	Matt Fulbrook
Champion / Senior Manager	ncooke
Group Leader / Quality Manager *	tjolly
Assigned To	mfulbroo
Carbon Copy	Arc-753697,rlittl15,Arc-261938

Quality Report ID	
VIN	SALGS2DF2DA
Original VIN's from WA	SALGS2DF2DA
Model Year	2013
Odometer	6092 Miles
Warranty Start Date	
Suspect Part	Pump - Fuel Low Pressure not in Tank
Litigation Reference	
Dealer	R0131, Warren Henry Automobiles Inc
Dealer Phone	954-610-2499

Days Since last update	0
Open Date	16 OCT 2014
Action Dialogue	Please investigate vehicle build history and process robustness for Manufacturing determination. 16/10/2014 dbromage Build history is clear from any rework in this area. This joint is made by the supplier. We do a visual check to make sure the quick fit connector is made. We then paint mark the joint.Picture of how the fuel line comes to us attached. 04/11/2014 mhudso19 Rich, please review for STA determinattion, thanks 04/11/2014 gJones71 Parts request sent from assignee (rlittl15), 07/11/2014:- Delivery contact Name:= Delivery contact Telephone:= Delivery contact Email:= Delivery Address:= Kautex Unipart Limited Renown Avenue Coventry England Postcode:= CV5 6UD Target Delivery Date:= 21/11/2014 Parts:- Pump - Fuel Low Pressure in Tank (Fuel Tank - Affected section only) Kevin I have CC'd you on this one. Could you pelase determine with the dealer if the part is avaiable for PRR and let me know via here. Thanks JR 10/11/2014 jrose Message returned (jrose), 13/11/2014:- Parts request completed by assignee (jrose), 13/11/2014:- Delivery contact Name:= Delivery contact Telephone:= Delivery contact Email:= Delivery Address:= Kautex Unipart Limited Renown Avenue Coventry England Postcode:= CV5 6UD Target Delivery Date:= 21/11/2014 Collection contact Name:= JUAN ROBLES Collection contact Telephone:= 305-907-6521 Collection contact Email:= JROBLES@WARRENHENRYAUTO.COM Collection Address:=

MIAMI FL.

Postcode:=
[REDACTED]

Dealer Code:=
R0131

Package Width (cm):=
15.24

Package Height (cm):=
15.24

Package Length (cm):=
15.24

Estimated package weight (kg):=
0.90

Parts:-
Part Name:=
Pump - Fuel Low Pressure in Tank (Fuel Tank - Affected section only)
Availability:=
Available
Part Number:=
LR048891

Overall Availability Status:=
Parts Requested

Overall Availability Comments:=
PRR details sent to Seko.
PRR # to be added once known.

PRR # [REDACTED]
Tracking # [REDACTED]
14/11/2014 jrose

I have seen a couple of these now - parts analysed and damage attributed to significant mechanical force. No Material defect evident.
I get many parts returned ref non connects and damaged parts in this area. I am also getting parts returned that do not have the original flange fitted as supplied by KUL confirming post KUL tamper.

Suggest investigation handed back to manufacturing to review Tyre Fort and manufacturing areas as multiple reviews of all KUL processes and video evidence showing part OK at KUL
09/02/2015 rlittl15

Hi Richard - Are you able to quantify how many damaged parts you see in and around this area ? Thanks
12/02/2015 mfulbroo

Seko advised that dealer have advised that the part was scrapped so n/a for PRR.
20/03/2015 jrose

WA Attachments

[REDACTED]

- Attachments
- SPL / presentation (.../StreamContent.cfm?file=%28%28N%5FK%23%40%2DYD%2C8%20%0A)
Fulbrook Matt (mfulbroo)
 - Visual (.../StreamContent.cfm?file=%28%28N%5FN%20%40%3D%5DDLD%20%0A)
Hudson Mark (Arc-261938)

Closure Information

Effect On Vehicle Operation
Fuel Line disconnected

Causal Factor
Suspect poor stillage

Incidence And Cut-Off

Prevent Recurrence

Prevent Recurrence
Forward Model AIMS ref
(Severity 4)

Closed Date 06 MAY 2015

Conclusion / Closure Statement

Spot check made at Solihull whereby fuel tank stillages were reviewed. All tanks found to be properly stowed with no concerns. Presentation attached detailing single point lesson. In addition, visual aid has been implemented.
05/05/2015 mfulbroo

Case Categorisation

PSCC Gov Agency Enquiry

PSCC (Other)		Investigation Owner	JLR
Manufacturing Plant		Fire	No
Alert Type *	White Alert	Road Traffic Collisions	No
Zone		Individual Issue Review	No
Zone Area		Personal Injury	No
Cause		Product Liability	No
Severity		Property Damage	No
Market Effect Index		VOR	No
Close			

Concern Definition

Days Since last update	24th FEB 2015 09:44 By dbromage		
Issue Id	[REDACTED]	Quality Report ID	[REDACTED]
Brand *	Land Rover	VIN	SALSK2D47AA[REDACTED]
		Original VIN's from WA	SALSK2D47AA[REDACTED]
Model Line	Range Rover Sport / L320	Model Year	2010
Engine Derivative	5.0 V8 Petrol nat asp	Odometer	92598 Miles
Production Date		Warranty Start Date	
Symptom	Smell of fuel outside the vehicle	Suspect Part	Filter - Fuel Fine Engine
Actual Causal Part		Litigation Reference	
Market	USA	Dealer	R0234, Land Rover Austin LP
Dealer Contact	WILKERSON JOHNNIE	Dealer Phone	512-964-7263
Concern Description *	Fuel Pump Top Plate Cracked 20/02/2015 dbromage		
Input from WA document	Concern: When turning vehicle off a fuel smell is very heavy outside the car. Found the fuel flange/filter is cracked near the pressure port, 2 pictures attached.		

Investigation

Days Open	4	Days Since last update	0
Load Date	20 FEB 2015	Open Date	20 FEB 2015
Planned Closure Date		Action Dialogue	In order to assess whether there might be a pattern of incidence, or severity of effect, of potential significance:
Commodity Service *	Powertrain		Please quantify previous incidence, and affected population for this specific effect on the vehicle 20/02/2015 dbromage
CC Team Contact	Karen Holly		Please close against CCRG investigation [REDACTED] 20/02/2015 mprice31
Champion / Senior Manager	Arc-614613		
Group Leader / Quality Manager *	Arc-614613		
Assigned To	kholly		
Carbon Copy			
WA Attachments			

Closure Information

Effect On Vehicle Operation	
Fuel smell heavy outside the vehicle.	
Causal Factor	
Linked to CCRG investigation [REDACTED] L319 L320 Fuel Tank Flange	
Incidence And Cut-Off	
Linked to CCRG investigation [REDACTED] L319 L320 Fuel Tank Flange	
Prevent Recurrence	
Linked to CCRG investigation [REDACTED] L319 L320 Fuel Tank Flange	
Prevent Recurrence Forward Model AIMS ref (Severity 4)	
Closed Date	24 FEB 2015
Conclusion / Closure Statement	
Linked to CCRG investigation [REDACTED] L319 L320 Fuel Tank Flange 23/02/2015 kholly	

Case Categorisation

PSCC	L319 L320 Fuel Tank Flange	Gov Agency Enquiry	
PSCC (Other)		Investigation Owner	JLR
Manufacturing Plant		Fire	No
Alert Type *	White Alert	Road Traffic Collisions	No
Zone		Individual Issue Review	No
Zone Area		Personal Injury	No
Cause		Product Liability	No
Severity		Property Damage	No
Market Effect Index		VOR	No
Close			

Concern Definition

Days Since last update31st JUL 2015 09:55 By kcrutchl

Issue Id

Brand *Land Rover

Model LineRange Rover / L405

Engine Derivative5.0 V8 Petrol nat asp

Production Date

SymptomEngine cranks normally but will not start

Actual Causal Part

MarketUSA

Dealer ContactBell Charles

Concern Description *Fuel Tank Leak
02/07/2015 dbromage

Input from WA documentConcern: Issue: Vehicle stalled while driving and would not restart.
Investigation: Noticed strong fuel smell when trying to start and found a large puddle of fuel under vehicle. Put the vehicle on a lift and noticed fuel leaking near the top of the tank. Removed RH rear seat assembly and removed access cover for fuel pump. Found the fuel line retainer on the fuel pump filter/cover was broken.
Repair: Replaced filter/cover. Operates properly after repairs.

Quality Report ID

VINSALGS2DF0DA

Original VIN's from WASALGS2DF0DA

Model Year2013

Odometer23004 Miles

Warranty Start Date

Suspect PartFilter - Fuel Fine Engine

Litigation Reference

DealerR0328, Land Rover of Mobile

Dealer Phone251-404-1470

Investigation

Days Open29

Load Date02 JUL 2015

Planned Closure Date

Commodity Service *Global Critical Concerns

CC Team ContactStewart McCulloch

Champion / Senior Managerrhughe32

Group Leader / Quality Manager *dwilde1

Assigned Tokcrutchl

Carbon Copy

Days Since last update0

Open Date02 JUL 2015

Action DialogueHi Karen - assigned to check warranty history or assign to Fuel Systems.
02/07/2015 dbromage

Martyn please review the attached Critical Concern details for Engineering determination.
I can't see any relevant warranty work that would have contributed to this issue in DDW.
02/07/2015 kholly

This type of failure has been reported previously and assigned to STA and manufacturing. The supplier has introduced a paint mark over check to confirm the flange is intact when leaving their factory. Manufacturing have checked their process and were unable to identify any process that could cause the breakage. Its clearly broken and the only way to replicate is by using a screww driver (or similar) to remove the fuel lines. No further action is possible from Engineering
24/07/2015 mprice31

Hello Karl, if appropriate please assign to STA
30/07/2015 kholly

Please start a PIC on this. There are other claims, the latest reported on . Assign to me with copy to STA. Thanks
30/07/2015 mprice31

WA Attachments

Attachments

Closure Information

Effect On Vehicle Operation

Causal Factor

Incidence And Cut-Off

Prevent Recurrence

Prevent Recurrence
Forward Model AIMS ref
(Severity 4)

Closed Date31 JUL 2015

Conclusion / Closure Statement

Closed to Lead
31/07/2015 kcrutchl

Case Categorisation

PSCC

PSCC (Other)

Manufacturing Plant

Alert Type *White Alert

Zone

Zone Area

Cause

Severity

Market Effect Index

Close

Gov Agency Enquiry

Investigation OwnerJLR

FireNo

Road Traffic CollisionsNo

Individual Issue ReviewNo

Personal InjuryNo

Product LiabilityNo

Property DamageNo

VORNo

Concern Definition

Days Since last update	15th DEC 2016 10:50 By jkyser
Issue Id	
Brand *	Land Rover
Model Line	Range Rover Sport / L320
Engine Derivative	5.0 V8 Petrol nat asp
Production Date	
Symptom	Fuel leaking from the vehicle
Actual Causal Part	
Market	USA
Dealer Contact	Montgomery Mark
Concern Description *	Fuel leak from fuel tank flange. 5.0 V8 Petrol nat asp - USA 28/10/2016 kcrutchl
Input from WA document	Concern: Issue; SRTONG FUEL SMELL WITH NO CHECK ENGINE LIGHT Investigation: FOUND DUST COVER/ FILTER ON TOP OF TANK CRAKED ON PRESSURE SIDE Repair: REPLACED DUST COVER / FILTER

Quality Report ID	
VIN	SALSK2D46AA
Original VIN's from WA	SALSK2D46AA
Model Year	2010
Odometer	154935 Miles
Warranty Start Date	
Suspect Part	Mounting - Fuel Tank
Litigation Reference	
Dealer	R0150, Andrews Transportation Inc
Dealer Phone	615-986-6000

Investigation

Days Open	36
Load Date	28 OCT 2016
Planned Closure Date	
Commodity Service *	Powertrain - Apps/Trans/EMS
CC Team Contact	Stewart McCulloch
Champion / Senior Manager	jharri72
Group Leader / Quality Manager *	Arc-614613
Assigned To	jkyser
Carbon Copy	sironmo5

Days Since last update	0
Open Date	09 NOV 2016
Action Dialogue	So that the potential risk can be assessed, quantify: 1) the level of incidence (r/1000 at 12 MIS intervals) and 2) the potentially affected population. Enter this information in the “Incidence & Cut off” field and attach the supporting data. 3) “Submit for Closur 28/10/2016 kcrutchl Parts request sent from assignee (sironmo5), 03/11/2016:- Delivery contact Name:= Delivery contact Telephone:= Delivery contact Email:= ajohns10@jaguarlandrover.com Delivery Address:= Jaguar Land Rover Central Stores Banbury Road, Gaydon, CV35 0RR UK Postcode:= Target Delivery Date:= 16/11/2016 Parts:- Flange Fuel LP Message returned (jrose), 04/11/2016:- Parts request completed by assignee (jrose), 04/11/2016:- Delivery contact Name:= Delivery contact Telephone:= Delivery contact Email:= ajohns10@jaguarlandrover.com Delivery Address:= Jaguar Land Rover Central Stores Banbury Road, Gaydon, CV35 0RR UK Postcode:= Target Delivery Date:= 16/11/2016 Collection contact Name:= mark montgomery Collection contact Telephone:= Collection contact Email:= Collection Address:= 3 cadillac dr. Brentwood Tn Postcode:= Dealer Code:= R0150

Package Width (cm):= 16.00
Package Height (cm):= 25.00
Package Length (cm):= 25.00
Estimated package weight (kg):= 2.00

Parts:-
Part Name:= Flange Fuel LP
Availability:= Available
Part Number:= LR042718

Overall Availability Status:= Parts Not Available

Overall Availability Comments:= PRR details sent to Seko.

PRR # [REDACTED]
Tracking # [REDACTED]
07/11/2016 jrose

CORRECTION

PRR FOR THIS IS # [REDACTED]
TRACKING # [REDACTED]
07/11/2016 jrose

Part arrived 09/11/2016. Open date amended to reflect this.
06/12/2016 jkyser

Max, this vehicle is a L320 and you have referenced an X250 PSSC investigation. The investigation notes does not reference L320, please clarify.
13/12/2016 jkyser

WA Attachments



Attachments

Closure Information

Effect On Vehicle Operation
Fuel leaking from beneath vehicle - fuel tank pump flange crack

Causal Factor
This vehicle is within the range covered by PSSC investigation [REDACTED]

Incidence And Cut-Off

Prevent Recurrence

Prevent Recurrence
Forward Model AIMS ref (Severity 4)
Closed Date 15 DEC 2016

Conclusion / Closure Statement

Closed against the Product Safety & Compliance Committee (PSSC) investigation [REDACTED] L319 L320 Fuel Tank Flange.
Refer to the PSSC investigation record for subsequent developments and information.
15/12/2016 jkyser

Case Categorisation

PSSC	[REDACTED] L319 L320 Fuel Tank Flange	Gov Agency Enquiry	
PSSC (Other)		Investigation Owner	JLR
Manufacturing Plant		Fire	No
Alert Type *	White Alert	Road Traffic Collisions	No
Zone		Individual Issue Review	No
Zone Area		Personal Injury	No
Cause		Product Liability	No
Severity		Property Damage	No
Market Effect Index		VOR	No

Close

Quality Report :

Closed - With Dealer

Vehicle

VIN SALLAAD4BA (2011)
Model Discovery 4 / L319
Engine 5.0 V8 Petrol nat asp
TIS 90
Miles/KM 78822 Miles
VOR No
Repeat Repair No
CRC Case No
DTC's

Details

Reported 27-JUN-2018 19:42
Total Time 24 Days 19 Hours
Symptom Fuel leaking from the vehicle
Suspect Part Flange Fuel LP
Actual Part Unknown
Condition Cracked
Outcome Replaced Component - Iro43420
Part available for return? Yes

Contact

Dealer Details R0277, Land Rover Fairfield
Country USA
Name OGrady John
Phone 203-231-4559
Email torazietti@jlrfairfield.com
Alternative Vehicle?

Customer Concern/ Comments

Issue:customer concern of a fuel smell
Investigation: fuel tank sending unit cover is craking on the fuel jet bowl
Repair: replace sending unit

Part Available for PRR?: Yes

No previous history of related repairs.

Dialogue

Thank you for submitting the EPQR, can you clarify what is meant by "fet" bowl? Additionally were there any prior non-warranty repairs performed on the fuel sender unit, if so can you please attach the RO? Thank you in advance.	Altine Alan	27-JUN-2018 20:06
No previous history and I meant Jet bowl top of fuel tank sending unit	Orazietti Theodore	28-JUN-2018 16:25



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 2004 quarterly releases.

ECI Record		Source Code	EPQR
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Commodity Assignment

Commodity	powertrain-engine-fuel system-evaporative system	Symptom	emissions-failed nox
Commodity	powertrain-engine-fuel system-evaporative system	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-evaporative system	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-evaporative system	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-evaporative system	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-evaporative system	Symptom	odor
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	emissions-failed nox
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	emissions-failed nox
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-Oct-2009
Version Series Code		Load Date	27-Oct-2009
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0253
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER SOUTH DADE
Non Causal Part Prefix-Base-Suffix		Dealer City	MIAMI
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3059094000
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	CHECK FUEL FILLER CAP MESSAGE DISPLAYED , LEAKING FUEL TANK. PART ON BACKORDER , INJECTED VAPOR RECOVERY SYSTEM WITH NITROGEN, SYSTEM WILL FAIL LEAK CHECK AND FUEL SMELL PRESENT. SWITCHED OVER TO SMOKE, COULD NOT SEE SOURCE OF SMOKE. LOWERED TANK AND RETESTED, STILL NO VISABLE SMOKE, BUT FUEL ODOR STILL THERE. APPLIED SOAPY WATER TO SUSPECTED AREAS WHILE APPLYNG NITROGEN, FOUND LEAK AT FITTING ON TOP OF FUEL TANK. SEE PHOTO. , CHECK FUEL FILLER CAP MESSAGE DISPLAYED , LEAKING FUEL TANK. PART ON BACKORDER , INJECTED VAPOR RECOVERY SYSTEM WITH NITROGEN, SYSTEM WILL FAIL LEAK CHECK AND FUEL SMELL PRESENT. SWITCHED OVER TO SMOKE, COULD NOT SEE SOURCE OF SMOKE. LOWERED TANK AND RETESTED, STILL NO VISABLE SMOKE, BUT FUEL ODOR STILL THERE. APPLIED SOAPY WATER TO SUSPECTED AREAS WHILE APPLYNG NITROGEN, FOUND LEAK AT FITTING ON TOP OF FUEL TANK. SEE PHOTO. ,
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	SALLSAAD4AA	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJT33
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	RANGE ROVER SPORT
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	09-Jul-2009	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	18-Dec-2009
Build Country Code		Transmission Serial Number	

Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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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 2004 quarterly releases.

ECI Record		Source Code	CAT5
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	unknown---	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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	15-Nov-2012
Version Series Code	VS DI	Load Date	17-Nov-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	UNKNOW
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code	114	Dealer Country	CAN
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Nov 15 2012 1 58 52 087PM entered by Elena Watson Customer Assistance/Representatives>>>CASE CLOSED <<<Nov 15 2012 1 58 45 427PM entered by Elena Watson Customer Assistance/Representatives>>>ISSUE Purchasing used picking it up tomorrow Is there a recall for the fuel tank REQUEST What are the open recalls ADVISED PER DDW Open Field Service Actions Code FSA Message J018 PAS PIPE CORROSION PROTECTION K098 XF SOFTWARE ENHANCEMENT PROGRAMME J027 CRACKED FUEL PUMP FLANGE
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJXA0JC9AM	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	16-Sep-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	30-Oct-2009
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECL Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	no keyword found
Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	unknown--	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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-Nov-2012
Version Series Code		Load Date	21-Nov-2012
Causal Part Prefix-Base-Suffix	VS DJ	Dealer Code	J5703
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	GALPIN JAGUAR
Non Causal Part Prefix-Base-Suffix		Dealer City	VAN NUYS
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	I10	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8188943800
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Nov 20 2012 4 38 32 687PM entered by Ellen Miller Customer Assistance/Representatives>>>CASE CLOSED <<<Nov 20 2012 4 36 37 530PM entered by Ellen Miller Customer Assistance/Representatives>>>PERFORMED OWNER UPDATE <<<Nov 20 2012 4 29 44 140PM entered by Ellen Miller Customer Assistance/Representatives>>>DDW RESEARCH Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 18 Nov 2015 999999 PAINT WARRANTY 18 Nov 2013 999999 SELECT EDITION 18 Nov 2015 100000 SERVICE ITEMS WARRANTY 18 Nov 2010 12500 STANDARD FACTORY WARRANTY 18 Nov 2013 50000 Open Field Service Actions Code FSA Message J027 CRACKED FUEL PUMP FLANGE <<<Nov 20 2012 4 29 08 303PM entered by Ellen Miller Customer Assistance/Representatives>>>ISSUE customer called wanted to have a owner update performed and wanted to know if there were any open recalls customer purchased the vehicle used at 10,000 miles this is the customers first Jaguar REQUEST customer would like an owner update performed and if there are any open recalls ADVISED will perform an owner update there is an open recall on your vehicle J027 Fuel Tank Mounting Falnge Leak call and make an appointment with the retailer to have the recall performed there is no charge to you for the recall
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB1AI	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	07-Jul-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	19-Nov-2009
Build Country Code		Transmission Serial Number	
Mileage	30000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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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 2004 quarterly releases.

ECL Record		Source Code	CAT'S
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Commodity Assignment

Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	no keyword found
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	unknown---	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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-Dec-2012
Version Series Code	VS EA	Load Date	11-Dec-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5729
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	GAUDIN JAGUAR
Non Causal Part Prefix-Base-Suffix		Dealer City	LAS VEGAS
Non Causal Part Numbers		Dealer State/Province	NV
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7022847000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Dec 10 2012 3 32 56 797PM entered by Kathleen Chimko Customer Assistance/Representatives>>>CASE CLOSED <<<Dec 10 2012 3 29 25 300PM entered by Kathleen Chimko Customer Assistance/Representatives>>>submitted owner update name change request <<<Dec 10 2012 3 28 52 950PM entered by Kathleen Chimko Customer Assistance/Representatives>>> Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 29 Nov 2018 999999 SERVICE ITEMS WARRANTY 29 Nov 2013 12500 STANDARD FACTORY WARRANTY 29 Nov 2016 50000 <<<Dec 10 2012 3 26 42 853PM entered by Kathleen Chimko Customer Assistance/Representatives>>>ISSUE Customer states he purchased this car 10/28 he was reading Motor Trend magazine and read there was a recall on 2010 1012 XF the recall is J027 and it is concerning a cracked fuel tank flange he would like to know if his VIN# is affected REQUEST Customer is requesting to know his car in the affected VIN range of the J027 recall ADVISED I advised the customer that per DDW there are no open recalls or service actions on his car I verified the customer's contact information with DDW and he advised the vehicle should be under Henry Hebing not K.H Hebing I advised I would submit an owner update request to title the customer correctly in our system
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0HB2C1	Engine Serial Number	
Model Year	2012	Engine Description	5.0L OHC SGD1 NA V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	24-Jan-2012	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	30-Nov-2012
Build Country Code		Transmission Serial Number	
Mileage	300	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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 ODR HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
Commodity Assignment			
Commodity	body-exterior-paint-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-exterior-paint-	Symptom	no keyword found
Commodity	body-structure/sheetmetal-floorpan	Symptom	function-false activation/cycle/deploy
Commodity	body-structure/sheetmetal-floorpan	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-floorpan	Symptom	leak/odor-fuel
Commodity	body-structure/sheetmetal-floorpan	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	body-structure/sheetmetal-floorpan	Symptom	loose
Commodity	body-structure/sheetmetal-floorpan	Symptom	mod-driving condition-engine-hot
Commodity	body-structure/sheetmetal-floorpan	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-floorpan	Symptom	mod-intermittent/random
Commodity	body-structure/sheetmetal-floorpan	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-floorpan	Symptom	odor
Commodity	body-structure/sheetmetal-floorpan	Symptom	pulls/drifts
Commodity	body-structure/sheetmetal-floorpan	Symptom	separation
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	function-false activation/cycle/deploy
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	loose
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	mod-driving condition-engine-hot
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	odor
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	pulls/drifts
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	separation
Commodity	electrical-accessories/entertainment-anti theft-	Symptom	function-false activation/cycle/deploy
Commodity	electrical-accessories/entertainment-anti theft-	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment-anti theft-	Symptom	loose
Commodity	electrical-accessories/entertainment-anti theft-	Symptom	mod-driving condition-engine-hot
Commodity	electrical-accessories/entertainment-anti theft-	Symptom	nvh-noisy operation
Commodity	electrical-accessories/entertainment-anti theft-	Symptom	odor
Commodity	electrical-accessories/entertainment-anti theft-	Symptom	separation
Commodity	electrical-accessories/entertainment-anti theft-	Symptom	start-will not start
Commodity	electrical-accessories/entertainment-reverse sensing-	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment-reverse sensing-	Symptom	improper assembly
Commodity	electrical-accessories/entertainment-reverse sensing-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	electrical-accessories/entertainment-reverse sensing-	Symptom	loose
Commodity	electrical-accessories/entertainment-reverse sensing-	Symptom	mod-driving condition-while driving
Commodity	electrical-accessories/entertainment-reverse sensing-	Symptom	mod-intermittent/random
Commodity	electrical-accessories/entertainment-reverse sensing-	Symptom	no keyword found
Commodity	electrical-accessories/entertainment-reverse sensing-	Symptom	odor
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	damage-cracked/fractured/split
Commodity	electrical-lamps/bulbs-license plate lamps-	Symptom	damage-cracked/fractured/split
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	Symptom	improper assembly
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	loose
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-engine-hot
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-intermittent/random
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-location-under vehicle
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	separation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	start-will not start

Commodity	unknown—	Symptom	administrative cost
Commodity	unknown—	Symptom	comfort issue
Commodity	unknown—	Symptom	damage-cut/torn/frayed
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	function-stays on
Commodity	unknown—	Symptom	latching-does not latch/close
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	odor
Commodity	unknown—	Symptom	part-missing part
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key		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-Jan-2013
Version Series Code	VS DJ	Load Date	05-Jan-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5461
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR SACRAMENTO
Non Causal Part Prefix-Base-Suffix		Dealer City	SACRAMENTO
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	323	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9164832886
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	hip Centre Inbound Call Specialist Jaguar Land Rover NA, LLC <<<Jan 2 2013 4 29 14 240PM entered by John Clark Customer Assistance/Representatives>>>As per DDW New vehicle warranty expires 17 May 2014 As per DDW Open field service actions. K107 REAR LAMP LED SET J027 CRACKED FUEL PUMP FLANGE <<<Jan 2 2013 3 01 42 127PM entered by John Clark Customer Assistance/Representatives>>>Left voicemail for Maria Romero Advised Do not know if this case should be run as a verbal. Please advise. CLIENT DOES NOT HAVE VIN AVAILABLE. <<<Jan 2 2013 3 03 05 170PM entered by John Clark Customer Assistance/Representatives>>>Received call from Maria Romero. Maria states Run case as a California verbal demand. <<<Jan 2 2013 3 12 53 800PM entered by John Clark Customer Assistance/Representatives>>>CASE FORWARDED TO TIER 1 CRC FOR DISTRIBUTION. John Clark 1/2/2013, 3 12pm <<<Jan 2 2013 3 16 55 680PM entered by John Clark Customer Assistance/Representatives>>>Called retailer and obtained VIN number. <<<Jan 2 2013 3 39 32 153PM entered by Kathleen Viccaro Customer Assistance/Representatives>>>Case forwarded to BB for continued handling. <<<Jan 2 2013 4 27 38 070PM entered by John Clark Customer Assistance/Representatives>>>Email sent to MR From Clark, John <jclark1@jaguarlandrover.com> Date 2 January 2013 16 26 Subject Verbal Demand [REDACTED] CASE# [REDACTED] Vehicle at Jaguar Sacramento To Maria Romero <mromer15@jaguarlandrover.com> Cc Kathleen Viccaro <kviccaro@jaguarlandrover.com>, Stephen Szabo <:sszabo@jaguarlandrover.com> Customer Name(s) [REDACTED] Driver Name (if different from the customer name on record) N/A Address (to confirm accuracy) [REDACTED] Loomis, CA [REDACTED] Primary Phone no [REDACTED] Secondary Phone no N/A Email address [REDACTED] Year/Model 2010 XF Premium Luxury VIN SAJWA0GB5A1[REDACTED] Current Mileage 28,500 miles Purchase or Lease Lease Purchased / Leased at what retailer Jaguar Anaheim Hills Purchase/Lease date or thereabouts 18 May 2010 If purchased, is it New or Used New If used, is it Certified/Select Edition AMM Retailers where vehicle has been serviced Jaguar Sacramento Is the vehicle in for service now Yes If yes, then where Jaguar Sacramento If not, is the customer making an appointment If yes, what retailer and when Brief description of the issue (s) and why the customer/driver no longer wants the vehicle Vehicle was at retailer for service and issue where alarm was sounding intermittently. When client picked up vehicle infotainment screen was not operating, retailer repaired. Client drove vehicle home and when parking vehicle in garage client could smell gas. Client noticed small puddle of gas under vehicle. Client attempted to start vehicle to move out of garage and client states 12 gallons of fuel poured out of vehicle onto garage floor. Retailer advised client they repaired seal in gas tank and did not tighten enough. Client does not want vehicle back. Cheers John Clark Customer Relations <<<Jan 17 2013 5 50 30 360PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called SM CB I advised Have not been in contact with customer Waiting on call back from contractor Suggested to call AMM JA to confirm next steps SM CB advised Will do To have a good day prior to closing the call <<<Jan 18 2013 5 24 15 250PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called customer at number provided and left message I advised Calling regarding XF Requested call back Provided contact information <<<Jan 2 2013 5 54 03 337PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called customer at number provided I advised Calling regarding your XF Have sent an email acknowledging your request Customer advised I am never getting in that vehicle again There were 11 gallons of fuel in my home You do what you can do to see if the vehicle qualifies I will contact a lawyer if you do not repurchase my vehicle and take care of my house Who do I speak with to have a Hazmat team come to clean my garage I had spoken to a real estate expert, he advised that is the least I should do I advised the customer I can follow up with an answer tomorrow Offered additional assistance, customer declined To have a good day prior to closing the call <<<Jan 2 2013 6 05 13 477PM entered by Bradley Barlow Customer Assistance/Representatives>>>Discussed with MR MR advised Contact retailer <<<Jan 3 2013 12 46 44 360PM entered by Bradley Barlow Customer Assistance/Representatives>>>as per DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 17 May 2016 999999 PAINT WARRANTY 17 May 2014 999999 SERVICE ITEMS WARRANTY 17 May 2011 12500 STANDARD FACTORY WARRANTY 17 May 2014 50000 Open Field Service Actions Code FSA Message K107 REAR LAMP LED SET J027 CRACKED FUEL PUMP FLANGE <<<Jan 3 2013 12 48 31 857PM entered by Bradley Barlow Customer Assistance/Representatives>>>as per AWS No relevant service history <<<Jan 3 2013 12 57 16 447PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called SM Chad Brown and left message I advised Calling regarding [REDACTED] Provided contact information Requested call back <<<Jan 3 2013 1 21 04 653PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called AMM JA I advised Calling regarding [REDACTED] Customer requesting a HazMat cleaning AMM JA advised To request estimates from the customer I advised I will follow up with that information To have a good day prior to closing the call <<<Jan 3 2013 1 25 31 117PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called customer at number provided I advised Calling regarding your XF To have an estimate for Hazmat clean up and forward to me Customer advised Thank you I will have my husband call somebody I advised I will follow up when I have that information or in a few days Offered additional assistance, customer declined To have a good day prior to closing the call <<<Jan 3 2013 2 30 27 977PM entered by Bradley Barlow Customer Assistance/Representatives>>>Received call from AMM JA AMM JA advised To stand by for next steps <<<Jan 3

2013 3 34 10 310PM entered by Bradley Barlow Customer Assistance/Representatives>>>Voicemail received from SM Chad 2 46PM SM Chad advised Performed JO27 Recall to vehicle Over 34 miles, the fuel line backed out of the seal causing the leak Have towed the vehicle back and repaired it since Requested call back at [REDACTED] <<<Jan 7 2013 3 38 54 050PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called customer at number provided and left message I advised Calling regarding XF Requested call back Provided contact information <<<Jan 7 2013 3 38 27 140PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called SM CB and left message I advised Calling regarding [REDACTED] Do need customer copy of RO Provided contact information Requested call back <<<Jan 7 2013 3 37 30 560PM entered by Bradley Barlow Customer Assistance/Representatives>>>Discussed with JB JB advised Need customer copy of RO <<<Jan 7 2013 3 37 16 943PM entered by Bradley Barlow Customer Assistance/Representatives>>>Received call from SM Chad Brown SM CB advised Calling regarding [REDACTED] Vehicle is repaired, faxed RO Have called customer and left message Wanted to see update I advised I had spoken to her Thursday She had advised she will not pick her vehicle up Did request a HazMat team to clean garage SM CB advised I will follow up with her after lunch To have a good day prior to closing the call <<<Jan 4 2013 12 22 39 790PM entered by Bradley Barlow Customer Assistance/Representatives>>>received voicemail from AMM JA 5 52PM 1/3/2012 AMM JA advised To wait for insurance estimate and follow up <<<Jan 3 2013 3 36 37 610PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called SM Chad I advised Calling regarding [REDACTED] To email closed RO when complete Provided Email address SM Chad advised Performing quality checks on vehicle Have been in touch with AMM JA Will email when vehicle is cleaned and RO is closed Did also reprogram vehicle to remove passive alarm To have a good day prior to closing the call <<<Jan 9 2013 5 19 09 020PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called customer at number provided and left message I advised Calling regarding XF Requested call back Provided contact information <<<Jan 10 2013 9 55 07 637AM entered by Bradley Barlow Customer Assistance/Representatives>>>received voicemail from customer 6 46PM Customer advised Returning my call Requested call back at [REDACTED] <<<Jan 10 2013 2 56 58 647PM entered by Bradley Barlow Customer Assistance/Representatives>>>Voicemail received from SM CB 1 37PM SM CB advised Vehicle is repaired Was waiting on estimate, as per you Spoke with customer, she is refusing to pick up vehicle spoke with AMM JA, she is to pick up vehicle, treating as part defect requested call back at [REDACTED] <<<Jan 10 2013 2 57 21 760PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called customer at number provided I advised Calling regarding your XF Requested call back Provided contact information <<<Jan 10 2013 3 01 47 530PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called SM CB I advised Calling regarding [REDACTED] <<<Jan 10 2013 3 02 13 830PM entered by Bradley Barlow Customer Assistance/Representatives>>>Correction to previous case note Called SM CB and left message I advised Calling regarding [REDACTED]. [REDACTED] Requested call back Provided contact information <<<Jan 10 2013 3 34 39 267PM entered by Bradley Barlow Customer Assistance/Representatives>>>discussed with JB JB advised Need RO for J027 Advise customer to pick up vehicle <<<Jan 10 2013 3 35 20 147PM entered by Bradley Barlow Customer Assistance/Representatives>>>received voicemail from customer 3 22PM Customer advised Requested call back <<<Jan 10 2013 3 41 49 277PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called customer at number provided I advised Calling to follow up from previous conversation Wanted to see if you had estimate as discussed Customer advised Yes, I do I will send it tomorrow SM CB advised me to pick up my car I advised The vehicle is repaired There was a defective component, the retailer had replaced it The vehicle is repaired Customer interjected I am not getting into that vehicle again I had though I made that clear I am not comfortable with that vehicle I had almost blown up There were 11 gallons of fuel in my garage They told me I cannot shut my phone off for fear of igniting the fumes There was a furnace 15 feet away Roadside assistance figure out how to roll the vehicle out of my garage because of how dangerous it was I could file a claim with my home owners, my car insurance or call my own lawyer I had tried to be nice, I figured you would do the right thing here SM CB and yourself had told me to pick the car up, I am not comfortable doing that He can get his loaner, I have options I will rent a car and get my money back when I sue you I am not getting in the (explanative) car again I will forward this to my lawyer I advised I understand your frustration As you had requested, JLRNA is investigating to see if your vehicle qualifies for repurchase or replacement Customer advised To have a good day prior to closing the call <<<Jan 15 2013 9 45 17 467AM entered by Bradley Barlow Customer Assistance/Representatives>>>received estimate from customer and attached to case <<<Jan 25 2013 9 29 55 637AM entered by Bradley Barlow Customer Assistance/Representatives>>>received email from AMM JA from Albinson, John <jalbinso@jaguarlandrover.com> to Barlow, Bradley <bbarlow@jaguarlandrover.com> cc Jose Bracero <jbracero@jaguarlandrover.com> date Thu, Jan 24, 2013 at 6 15 PM subject Re R57143 [REDACTED] mailed by jaguarlandrover.com Important mainly because of your interaction with messages in the conversation Maria told me that the money was to be offered as a goodwill gesture to the customer and not to the garage floor people and that the demand was declined. I can do a reimbursement request whichever way you want. <<<Jan 15 2013 11 54 05 310AM entered by Bradley Barlow Customer Assistance/Representatives>>>Received voicemail from AMM JA AMM JA advised To discuss with customer how to reimburse, can reimburse the customer or company performing

work <<<Jan 15 2013 12 11 54 180PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called SM CB I advised Need repair order for J027 Customer can pick up vehicle, she is refusing SM CB advised He will send it to me He will pick up his loaner vehicle To have a good day prior to closing the call <<<Jan 15 2013 12 49 53 720PM entered by Bradley Barlow Customer Assistance/Representatives>>>Received call from AMM JA AMM JA advised Will reimburse for floor refinishing To contact contractor and see if they will accept a purchase order I advised I will, I will follow up with you To have a good day prior to closing the call <<<Jan 15 2013 3 04 08 457PM entered by Bradley Barlow Customer Assistance/Representatives>>>received call from SM CB SM CB advised He was reaching out regarding [REDACTED] He is calling her today and would like the latest information I advised AMM JA advised we will cover cost of the garage floor I am working it out with the contractor for payment To advise the customer as such <<<Jan 15 2013 3 05 36 073PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called Artistry in Concrete and spoke with receptionist I advised Calling regarding an estimate for [REDACTED] Would like to pay for work performed via purchase order Receptionist advised He would contact the salesman and follow up with me I advised Provided contact information To have a good day prior to closing the call <<<Jan 17 2013 5 49 32 713PM entered by Bradley Barlow Customer Assistance/Representatives>>>voicemail received SM CB 5 34PM SM CB advised Wanted status for [REDACTED] Understand authorized to repair floors Would like to send letter to pick up loaner and storage fees Requested call back <<<Jan 21 2013 12 21 24 887PM entered by Bradley Barlow Customer Assistance/Representatives>>>received voicemail from customer 5 54PM 1/18/2013 Customer advised Returning my call Requested call back <<<Jan 21 2013 4 34 47 233PM entered by Bradley Barlow Customer Assistance/Representatives>>>Received call from customer Customer advised She had spoken with SM CB She is not picking up her car He can get the loaner and charge her whatever fees he wants She will get reimbursement through the lawsuit She had spoken with Weinburg and Associates I advised I have been trying to contact your contractor, they had not returned my call Customer advised She will have her husband call them to follow up I advised Offered additional assistance, customer declined To have a good day prior to closing the call <<<Jan 22 2013 4 17 49 270PM entered by Bradley Barlow Customer Assistance/Representatives>>>Received voicemail from Juan from Artistry in Concrete 3 27PM Juan advised Requested call back Provided [REDACTED] <<<Jan 25 2013 5 38 42 673PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called customer at number provided and left message I advised Calling regarding your XF Will email response Requested call back Provided contact information <<<Jan 24 2013 11 15 17 067AM entered by Bradley Barlow Customer Assistance/Representatives>>>emailed AMM JA from Barlow, Bradley <bbarlow@jaguarlandrover.com> to John Albinson <jalbinso@jaguarlandrover.com> cc Jose Bracero <jbracero@jaguarlandrover.com>, Chad Brown Sacramento JLR <cbrown@niello.com> date Wed, Jan 23, 2013 at 10 21 AM subject [REDACTED] [REDACTED] mailed by jaguarlandrover.com Good morning John, I just wanted to confirm with you that the fuel leak on [REDACTED] vehicle was due to a defective component and not an improper installation. Thanks, Brad Regards, Bradley Barlow Jaguar Land Rover NA, LLC Customer Relationship Center Case Specialist 555 MacArthur Boulevard Mahwah, NJ 07430 Phone 201 236 4408 Fax 888 410 1296 Email bbarlow@jaguarlandrover.com Our privacy policy can be accessed at http://www.landrover.com/us/en/lr/privacy_policy/privacy_policy/ & http://www.jaguar.com/us/en/legal/privacy_policy. Barlow, Bradley <bbarlow@jaguarlandrover.com> Jan 23 (1 day ago) to John, Jose, Chad If the component was defective, has it been sent back for inspection <<<Jan 24 2013 11 15 37 570AM entered by Bradley Barlow Customer Assistance/Representatives>>>received email from AMM JA from Albinson, John <jalbinso@jaguarlandrover.com> to Barlow, Bradley <bbarlow@jaguarlandrover.com> date Wed, Jan 23, 2013 at 10 44 AM subject Re [REDACTED] [REDACTED] mailed by jaguarlandrover.com Important mainly because of your interaction with messages in the conversation. Albinson, John Jan 23 (1 day ago) to me Brad We really don't know on this one yet <<<Jan 2 2013 3 00 23 597PM entered by John Clark Customer Assistance/Representatives>>>ISSUE Client states she; Purchased vehicle new from Jaguar retailer in Orange County CA (2010 XF) Vehicle currently at retailer. Vehicle was in last week for brake pads, alarm issue and some other service. When picking vehicle up on New Year's Eve screen went blank so retailer fixed. Drove home 30 miles and when parking in garage could smell gas, noticed small puddle on floor coming from vehicle. Started vehicle to back out of garage and vehicle made strange noise and turned itself off. 12 gallons of gas came pouring out of tank, flooding garage. PG&E turned up as boilers right near gas spill and when tow truck was pulling vehicle out alarm went off. PG&E guy said I would have blown up if that happened when I was in garage. Whole house stinks like gas and uninhabitable for 2 days as garage is connected. Husband and I have headaches. Service Manager Chad Brown said that they replaced seal in fuel tank and did not tighten down properly. Not getting back into that vehicle. REQUEST Client requests; Taken out of vehicle. Compensation. ADVISED I advised client; I will document concern and request. A case specialist will be assigned to your case Case specialist will call you in 2 business days. Supplied case number. <<<Jan 15 2013 11 53 08 427AM entered by Bradley Barlow Customer Assistance/Representatives>>>emailed AMM JA from Barlow, Bradley <bbarlow@jaguarlandrover.com> to John Albinson <jalbinso@jaguarlandrover.com> date Tue, Jan 15, 2013 at 9 47 AM subject [REDACTED] Vehicle at Jaguar Sacramento mailed by jaguarlandrover.com Good morning John, I had received the estimate from customer to clean up after the fuel

spill in her garage. I have attached the document, please let me know of next steps. <<<Jan 24 2013 4 06 23 777PM entered by Bradley Barlow Customer Assistance/Representatives>>>received email from JB from Bracero, Jose <jbracero@jaguarlandrover.com> to Bradley Barlow <bbarlow@jaguarlandrover.com> date Thu, Jan 24, 2013 at 2 46 PM subject [REDACTED] CA Verbal Demand Response letter mailed by jaguarlandrover.com Important mainly because of the words in the message. Bradley, Attached you will find our response letter. Please take a moment to familiarize yourself with the letter and our response before emailing it to [REDACTED]. Let me know if you have any questions. <<<Jan 25 2013 5 37 04 383PM entered by Bradley Barlow Customer Assistance/Representatives>>>Received call from AMM JA AMM JA advised How to proceed with reimbursement for floor cleaning I advised To have retailer cut check, reimburse retailer I will email the estimate and contact information for contractor To have a good day prior to closing the call <<<Jan 25 2013 5 40 42 177PM entered by Bradley Barlow Customer Assistance/Representatives>>>emailed customer from Barlow, Bradley <bbarlow@jaguarlandrover.com> to [REDACTED] date Fri, Jan 25, 2013 at 5 40 PM subject Re Jaguar Land Rover North America Case Number [REDACTED] mailed by jaguarlandrover.com Good afternoon [REDACTED]. As per my voice message, please see the attached response to your request for repurchase of your XF. Please feel free to contact me at your earliest convenience. <<<Jan 25 2013 5 53 50 297PM entered by Bradley Barlow Customer Assistance/Representatives>>>Received call from customer Customer advised She was returning my call I advised as per response letter Vehicle does not qualify for repurchase or replacement However, as a gesture of goodwill, JLRNA will pay for the refinishing of your garage floor Customer advised I am working with the retailer on trading out of my vehicle Will I be responsible for the remainder of my lease I advised That would be with the retailer I do not have an answer JLRNA is not in a position to assist Offered additional assistance, customer declined To have a good day prior to closing the call <<<Jan 28 2013 5 59 08 957PM entered by Bradley Barlow Customer Assistance/Representatives>>>received email from AMM JA from Albinson, John <jalbinso@jaguarlandrover.com> to Barlow, Bradley <bbarlow@jaguarlandrover.com> cc Chad Brown Sacramento JLR <cbrown@niello.com>, Jose Bracero <jbracero@jaguarlandrover.com> date Fri, Jan 25, 2013 at 10 04 PM subject Re [REDACTED] mailed by jaguarlandrover.com Important mainly because of your interaction with messages in the conversation. Good evening All Please can you confirm where the payment is going before I do the reimbursement request, does the retailer pay the flooring company and we reimburse them, do we pay the company or do we give the money to the customer Thanks in advance <<<Jan 28 2013 5 59 29 117PM entered by Bradley Barlow Customer Assistance/Representatives>>>Discussed with JB JB advised Have retailer pay and reimburse them <<<Jan 28 2013 5 59 54 320PM entered by Bradley Barlow Customer Assistance/Representatives>>>Emailed AMM JA from Barlow, Bradley <bbarlow@jaguarlandrover.com> to Albinson, John <jalbinso@jaguarlandrover.com> cc Chad Brown Sacramento JLR <cbrown@niello.com>, Jose Bracero <jbracero@jaguarlandrover.com> date Mon, Jan 28, 2013 at 10 41 AM subject Re [REDACTED] mailed by jaguarlandrover.com Good morning John, After discussing with Jose Bracero, the plan is to have the retailer pay the contractor, and we reimburse the retailer. Can you send me an email when we confirm that the concern was caused by a defective component <<<Feb 4 2013 2 24 52 817PM entered by Bradley Barlow Customer Assistance/Representatives>>>Received call from AMM JA AMM JA advised Retailer does not want to pay contractor Will see if they can pay customer I advised I will follow up with JB Will call you back <<<Jan 24 2013 4 06 54 660PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called customer at number provided and left message I advised Calling regarding XF Requested call back Provided contact information <<<Feb 6 2013 4 22 49 933PM entered by Bradley Barlow Customer Assistance/Representatives>>>CASE CLOSED <<<Feb 6 2013 4 22 24 347PM entered by Bradley Barlow Customer Assistance/Representatives>>>received email from AMM JA from Albinson, John <jalbinso@jaguarlandrover.com> to cbrown <cbrown@niello.com> cc Bradley Barlow <bbarlow@jaguarlandrover.com> date Wed, Feb 6, 2013 at 4 20 PM subject [REDACTED] mailed by jaguarlandrover.com Important mainly because of the words in the message. Hi Chad Please could we ask that JLR Sacramento issue a check on our behalf to [REDACTED] for \$ 3,480.75 This will close the CRC case regarding the repairs needed to her garage floor. I will reimburse you through the parts statement and have included a copy of the estimate. Please send me a copy of the check and I will process this right away. Many thanks in advance John <<<Feb 6 2013 4 17 35 017PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called AMM JA I advised Wanted to see if you had discussed with retailer the check to customer AMM JA advised Will email retailer that check is being sent from Sacramento on behalf of JLRNA Customer will have check either today or tomorrow I advised I appreciate your assistance To have a good day prior to closing the call <<<Feb 4 2013 2 25 59 833PM entered by Bradley Barlow Customer Assistance/Representatives>>>Called AMM JA and left message I advised Calling regarding [REDACTED] JB has no issue paying customer directly <<<Feb 4 2013 2 25 15 547PM entered by Bradley Barlow Customer Assistance/Representatives>>>Discussed with JB JB advised OK to have retailer pay customer

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB5A1 [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	02-Jul-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	18-May-2010
Build Country Code		Transmission Serial Number	
Mileage	28500	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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 ODC HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-exterior trim/moldings-	Symptom	damage-cracked/fractured/split
Commodity	body-exterior-paint-paint moldings/trim	Symptom	no keyword found
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	damage-cracked/fractured/split
Commodity	electrical-lamps/bulbs-license plate lamps-	Symptom	damage-cracked/fractured/split
Commodity	electrical-lamps/bulbs-parking/marker lamps-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	unknown-	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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-Jan-2013
Version Series Code		Load Date	10-Jan-2013
Causal Part Prefix- Base - Suffix	VS DJ	Dealer Code	14389
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	110	Dealer Country	CAN
Diagnostic Trouble Code		Dealer Phone Number	9058451443
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Jan 9 2013 5 46 20 163PM entered by Lynn Kubicki Customer Assistance/Representatives>>>CASE CLOSED <<<Jan 9 2013 5 46 10 480PM entered by Lynn Kubicki Customer Assistance/Representatives>>>PER DDW Description XF 5.0 Premium 2010 MY, XF Portfolio Pack Canada only (Selena) Dispatched Date 17 Apr 2009 CSO Number Sold Date 08 Aug 2009 Sold By 04389 Budds' Imported Cars Seller ID *****9999 Paint Ultimate Black Trim Color Ivory Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 07 Aug 2015 999999 PAINT WARRANTY 07 Aug 2013 80000 SERVICE ITEMS WARRANTY 07 Aug 2010 20000 STANDARD FACTORY WARRANTY 07 Aug 2013 80000 Open Field Service Actions Code FSA Message K098 XF SOFTWARE ENHANCEMENT PROGRAMME K107 REAR LAMP LED SET J027 CRACKED FUEL PUMP FLANGE <<<Jan 9 2013 5 45 17 860PM entered by Lynn Kubicki Customer Assistance/Representatives>>>ISSUE Customer States customer received a letter regarding fuel tank recall wanted to confirm recall on vehicle REQUEST Customer Requests fuel tank recall information ADVISED I Advised the Customer I will take down all of their information and document it into a case I reviewed the information listed under his VIN# and do see that the fuel #J027 cracked fuel pump flange to contact the retailer to make an appointment to have this issue resolved I provided him with the number for the retailer to contact I asked them if they needed any further assistance today customer stated they did not I provided the customer with my contact name/number I wished them a good day and call was ended.
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJXA0GB8AI	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	17-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	08-Aug-2009
Build Country Code		Transmission Serial Number	
Mileage	80000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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[Contact ODC HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
Commodity Assignment			
Commodity	body-exterior-paint-	Symptom	no keyword found
Commodity	body-glass-side glass-	Symptom	function-malfunction/inoperative
Commodity	body-glass-side glass-	Symptom	mod-driving condition-at cruise
Commodity	body-glass-side glass-	Symptom	mod-driving condition-while driving
Commodity	body-glass-side glass-	Symptom	no problem found
Commodity	body-glass-side glass-	Symptom	odor
Commodity	body-glass-side glass-	Symptom	separation
Commodity	body-interior-carpet/floor mats	Symptom	administrative cost
Commodity	body-interior-carpet/floor mats	Symptom	field service action
Commodity	body-interior-carpet/floor mats	Symptom	function-malfunction/inoperative
Commodity	body-interior-carpet/floor mats	Symptom	leak-fluid
Commodity	body-interior-carpet/floor mats	Symptom	leak-water leak/entry
Commodity	body-interior-carpet/floor mats	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-interior-carpet/floor mats	Symptom	mod-driving condition-when engine running
Commodity	body-interior-carpet/floor mats	Symptom	mod-driving condition-while driving
Commodity	body-interior-carpet/floor mats	Symptom	mod-weather-wet
Commodity	body-interior-carpet/floor mats	Symptom	no keyword found
Commodity	body-interior-carpet/floor mats	Symptom	not seated
Commodity	body-interior-carpet/floor mats	Symptom	nvh-noisy operation
Commodity	body-interior-carpet/floor mats	Symptom	odor
Commodity	body-interior-carpet/floor mats	Symptom	plugged/restricted
Commodity	body-locks/latches—	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—	Symptom	leak-air/dust
Commodity	body-locks/latches—	Symptom	mod-location-roof
Commodity	body-locks/latches—	Symptom	odor
Commodity	body-seating—	Symptom	function-malfunction/inoperative
Commodity	body-seating—	Symptom	mod-driving condition-at cruise
Commodity	body-seating—	Symptom	mod-driving condition-while driving
Commodity	body-seating—	Symptom	no problem found
Commodity	body-seating—	Symptom	odor
Commodity	body-seating—	Symptom	separation
Commodity	body-structure/sheetmetal—	Symptom	damage-cracked/fractured/split
Commodity	body-structure/sheetmetal—	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal—	Symptom	leak-fluid
Commodity	body-structure/sheetmetal—	Symptom	loose
Commodity	body-structure/sheetmetal—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-structure/sheetmetal—	Symptom	mod-driving condition-at cruise
Commodity	body-structure/sheetmetal—	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal—	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal—	Symptom	no keyword found
Commodity	body-structure/sheetmetal—	Symptom	not seated
Commodity	body-structure/sheetmetal—	Symptom	odor
Commodity	body-structure/sheetmetal—	Symptom	separation
Commodity	body-structure/sheetmetal-roof-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-roof-	Symptom	leak-air/dust
Commodity	body-structure/sheetmetal-roof-	Symptom	mod-location-roof
Commodity	body-structure/sheetmetal-roof-	Symptom	odor
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	leak/odor-fuel
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	leak-fluid
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-when engine running
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-while driving
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-location-interior
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-location-trunk
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-wet
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	no problem found
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	not seated
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	nvh-noisy operation
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	odor
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	plugged/restricted
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	separation
Commodity	chassis-steering—	Symptom	mod-driving condition-while towing
Commodity	chassis-steering—	Symptom	nvh-noisy operation
Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	mod-driving condition-at cruise
Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	mod-driving condition-while driving

Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	mod-location-trunk
Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	mod-location-under vehicle
Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	no problem found
Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	odor
Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	separation
Commodity	electrical-climate control-a/c compressor-	Symptom	administrative cost
Commodity	electrical-climate control-a/c compressor-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-a/c compressor-	Symptom	no keyword found
Commodity	electrical-climate control-a/c compressor-	Symptom	odor
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	no keyword found
Commodity	electrical-wiper/washer-window washer-rear glass washer	Symptom	fluid level-insufficient fluid
Commodity	electrical-wiper/washer-window washer-rear glass washer	Symptom	function-malfunction/inoperative
Commodity	electrical-wiper/washer-window washer-rear glass washer	Symptom	leak-fluid
Commodity	electrical-wiper/washer-window washer-rear glass washer	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-wiper/washer-window washer-rear glass washer	Symptom	not seated
Commodity	electrical-wiper/washer-window washer-rear glass washer	Symptom	odor
Commodity	powertrain-engine—	Symptom	mod-pre delivery
Commodity	powertrain-engine-base engine-block	Symptom	engine power-stall
Commodity	powertrain-engine-base engine-block	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-base engine-block	Symptom	loose
Commodity	powertrain-engine-base engine-block	Symptom	mod-driving condition-when engine running
Commodity	powertrain-engine-base engine-block	Symptom	mod-weather-wet
Commodity	powertrain-engine-base engine-block	Symptom	odor
Commodity	powertrain-engine-base engine-block	Symptom	separation
Commodity	powertrain-engine-fuel system-	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	Symptom	gauge error-fuel
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-	Symptom	mod-location-interior
Commodity	powertrain-engine-fuel system-	Symptom	mod-location-trunk
Commodity	powertrain-engine-fuel system-	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	engine power-stall
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	gauge error-fuel
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	improper assembly
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	leak-fluid overflow
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-driving condition-when engine running
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-intermittent/random
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-location-trunk
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-location-under vehicle
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-weather-wet
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	no keyword found
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	no problem found
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	not seated
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	plugged/restricted
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	separation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	engine power-stall
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-air/dust
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-fluid overflow
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	loose
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-when engine running
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-location-trunk
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-location-under vehicle
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-weather-wet
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	not seated
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	plugged/restricted
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	separation
Commodity	powertrain-transmission—	Symptom	engine power-stall
Commodity	powertrain-transmission—	Symptom	fluid level-insufficient fluid
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-when engine running
Commodity	powertrain-transmission—	Symptom	mod-driving condition-while driving
Commodity	powertrain-transmission—	Symptom	mod-intermittent/random
Commodity	powertrain-transmission—	Symptom	mod-location-interior
Commodity	powertrain-transmission—	Symptom	mod-location-under vehicle
Commodity	powertrain-transmission—	Symptom	mod-weather-wet
Commodity	powertrain-transmission—	Symptom	no keyword found
Commodity	powertrain-transmission—	Symptom	not seated
Commodity	powertrain-transmission—	Symptom	nvh-noisy operation
Commodity	powertrain-transmission—	Symptom	odor
Commodity	powertrain-transmission—	Symptom	separation
Commodity	publications-labels—	Symptom	leak/odor-fuel
Commodity	publications-labels—	Symptom	mod-location-trunk
Commodity	publications-labels—	Symptom	odor
Commodity	unknown—	Symptom	mod-driving condition-while driving
Commodity	unknown—	Symptom	mod-driving condition-while towing
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		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	15-Jan-2013
Version Series Code	VS DJ	Load Date	16 -Jan-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5797
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR ANNAPOLIS
Non Causal Part Prefix-Base-Suffix		Dealer City	ANNAPOLIS
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code	112	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4103498090
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	
Customer Comment			

Technician Comment	<<<Jan 15 2013 2 12 17 070PM entered by Kathleen Chimko Customer Assistance/Representatives>>>Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 19 Mar 2016 999999 PAINT WARRANTY 19 Mar 2014 999999 SERVICE ITEMS WARRANTY 19 Mar 2011 12500 STANDARD FACTORY WARRANTY 19 Mar 2014 50000 <<<Jan 15 2013 2 35 30 600PM entered by Kathleen Viccaro Customer Assistance/Representatives>>>Case forwarded to DM for continued handling. <<<Jan 17 2013 11 07 52 267AM entered by Daniel Massaro Customer Assistance/Representatives>>>As per AWS 1/8/13 Complaint J027 Fuel pump flange Jaguar North Bethesda Repair Performed J027B 37,665 miles <<<Jan 17 2013 11 26 31 733AM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted retailer and was advised that SM Dave was unavailable, spoke to service receptionist and advised Identified myself Calling in reference to customer [REDACTED] (2010 XF R61728) Understand vehicle is at retailer Receptionist stated Vehicle is hear and repaired, just waiting for customer to pick up I advised Customer is requesting reunite, looking to assist Requested transfer to SM Dave's voice mail TRANSFERRED I left voice message for SM Dave advising Identified myself Calling in reference to customer [REDACTED] (2010 XF R61728) Know vehicle is at retailer Customer is in need of reunite, am looking to assist Provided contact information, shift and requested call back <<<Jan 17 2013 11 31 00 337AM entered by Daniel Massaro Customer Assistance/Representatives>>>As per mapquest.com Customer's home is 46.7 miles from retailer <<<Jan 17 2013 11 31 34 083AM entered by Daniel Massaro Customer Assistance/Representatives>>>Spoke to HB, have retailer do reunite and reimburse them through credit memo <<<Jan 17 2013 11 45 31 693AM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and advised Identified myself Calling in reference to customer's 2010 XF Understand that vehicle is currently at Jaguar Annapolis and you are in need of a reunite Customer stated Confirmed information Husband is recovering from surgery, have no way to get to retailer I advised Completely understand, and looking to assist Would like to verify address Customer stated Confirmed address I advised Will you be home and or tomorrow to receive vehicle Customer stated If I am made aware of time, will be home to receive vehicle Would like vehicle today I advised Will certainly follow up with retailer and get this done Customer stated Are you aware of what happened with vehicle I advised Am aware of issue and do apologize for this terrible experience Customer stated Have never experienced anything like this Had smelt this awful odor, and thankfully took backstreets home near hospital and retailer, when the vehicle just stopped running Got out of the vehicle and notice a trail of fuel behind my vehicle wrapping around the block Contacted roadside assistance and fire department was contacted to ensure the gas would be taken care of, luckily it was raining and the fuel was washing away Did not want vehicle taken to North Bethesda due to their incompetence, so went to Jaguar Annapolis and was told that the flange was not screwed on tight Lost almost an entire tank of gas driving Would like a complaint documented against North Bethesda so this does not happen to other people Would like tank filled up before it is returned to me I advised Will certainly have retailer fill up vehicle Will follow up with retailer and customer to confirm reunite Will certainly document complaint Provided contact information, shift, case# <<<Jan 17 2013 12 10 28 513PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted retailer and was advised that SM Dave was out of the office momentarily, spoke to SA Ray and advised Identified myself Calling in reference to customer [REDACTED] (2010 XF R61728) Do understand that vehicle was towed to retailer Know that vehicle had J027B performed at Jaguar North Bethesda and that vehicle was leaking fuel and ran out of fuel on road and quit Inquiring diagnosis SA Ray stated Fuel pump flange needed to be adjusted, was not properly seated I advised Customer's husband is recovering from surgery and so she cannot pick up vehicle and has requested a reunite Would appreciate it if you could arrange tow and JLRNA would pay you for services via credit memo SA Ray stated Will have to run that by Dave when he gets back, will be back today I advised Assume that vehicle is out of or very low on fuel SA Ray stated Low I advised Could you also fill up the tank and JLRNA will also reimburse for that SA Ray stated Noted requests Will relay to Dave requested contact information I advised Provided contact information and shift <<<Jan 17 2013 3 11 20 870PM entered by Daniel Massaro Customer Assistance/Representatives>>>Received contact from SM Dave who stated Returning call in regards to customer [REDACTED] (2010 XF) I advised Understand that vehicle is at retailer Am looking to assist customer in getting her vehicle back to her Her husband is recovering from surgery and cannot come get vehicle SM Dave stated Spoke with Ray and he stated that JLRNA is requesting that we have vehicle shipped to customer and we would be repaid I advised Confirmed that information SM Dave stated Do not want to incur expense and wait for the money to be sent thorough parts statement North Bethesda should really be responsible for this; we are essentially cleaning up their mess I advised Will contact roadside myself then Please fill up customer's vehicle with gas and you will be reimbursed Will let you know when roadside can show up <<<Jan 17 2013 3 30 53 933PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted roadside assistance and spoke to Stefanie and advised Identified myself Calling to authorize a reunite Vehicle is at Jaguar Annapolis and going to customer's home Stefanie stated Requested VIN, color and mileage of vehicle I advised Provided information Stefanie stated Requested address of retailer and customer's home I advised Provided retailer address [REDACTED] in Annapolis, MD [REDACTED] Provided customer's address [REDACTED] in Potomac, MD [REDACTED] Stefanie stated Requested authorization code I advised [REDACTED] Stefanie stated Requested customer's phone number I advised Requested that I be point of contact for this Provided my number
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Provided customer's number Stefanie stated Will follow up with you with details I advised Thanked her <<<Jan 17 2013 3 32 09 627PM entered by Daniel Massaro Customer Assistance/Representatives>>>Received contact from Stefanie stating Absolute towing is company that will be handling reunite Tow will be at retailer within the hour Will to customer between 6 7 pm Towing company will follow up with customer while en route I advised Thanked her for information <<<Jan 17 2013 3 34 19 007PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted retailer and spoke to SM Dave and advised Identified myself Calling in reference to customer [REDACTED] (2010 XF) Absolute towing will be at retailer within the hour to pick up vehicle SM Dave stated Will get it ready <<<Jan 17 2013 3 38 25 667PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and advised Identified myself Calling in reference to customer's 2010 XF Inquiring if customer will be home to receive vehicle between 6 7pm tonight Customer stated Will be home IS vehicle filled with gas I advised Vehicle will be filled Absolute towing is company handling reunite Did provide roadside assistance with this number to contact you while en route Customer stated Thanked me Inquired if she will hear any more about Jaguar North Bethesda I advised Documented complaint Is filed internally Customer stated Ok I advised Will follow up with you tomorrow to ensure you got the vehicle <<<Jan 17 2013 4 37 10 187PM entered by Daniel Massaro Customer Assistance/Representatives>>>from Massaro, Daniel <dmassaro@jaguarlandrover.com> to Kathleen Viccaro <kviccaro@jaguarlandrover.com> date 17 January 2013 16 36 subject [REDACTED]_ICR mailed by jaguarlandrover.com Please see the attached files. Thank you. 2 attachments Download all attachments [REDACTED]_crc.doc 26K View Download [REDACTED]_ICR.doc 67K View Download <<<Jan 17 2013 4 46 01 840PM entered by Kathleen Viccaro Customer Assistance/Representatives>>>Email sent to PI Forwarded message From Kathleen Viccaro <kviccaro@jaguarlandrover.com> Date Thu, Jan 17, 2013 at 4 45 PM Subject Fwd [REDACTED]_ICR To Joseph Murtagh <jmurtagh@jaguarlandrover.com>, McGurl, Kevin <kmcgurl@jaguarlandrover.com>, Phil Cavallo <pcavallo@jaguarlandrover.com>, Steve Westervelt <swesterv@jaguarlandrover.com> Please see the attached ICR. If there are any questions or concerns, please advise. Thanks, Kathleen Viccaro Jaguar Land Rover NA, LLC Customer Relationship Center, Senior Representative 555 MacArthur Boulevard Mahwah, NJ 07430 Office 201 818 8080 email kviccaro@jaguarlandrover.com <<<Jan 18 2013 2 02 44 987PM entered by Daniel Massaro Customer Assistance/Representatives>>>POSITION SUMMARY Findings Vehicle was purchased new from retailer Vehicle is under warranty Vehicle had J027 performed at Jaguar North Bethesda on 1/8/13 Vehicle was picked up by customer and was driving in area near retailer when the vehicle quit Customer got out of the vehicle and it was discovered that vehicle was leaking fuel and the tank was empty Roadside and fire department were contacted, no report was filed, and fuel was washed away by rain, ICR documented Vehicle was towed to Jaguar Annapolis; customer did not trust North Bethesda with her vehicle Retailer noticed that fuel pump flange was not seated properly and that is why all the fuel leaked out Retailer repaired issue Customer requested vehicle be towed to her as her husband was recovering from surgery and was unable to go with her to pick up vehicle Reunite was authorized and vehicle was to be delivered to customer 1/17/13 between 6 7 pm Desired Position Follow up with customer and ensure she received her vehicle back <<<Jan 18 2013 2 05 30 737PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and advised Identified myself Calling to confirm customer received her vehicle that it is full of fuel and was returned to her in a satisfactory manner Customer stated Did receive vehicle Vehicle is in good condition with exception of lingering fuel odor from trunk and inside of vehicle Will reach out to retailer to inquire how long it will smell like that for I advised Provided contact information and shift Urged customer to contact me directly if in need of future assistance Customer stated She would Thanked me for call <<<Jan 18 2013 2 06 03 750PM entered by Daniel Massaro Customer Assistance/Representatives>>>CASE CLOSED. <<<Jan 21 2013 5 46 02 607PM entered by Daniel Massaro Customer Assistance/Representatives>>>Customer's husband called and stated Assuming you are familiar with my wife's vehicle and horrific issue caused by North Bethesda I advised Am aware of issue Customer stated Vehicle still reeks of gas and both my wife and I are asthmatic We contacted the retailer, Jaguar Annapolis and asked them what can be done to get this issue rectified Was told that a steam cleaning of the under carriage would be necessary Should not be responsible for that Am waiting for a call back from SM Dave at retailer to provide me with a name of a good auto body shop I advised Will certainly look into assisting you Am documenting everything Would recommend that you contact auto body shop that retailer recommends and get an estimate Will follow up with you within 2 business days and we can move forward from there Provided contact information, shift, and case# Customer stated; Provided cell phone [REDACTED] <<<Jan 23 2013 2 54 55 417PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and left voice message advising Identified myself Calling in reference to customer's 2010 XF Inquiring if customer had spoken with SM Dave at retailer as to refer him to auto body shop that can perform steam cleaning of under carriage of vehicle Provided contact information, shift, case# and requested call back <<<Jan 25 2013 12 35 35 083PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and was advised that this was the wrong number for [REDACTED] <<<Jan 25 2013 12 40 56 960PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer @ [REDACTED] and left voice message advising Identified myself Calling to see if customer had spoken with SM Dave at retailer about a body shop and to get a quote for a steam cleaning Provided contact information, shift, case#

and requested call back <<<Jan 25 2013 7 19 44 900PM entered by Daniel Massaro Customer Assistance/Representatives>>>from Massaro, Daniel <dmassaro@jaguarlandrover.com> to [REDACTED] date 25 January 2013 19 19 subject Jaguar Land Rover North America reference number [REDACTED] mailed by jaguarlandrover.com Dear [REDACTED] Thank you for contacting Jaguar Cars. I am sorry that you have concerns with your 2010 XF. I have tried to contact you by phone, but have been unsuccessful. I am hoping to confirm that you had spoken with Service Manager Dave at Jaguar Annapolis and was referred to a body shop to have steam cleaning performed. I would certainly like to discuss your concerns with you. Please reply to this email with the best time I can contact you by phone. For your reference, I am in the office Monday through Friday, between the hours of 9 30am 6pm EST. You may also contact me by phone at [REDACTED]. Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. <<<Jan 29 2013 10 43 00 620AM entered by Daniel Massaro Customer Assistance/Representatives>>>CASE CLOSED. <<<Jan 30 2013 1 14 25 987PM entered by Daniel Massaro Customer Assistance/Representatives>>>Received contact from customer who stated Picked up vehicle from retailer on Monday Retailer fully cleaned the vehicle and went through the back seat, trunk and clean out gasoline residue that had built up near fuel pump Vehicle was at retailer with windows open and left the windows open on the drive home Parked car in garage with windows closed and when I got in it on Tuesday morning, the odor of gasoline was strong before I even entered the vehicle Drove around town with the windows opened at about 40mph, came home and put vehicle back in the garage Got in the vehicle this morning and the odor is just as strong as yesterday Something needs to be done here, because my wife is [REDACTED] years old and asthmatic Last time she drove the vehicle she got a sore throat This is unacceptable and something needs to be done I advised Understand your frustration and agree that something needs to be done Last time we had spoken you had mentioned a steam cleaning of the under carriage as possible option, was that done Customer stated SM Dave and I agreed that the undercarriage is not the problem That would not have gotten residue by pump or the crevices in the trunk and back seat You need to do something here, because honestly this vehicle cannot be driven and paid \$55,000 for it At some point I will have to take some sort of legal action I advised Will certainly re examine this issue Customer stated Am going away tomorrow morning and will not be back until Monday Hopefully something happens today I advised Cannot guarantee that Customer stated This is going on three weeks now I advised Understand time frame Was made aware of issue again right now, cannot guarantee that this is enough time to get things into motion Customer stated Understood Provided cell phone [REDACTED] Provided email address [REDACTED] Do something Disconnected <<<Jan 31 2013 2 10 27 007PM entered by Daniel Massaro Customer Assistance/Representatives>>>Received voice message from customer stating Inquiring if there are any updates Am getting ready to leave for a long weekend Any updates, please call me <<<Jan 31 2013 2 47 51 983PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted retailer and spoke to SM Dave and advised Identified myself Calling in reference to customer [REDACTED] (2010 XF R61728) Understand that vehicle had a cleaning and detailing for fuel odor issue SM Dave stated Vehicle was picked up a few days ago Customer had come in and stated that the fuel smell was gone so we released the vehicle to them He had taken out the back seat and opened access hole to get to top of fuel tank and there was some residue that had built up and we used degreaser and got rid of it After that he had the vehicle on a lift and rinsed it with a pressure washer We had let the vehicle sit for a few days in service department with windows opened to air out Customer came in and stated the is smelled like cleaner but not fuel I advised Customer called me back yesterday stating that it reeks of fuel still Customer has alluded to threatening legal action Is there any possible thing else that could be done Understand that this is a problem with Jaguar North Bethesda and not you, but customer will not go back to North Bethesda SM Dave stated Would like to see North Bethesda get a chance to win their customer back, because that is what I would want Do not mind at all assisting customer and gaining extra business Only thing I can think of is to take the entire gas tank out and would have access to the entire under belly of vehicle Unsure if that would be warrantable claim, would be approx. 5 6 hours of labor I advised Will follow up with AMM Andy and make him aware of issue and see what he advises Also, had offered to reimburse for the fuel that you had filled customer's car up with, would like to reimburse SM Dave stated Will take 2 months to get the \$50 is cost, not worth it Thanked me anyway I advised Ok will follow up with AMM Andy and get back to you <<<Feb 7 2013 10 59 03 680AM entered by Stephen Szabo Customer Assistance/Representatives>>>Called Jaguar Annapolis and left vm for SM Dave advising Name and reason for my call DM is out of the office today Would like to get an update on [REDACTED] Provided contact #, VIN and hours Have a good day <<<Jan 31 2013 3 19 47 113PM entered by Daniel Massaro Customer Assistance/Representatives>>>from Massaro, Daniel <dmassaro@jaguarlandrover.com> to Andrew Mitchell <amitch99@jaguarlandrover.com> date 31 January 2013 15 19 subject [REDACTED] 2010 XF R61728 mailed by jaguarlandrover.com Good afternoon [REDACTED] owns a 2010 XF (R61728). On 1/8/13 recall J027 was performed at Jaguar North Bethesda. Customer picked up the vehicle on 1/10/13 and was driving vehicle when eventually the vehicle stopped running. She got out of the vehicle and she noticed a long trail of fuel trailing her route. She contacted Roadside Assistance as well as fire department, it was raining and fire department allowed rain to wash away the fuel (ICR was documented). Vehicle was towed to Jaguar Annapolis as she will no longer go to Jaguar North Bethesda. Annapolis discovered that the fuel pump flange was not properly seated and was cause for the fuel leak. They adjusted it, filled the tank with fuel and a reunite was authorized by CRC as customer's husband was

recovering from surgery. The customer has since stated a strong odor of fuel in the vehicle and had it taken back to Jaguar Annapolis. Jaguar Annapolis had used a pressure cleaner to spray down the under carriage of vehicle, with car on a lift. They also removed the rear seats and opened an access hole to fuel system and used degreaser to clean fuel residue that had built up there. The customer picked up the vehicle but has since stated fuel odor is still strong and demands that it be addressed; the customer has also alluded to legal action. SM Dave at Jaguar Annapolis has suggested a possible solution could be to remove the gas tank and have access to everything under the vehicle and can be more thoroughly addressed. I also believe that the rug in the trunk may need to be shampooed. Please advise me when you get an opportunity. Thank you [REDACTED] 2010 XF R61728 @ 38,000 miles Customer purchased vehicle new from Jaguar Annapolis Vehicle has been serviced at both Jaguar Annapolis and Jaguar North Bethesda <<<Jan 31 2013 6 51 12 833PM entered by Daniel Massaro Customer Assistance/Representatives>>>Received voice message from AMM Andy (4 00) advising Got email about customer [REDACTED] Had not heard this issue before Will be driving for next few hours Requested call back <<<Jan 31 2013 6 51 40 320PM entered by Daniel Massaro Customer Assistance/Representatives>>>Spoke to DW in warranty and was advised if issue was caused by tech error, will not be covered by warranty <<<Jan 31 2013 7 17 09 573PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted AMM Andy and advised Identified myself Calling in reference to customer [REDACTED] (2010 XF R61728) Customer had J027 performed and upon leaving the retailer fuel had spilled out of vehicle Customer had vehicle towed to Jaguar Annapolis, did not want to go back to Jaguar North Bethesda Vehicle was diagnosed at retailer as fuel pump flange not being properly seated and needed to be adjusted Had vehicle reunited with customer as per her request when I was first forwarded the case Vehicle was taken back to Annapolis and was put on a lift and the undercarriage was sprayed down with a pressure washer, and the rear seats were removed and the access hole to top of tank was cleaned with a degreaser due to residue build up Think maybe the carpet should be taken out and thoroughly cleaned AMM Andy stated Am concerned that if the smell is still prevalent that the flange may still be leaking, not fluid but fumes that will need to be checked it is was not already I advised Unsure if it was checked AMM Andy stated Feel like the smell should not be that strong, there is not much of a way for fuel to get into car, unless it was spilled when taking out pump to be checked Anything on the undercarriage that was not sprayed off should be dissipating at this point Anything else would run down off the car, not up into it Is vehicle under warranty I advised It is, but I spoke with warranty and this is believed to be because be tech error and would not be covered AMM Andy stated Are we sure it was an error I advised Was told that the flange needed adjusting and was not properly seated, leading to leak AMM Andy stated We will get this fixed If the carpet needs to be shampooed, then that it is fine Where is the vehicle I advised Customer's home Customer will be away until Monday and requested I get a plan ready when he returns AMM Andy stated Ok We will do what we have to I advised Do you think taking out the fuel tank and washing under carriage again is an option AMM Andy stated No Nothing of substance still should be lingering on metal under the vehicle concern is either a leak or pooling somewhere I advised Thanked him for information Will follow up with SM Dave tomorrow and advise him to check flange and shampoo rugs Will keep you updated Thanked him for his time and information <<<Feb 1 2013 12 12 44 573PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted retailer and left voice message advising Identified myself Calling in reference to customer [REDACTED] (2010 XF R61728) Spoke with AMM Andy yesterday and he had some suggestions and concerns AMM Andy is concerned that fuel pump maybe leaking fumes, not actual liquid fuel He also recommended shampooing the rug in the trunk Spoke with warranty and our idea of taking out fuel tank and spraying down the under carriage of vehicle would not be covered under warranty because it will be labelled as tech error at Jaguar North Bethesda Provided contact information and requested call back <<<Feb 1 2013 4 43 22 830PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and advised Identified myself Calling in reference to customer's 2010 XF Have been in touch with SM Dave and also an internal area manager who has instructed both myself and retailer what to do Customer stated Have already spoken with SM Dave, stopped by retailer on way out of town He said he had spoken with you and that pretty much the whole rear end of the under carriage will be taken apart and thoroughly cleaned Was that what you were going to tell me I advised We have discussed several options, that being one of them Customer stated What were other options I advised Would like to have to rug in trunk shampooed, if smell is still that strong believe the odor could have seeped into the carpet Customer stated Ok Dave asked me to drop off vehicle on Monday, so I will be doing that I advised Will follow up with retailer on Monday Customer stated ok <<<Feb 1 2013 4 43 39 783PM entered by Daniel Massaro Customer Assistance/Representatives>>>from Mitchell, Andrew <amitch99@jaguarlandrover.com> to Massaro, Daniel <dmassaro@jaguarlandrover.com> date 1 February 2013 16 23 subject Re [REDACTED] 2010 XF R61728 mailed by jaguarlandrover.com I've left a message for David the SM but have not heard back, when is the customer bringing in the vehicle, Andy <<<Feb 1 2013 4 46 58 360PM entered by Daniel Massaro Customer Assistance/Representatives>>>from Massaro, Daniel <dmassaro@jaguarlandrover.com> to Mitchell, Andrew <amitch99@jaguarlandrover.com> date 1 February 2013 16 45 subject Re [REDACTED] 2010 XF R61728 mailed by jaguarlandrover.com I too have left a voice message for SM Dave at Jaguar Annapolis. I spoke with the customer today, he had spoken with Dave on Thursday and they had agreed to have the vehicle come back on Monday (2/4/13). <<<Feb 4 2013 4 40 06 440PM entered by Daniel Massaro Customer

Assistance/Representatives>>>Contacted retailer and left a voice message for SM Dave advising Identified myself Calling in reference to customer [REDACTED] (2010 XF R61728) Inquiring if customer had dropped off vehicle today Have been in contact with AMM Andy Provided contact information, shift and requested call back <<<Feb 5 2013 12 51 03 450PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted retailer and left a voice message for SM Dave advising Identified myself Calling in reference to customer [REDACTED] (2010 XF R61728) Inquiring if customer had dropped off vehicle yesterday Inquiring status of vehicle Have been in contact with AMM Andy Provided contact information, shift and requested call back <<<Jan 15 2013 2 11 54 243PM entered by Kathleen Chimko Customer Assistance/Representatives>>>ISSUE Customer states she purchased this vehicle new from this retailer she serviced there the first year 2 years but recently started going to North Bethesda because it is closer to her home she received a recall notice for the fuel tank crack and possible replacement she brought it to North Bethesda and they advised there are no cracks in the the fuel tank but they did replace it this was done on Saturday and on Sunday she had to visit her husband ,who had emergency surgery, in the hospital she drove to the hospital and parked the car, visited and went to the parking lot in the evening she started her car and smelled this terrible smell someone was waiting for her space so she pulled out and noticed a large puddle in the space but it was raining so she thought it was rain she went down a side street rather than taking the highway and the car conked out she noticed her gas tank had only 1/4 left and it was full when she left the house she call Roadside and they advised to call the fire department to see if the vehicle can be towed the fire department came and advised the car was OK to tow and the gas was washing away with the rain she had the vehicle towed to Annapolis because she didn't want to take it to Bethesda she has never had a problem with her car or her husband's RR until now she doesn't trust North Bethesda service Annapolis advised her that the fuel tank flange was not screwd tight when the gas tank was replaced causing the gasto leak out Annapolis repaired the recall work done at Bethesda and cleaned the undercarriage the car is reqdy today customer has no way to pick up the car since her husband is recuperating from surgery and cannot drive for 6 weeks she requested the car be sent to her and service advised her that warranty doesn't cover that and she should call customer relations this was a very upsetting experience and she feels that North Bethesda is responsible for the problem REQUEST Customer is requesting Jaguar cars to reunite her vehicle ADVISED I advised the customer I will open a case in our customer relationship center a case specialist will research her request and contact her within 2 business days ADVISED <<<Jan 31 2013 2 54 30 683PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted AMM Andy and left voice message advising Identified myself Calling in reference to customer [REDACTED] (2010 XF R61728) Customer had J027 performed at Jaguar North Bethesda on 1/8/13 Customer had vehicle returned to her and while driving the vehicle was leaking fuel all over the road and eventually ran out of gas Vehicle was towed to Jaguar Annapolis, refused to deal with North Bethesda anymore Jaguar Annapolis did thoroughly clean out the vehicle but the customer still states there is a fuel odor Have discussed matter with SM Dave and would like to discuss options with you as well Customer has alluded to legal action Will send email Provided contact information, shift and requested call back <<<Feb 6 2013 9 39 15 870AM entered by Daniel Massaro Customer Assistance/Representatives>>>from Mitchell, Andrew <amitch99@jaguarlandrover.com> to Massaro, Daniel <dmassaro@jaguarlandrover.com> date 6 February 2013 07 02 subject Re [REDACTED] 2010 XF R61728 mailed by jaguarlandrover.com Hi Daniel, the vehicle is at Annapolis and David suspects that the undercovering for the carpet get wet with gas, he is either going to clean it or replace it depending on how bad it is, or if its possible to clean, Andy <<<Feb 6 2013 11 00 23 757AM entered by Daniel Massaro Customer Assistance/Representatives>>>Received voice message from SM Dave stating Returning phone call in reference to customer [REDACTED] (2010 XF R61728) Had tech go through interior of vehicle and found rear carpet had been a bit saturated with fuel Spoke with AMM Andy who did authorize carpet to be replaced No ETA for new carpet Had cut out the area affected which is under the front seat, where no one can see, will stay that way until new carpet comes in <<<Feb 7 2013 11 05 06 357AM entered by Stephen Szabo Customer Assistance/Representatives>>>Called customer and advised Name and reason for my call Asked if this is a good time to talk Customer states It is I advised customer DM is out on vacation for a few days Would like to see if he picked up the vehicle from Jaguar Annapolis Customer states He has not Was waiting to hear back from retailer They were going to install new carpet Not sure if it was in stock Will wait and see I advised customer I did leave a vm for SM Dave Will wait to hear back from him Can have him contact you with an update as well Offered further assistance Customer states That is fine Has no other questions Have a good day I advised customer Appreciate his patience Will contact him with any updates DM will be back on Wed Have a good day <<<Feb 13 2013 10 06 47 830AM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted retailer and was advised that SM Dave was unavailable, spoke to SA Ray and advised Identified myself Calling in reference to customer [REDACTED] (2010 XF R61728) Inquiring if vehicle is still at retailer or if customer had picked up SA Ray stated Vehicle has been picked up Had cut out a piece of carpet under the seat Will be replacing the carpet, and carpet has been ordered but no ETA Customer is aware of situation I advised Thanked him for information <<<Feb 13 2013 10 10 00 590AM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and left voice message advising Identified myself Calling in reference to customer's 2010 XF Am back from vacation and have been in touch with retailer and am updated on

current situation Provided contact information, shift, and requested call back <<<Feb 13 2013 11 47 19 060AM entered by Daniel Massaro Customer Assistance/Representatives>>>Received voice message from customer stating Do have vehicle back Retialer found source of odor smell Carpet was cut out under rear seats where hatch to gas pump is Car no longer smells of fuel Requested call back <<<Feb 13 2013 11 57 27 927AM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and advised Identified myself Did receive your voice message Customer stated Would first like to say that Dave and his staff at Jaguar Annapolis have been great They found the source of the odor which was the carpet over the hatch doors under rear seats was saturated with gas and was cut out Just waiting for the new carpet to arrive Am driving vehicle and the odor is no longer present I advised Am aware of what was done Has your wife been able to drive the vehicle Customer stated Wife has been able to drive vehicle and has been fine Thanked me for my assistance in this matter Just going to wait to hear about the carpet I advised Am glad this issue is moving in the right direction Will follow up with retailer and customer within 5 business days regarding carpet Customer stated Thanked me <<<Feb 14 2013 12 00 54 620PM entered by Daniel Massaro Customer Assistance/Representatives>>>Received voice message from AMM Andy Mitchell stating Calling in reference to customer [REDACTED] (2010 XF) Customer also owns a Range Rover and had brought vehicle into retailer and needs an EAS compressor Vehicle had high mileage and would not have been candidate for goodwill Have decided to goodwill compressor in lieu of goodwill towards Jaguar Wanted to let you know the deal so he does not seek more goodwill Requested call back <<<Feb 14 2013 12 21 51 750PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted AMM Andy and advised Identified myself Returning phone call in regards to customer [REDACTED] (2010 XF R61728) Received you voice message, was unaware that the customer owned a Land Rover as well AMM Andy stated Customer does have a Land Rover and needed a EAS compressor Vehicle was high on miles but did authorize goodwill for compressor Carpet will be taking care of because he deserves it, but no more goodwill should be given I advised Thanked him for update Seems more than a fair deal Was informed that there was no ETA carpet, is it typically a long process to get carpet AMM Andy stated Am not sure Will follow up on that I advised Thanked him for call <<<Feb 19 2013 5 53 59 393PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and advised Identified myself Inquired if customer had time to talk, he confirmed Do understand that customer also had a LR2 that was recently at retailer for an EAS compressor replacement Customer stated Confirmed information Retailer was great again; they covered the part for repair under warranty even though I was out of warranty very happy with retailer I advised AMM had authorized that part as goodwill due to inconveniences incurred with Jaguar Did want extend that goodwill offer to satisfy issue that occurred with Jaguar XF Inquired how Land Rover and Jaguar were operating Customer stated Land Rover is great Jaguar no longer has fuel odor Thanked me and JLRNA for assistance, is satisfied with goodwill offer No need to follow up, trust retailer to get in touch with him when carpet arrives I advised Glad everything got worked out Urged customer to contact me directly in the event he needs future assistance <<<Feb 19 2013 5 59 59 833PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted AMM Andy Mitchell and advised Identified myself Calling in reference to customer [REDACTED], customer's LR2 recently needed EAS compressor that you had good willed due to fact his wife's XF had experienced fuel pump issue at North Bethesda Spoke with customer, he got his LR2 back and appreciates the goodwill gesture and understands why he was extended it He has not further issues, just waiting for carpet to arrive for Jaguar XF No longer need to worry about [REDACTED] AMM Andy stated That is good Glad he understands why he received goodwill gesture Everything did work out Thanked me for update <<<Feb 19 2013 6 00 47 353PM entered by Daniel Massaro Customer Assistance/Representatives>>>CASE CLOSED. <<<Feb 6 2013 7 06 00 760PM entered by Daniel Massaro Customer Assistance/Representatives>>>Next steps Contact customer and inquire if they have car back Follow up with SM Dave/AMM Andy on any updates

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB9A1 [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	10-Sep-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	20-Mar-2010
Build Country Code		Transmission Serial Number	
Mileage	38000	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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 ODR HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	calibration-issue/re-flash
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	improper assembly
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	powertrain-engine-electronic engine control-	Symptom	calibration-issue/re-flash
Commodity	powertrain-engine-electronic engine control-	Symptom	damage
Commodity	powertrain-engine-electronic engine control-	Symptom	field service action
Commodity	powertrain-engine-electronic engine control-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-electronic engine control-	Symptom	improper assembly
Commodity	powertrain-engine-electronic engine control-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-electronic engine control-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	calibration-issue/re-flash
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	improper assembly
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical

Report Details

Source Claim Key		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-Jan-2013
Version Series Code	VS DN	Load Date	22-Jan-2013
Causal Part Prefix-Base-Suffix	- -	Dealer Code	J5630
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR BLUFF CITY
Non Causal Part Prefix-Base-Suffix		Dealer City	MEMPHIS
Non Causal Part Numbers		Dealer State/Province	TN
Fault Code	20518	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9018449400
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Jan 21 2013 12 54 48 600PM entered by Shoshanya Jordan Customer Assistance/Admin Staff>>>1/21 JLRNA INSIDE TRACK CORPORATE CONTACT SERVICE ALERT ISSUE This customer has requested to be contacted to further discuss his/her needs at Jaguar Bluff City. REQUEST Contact from Corporate <<<Jan 21 2013 12 55 27 060PM entered by Shoshanya Jordan Customer Assistance/Admin Staff>>>forwarded to Kathleen V for handling <<<Jan 23 2013 5 10 41 007PM entered by Kathleen Viccaro Customer Assistance/Representatives>>>Per DDW Summary Details (Special Program) Dealer 05630 Jaguar Bluff City Claim Type Special Program Status Accepted subject to audit Claim Number [REDACTED] VIN WA [REDACTED] Repair Date 11 Jan 2013 Odometer 45059 Miles Program Code J027C Odometer Override No MIL on No Submission Date 16 Jan 2013 Assessor Review Process Date 16 Jan 2013 Customer Concern Code A99 Administrative/maintenance/misbuilt Authority Code Condition Code 82 Freight/Postage/Maintenance Related Damage No Part Sale Date Reference Claim/Invoice Days In Shop 1 State of Registration TN Tennessee Narrative (Special Program) Assessor Message Business/Technician PERFORMED J027 SAFETY RECALL OPTION CODE C Technician Id *****8395 / [REDACTED] Customer PERFORM SAFETY RECALL J027 REPLACEMENT OF FUEL TANK OUTLET FLANGE PER DDW Service Writer Id *****2427 / [REDACTED] Parts (Special Program) Part Number Quantity C2D 25076 1 C2Z 7361 1 <<<Jan 23 2013 5 13 18 260PM entered by Kathleen Viccaro Customer Assistance/Representatives>>>Called customer @ [REDACTED] and left voicemail for customer to return my call, and provided direct contact info. <<<Jan 24 2013 11 48 27 053AM entered by Kathleen Viccaro Customer Assistance/Representatives>>>Case forwarded to DH for continued handling. <<<Jan 25 2013 10 23 00 800AM entered by Danielle Hauk Customer Assistance/Specialists>>>I called and left a Voicemail for the customer. I advised the customer That I am calling, regarding a survey response we received from her. For her to please contact me back, at her convenience. Of my contact information. <<<Jan 29 2013 9 14 28 230AM entered by Danielle Hauk Customer Assistance/Specialists>>>No contact email sent to the customer on 1/29/2013. Dear [REDACTED] Thank you for contacting Jaguar Land Rover North America, LLC. We are following up with you as per your request for contact, after recent service performed on your 2010 Jaguar XF at Jaguar Bluff City. I have tried to contact you by phone, but have been unsuccessful. We would certainly like to discuss your concerns with you. Please feel free to contact our Customer Relationship Center at 1 800 452 4827, and choose option #9. A Case Specialist will gladly assist you with any questions you may have. Thank you for taking the time to bring your concerns to our attention. We look forward to hearing from you. Regards, Danielle Hauk Jaguar Customer Service <<<Jan 29 2013 9 14 49 173AM entered by Danielle Hauk Customer Assistance/Specialists>>>CASE CLOSED (Pending further contact from the customer).
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB2AI [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJI33
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	20-Jul-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	23-Nov-2009
Build Country Code		Transmission Serial Number	
Mileage	45059	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	no keyword found
Commodity	body-locks/latches—	Symptom	field service action
Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	field service action
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-tank selector	Symptom	mod-intermittent/random
Commodity	powertrain-engine-fuel system-tank selector	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-tank selector	Symptom	voltage/current-no electrical power
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	mod-intermittent/random
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	17	Tread Category Description	latch

Report Details

Source Claim Key		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-Jan-2013
Version Series Code	VS DJ	Load Date	30-Jan-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5797
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR ANNAPOLIS
Non Causal Part Prefix-Base-Suffix		Dealer City	ANNAPOLIS
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code	20518	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4103498090
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	
Customer Comment			

Technician Comment	<<<Jan 30 2013 10 29 43 587AM entered by Stephen Szabo Customer Assistance/Representatives>>>Left vm for SM Dave of Jaguar Annapolis and advised Name and reason for my call Customer [REDACTED] called in regarding a recall J027 Was advised recall was delayed I was able to confirm the recall is still active and you have the needed parts Please contact me to discuss this customer Provided contact #, hours and VIN Have a good day <<<Jan 31 2013 4 03 44 900PM entered by Stephen Szabo Customer Assistance/Representatives>>>CLOSING CALL Called customer and advised Name and reason for my call Asked if this is a good time to talk Customer states It is I advised customer I have confirmed the recall is open and active on your vehicle Jaguar Annapolis has the required parts SA Ray is expecting your call Please make an appointment to have the recall completed Offered further assistance Customer states Appreciates my call and the update Glad to hear that news Has no other questions for me Will contact Ray now to make appointment Thank you again Have a good day I advised customer Appreciate his patience Please contact me with any future questions or concerns Have a good day <<<Jan 31 2013 4 03 54 067PM entered by Stephen Szabo Customer Assistance/Representatives>>>CASE CLOSED. <<<Jan 29 2013 12 52 16 280PM entered by Elena Watson Customer Assistance/Representatives>>>checked DDW Policy Expires Odometer Deductible CORROSION WARRANTY 17 Nov 2015 999999 PAINT WARRANTY 17 Nov 2013 999999 SERVICE ITEMS WARRANTY 17 Nov 2010 12500 STANDARD FACTORY WARRANTY 17 Nov 2013 50000 Open Field Service Actions Code FSA Message J027 CRACKED FUEL PUMP FLANGE <<<Jan 29 2013 12 52 51 927PM entered by Elena Watson Customer Assistance/Representatives>>>forwarded case to tier 2 for handling <<<Jan 29 2013 1 27 35 517PM entered by Heather Baez Customer Assistance/Corporate Staff>>>Forward to Stephen Z for handling <<<Jan 30 2013 10 18 36 930AM entered by Stephen Szabo Customer Assistance/Representatives>>>As per Topix Recall J027 Cracked Fuel Tank Fuel Tank Mounting Flange Calls for a new gasket and fuel tank mounting flange No delay or suspension is listed for this recall <<<Jan 30 2013 10 27 51 167AM entered by Stephen Szabo Customer Assistance/Representatives>>>Called Jaguar Annapolis and spoke to parts manager Eric and advised Name and reason for my call Would like to know if he has the parts needed for recall J027 Provided part #'s for both required items Eric states He does have those parts in stock Can transfer me to service to see if customer will be contacted Have a good day I advised Eric Appreciate his assistance Have a good day <<<Jan 29 2013 12 51 47 397PM entered by Elena Watson Customer Assistance/Representatives>>>CUSTOMER STATED SA Ray Hatfield advised him recall J027 has been pulled temporarily There is no part for repairs He has no ETA when the recall will be put back into effect Ray advised him to call back after 1/28 for update He purchased this vehicle new from the retailer REQUEST For JLRNA to find out why this recall is on hold ADVISED A case specialist will call him back provided case number <<<Jan 30 2013 10 39 51 097AM entered by Stephen Szabo Customer Assistance/Representatives>>>Called customer and advised Name and reason for my call Asked if this is a good time to talk Customer states It is I advised customer I have looked into his concern Does not appear the recall is delayed It is still open and active on your vehicle I have confirmed the retailer has the parts required to perform the recall They may be in for another customer I am not sure I have left a vm for the SM Dave to contact me to discuss the situation as well Your SA may have seen the parts were not in stock or on backorder when he provide the information too you Sometimes there is an issue with the supplier Offered further assistance Customer states Appreciates my call Has no other questions Does not have current issue with his vehicle Just wanted recall performed Will wait to hear from retailer Have a good day I advised customer Appreciate his time Please contact me with any future questions or concerns I will speak to SM Dave still as well Provided contact # and hours Have a good day Clicked 2 day button <<<Jan 31 2013 3 56 23 863PM entered by Stephen Szabo Customer Assistance/Representatives>>>Called Jaguar Annapolis and spoke to SA Ray and advised Name and reason for by call Would like to see if he was assisting [REDACTED] Provided VIN Ray states He was Asked how he can assist me I advised Ray Customer called in looking for recall information Was advised it was on hold I do not show any holds currently and have confirmed with Eric in your parts department the parts required are in Asked if it is OK now to have customer come in for recall Ray states That is fine He is getting the needed parts in daily Recall is released now It was on hold a few weeks ago Please have customer call him to schedule an appointment Have a good day I advised Ray Appreciate his assistance Will contact customer now Have a good day
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB2AI[REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	24-Jun-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	18-Nov-2009
Build Country Code		Transmission Serial Number	
Mileage	24000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	no keyword found
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	gauge error-fuel
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-weather-wet
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-vehicle towed in
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-Apr-2013
Version Series Code	VS DJ	Load Date	03-Apr-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5776
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR BELLEVUE
Non Causal Part Prefix-Base-Suffix		Dealer City	BELLEVUE
Non Causal Part Numbers		Dealer State/Province	WA
Fault Code	812	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4254559559
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Apr 2 2013 12 08 51 560PM entered by Domenick Straface Customer Assistance/Representatives>>>ISSUE Customer States they took vehicle to Jagaur Seattle for recall on gas flange. they had a gas leak afterwards. they took vehicle to Jaguar Bellevue because they were frustrated with Jaguar Seattle. After taking it to Jaguar Bellevue they again had a gas leak. the vehicle is still leaking gas and he is very frustrated. he never had a gas leak. he is taking vehicle back to Jaguar Bellevue. REQUEST Customer Requests wants his vehicle fixed. wants to complain about both dealerships. ADVISED I Advised the Customer I will take down all of their information and document it into a case I will forward their information to a case specialist to review and contact them within 2 business days I asked them if they needed any further assistance today customer stated they did not I provided the customer with my contact name/number I wished them a good day and call was ended. <<<Apr 2 2013 12 10 26 723PM entered by Domenick Straface Customer Assistance/Representatives>>>Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 23 Nov 2015 999999 EMISSIONS WARRANTY 23 Nov 2013 50000 PAINT WARRANTY 23 Nov 2013 999999 SELECT EDITION 23 Nov 2015 100000 SERVICE ITEMS WARRANTY 23 Nov 2010 12500 STANDARD FACTORY WARRANTY 23 Nov 2013 50000 <<<Apr 2 2013 12 11 44 700PM entered by Domenick Straface Customer Assistance/Representatives>>>There is no previous issues on this vehicle. <<<Apr 2 2013 12 12 27 423PM entered by Domenick Straface Customer Assistance/Representatives>>>FORWARD TO TIER 2 <<<Apr 2 2013 1 23 07 100PM entered by Heather Baez Customer Assistance/Corporate Staff>>>FORWARD TO CARMEN B FOR HANDLING <<<Apr 4 2013 5 05 49 747PM entered by Carmen Baker Customer Assistance/Representatives>>>Per AWS 3/25/13 Rain sensor inoperable. Seattle installed rain sensor at 27,968 miles. 2/25/13 Cracked fuel pump flange and washer fluid light on. Seattle performed J027 and replaced washer sensor at 26,823 miles. <<<Apr 4 2013 5 12 21 593PM entered by Carmen Baker Customer Assistance/Representatives>>>Called customer and advised Following up on fuel tank concern. Have you taken the vehicle back to Bellevue Is this your first Jaguar Any other issues with vehicle Customer advised Vehicle towed in Monday and Bellevue replaced the fuel unit from the recall recently performed (J027). Picked up the vehicle and will visit Bellevue next week to check for any leaks. Good time to follow up with me is 4/15/13. 1st Jaguar, no other other issues. Enjoy vehicle. I advised Provided hours and contact information. Will speak with you on 4/15/13. Anything else I can assist you with Customer advised No. Thanked each other and call ended. <<<Apr 9 2013 10 45 19 810AM entered by Carmen Baker Customer Assistance/Representatives>>>Scheduled to follow up with customer on 4/15/13. <<<Apr 15 2013 1 48 13 000PM entered by Carmen Baker Customer Assistance/Representatives>>>Called customer and he advised Vehicle inspected this morning and no issues. Case is resolved. I advised Anything else I can assist you with Customer advised No. I advised If you have any future issues or concerns you can give me a call. Thanked each other and call ended. <<<Apr 15 2013 1 48 23 250PM entered by Carmen Baker Customer Assistance/Representatives>>>CASE CLOSED.

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
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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	SAJWA0GB1AI	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGD I NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	11-May-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	24-Nov-2009
Build Country Code		Transmission Serial Number	
Mileage	27000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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[Contact CDR HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	no keyword found
Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	no keyword found
Commodity	powertrain-engine—	Symptom	field service action
Commodity	powertrain-engine—	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine—	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-when refueling
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-pre delivery
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	sticks/binds/grabs
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key		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-May-2013
Version Series Code	VS DG	Load Date	23-May-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J0696
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	ALPINE JAGUAR
Non Causal Part Prefix-Base-Suffix		Dealer City	FORT LAUDERDALE
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9545987900
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<May 22 2013 4 11 10 470PM entered by Ellen Miller Customer Assistance/Representatives>>>ISSUE Customer states calling to see if my vehicle has a recall read on line there is a recall for the 2010 XF fuel tank my fuel tank is leaking all over from the rt side of the tank my entire car smells like gas out of warranty over the mileage do you just pick and choose the cars with fuel tank issues and put a recall out on it / the rest of us have to pay for it have apt at Alpine Jaguar for tomorrow would like financial assistance for the repair that will be needed do not have a diagnosis yet can not write down the case number email it to me REQUEST Customer request would like JLR to assist on paying for the repair for the fuel tank leak ADVISED will open a case will email you the case number advised a case specialist will be in contact within two business days <<<May 22 2013 4 11 26 047PM entered by Ellen Miller Customer Assistance/Representatives>>>DDW RESEARCH Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 24 Nov 2015 999999 PAINT WARRANTY 24 Nov 2013 999999 SERVICE ITEMS WARRANTY 24 Nov 2010 12500 STANDARD FACTORY WARRANTY 24 Nov 2013 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<May 22 2013 4 11 50 570PM entered by Ellen Miller Customer Assistance/Representatives>>>Forward Case to Tier 2 <<<May 22 2013 4 19 45 333PM entered by Heather Baez Customer Assistance/Corporate Staff>>>FORWARD TO ANNA J FOR HANDLING <<<May 23 2013 10 11 20 490AM entered by Amber DiCostanzo Customer Assistance/Representatives>>>Received call from Jeff at Alpine Jaguar who advised Have customer's car here Customer has leak at flange mount on the gasket at the fuel cell So basically similar to what the recall on other cars had His vehicle never fell within this recall and we have explained this to him Customer has done services here but it is always a battle to get him to pay He is always looking for something for free Customer was here last in April for an oil change Prior to that he was here November 5, 2012 for an oil change At that time I offered him an extended warranty since his new vehicle warranty had not yet expired Customer declined to get an extended warranty at that time Right now parts would cost about \$200 and labor is about 1.5 hours at about \$145 an hour I advised Specialist has two days to contact customer She may be able to make a quick decision on this Jeff advised I am going to call the customer and tell him the decision is still pending and see if he wants to go ahead with the repairs I advised You can let him know if he does authorize repairs and the specialist does decide to assist they can always reimburse him directly That is only if they decide to assist Will let specialist know of our call <<<May 23 2013 10 13 06 180AM entered by Amber DiCostanzo Customer Assistance/Representatives>>>Emailed AJ with update <<<May 23 2013 3 30 42 390PM entered by Anna Jacobs Customer Assistance/Representatives>>>Per prior case [REDACTED] an owner update was performed; this customer purchased the vehicle used. <<<May 23 2013 3 33 15 050PM entered by Anna Jacobs Customer Assistance/Representatives>>>I called Alpine Jaguar; SM John is at the parts & service meeting. I spoke with Service Advisor Jeff and went over the information he gave Amber. Jeff advised The customer came in today and they went ahead with the fuel tank flange replacement. The customer's bill is \$561. The customer has paid for oil changes fairly consistently but gives them a hard time on paying for anything. He would appreciate it if CRC can help him. <<<May 23 2013 3 36 19 387PM entered by Anna Jacobs Customer Assistance/Representatives>>>Per AWS Dlr Cd Sub Cd J0696 JA Name ALPINE JAGUAR Ph 954 5987900 St FL Ctry Cd USA Reg Cd JA Repr Date 15 FEB 2011 DIST(Mile) 13256 Cust Comments WHEN TRYING TO FILL THE FUEL TANK THE NOZZLE WILL NOT GO ALL THE WAY IN BECAUSE THE METAL TAB IN THE NECK IS STUCK. Tech Comments STICKING FLAP. 13256 FLAP BINDING. REMOVE AND REPLACE FUEL FILLERPIPE ASSY. VERIFY REPAIR. <<<May 23 2013 3 38 42 023PM entered by Anna Jacobs Customer Assistance/Representatives>>>FINDINGS The vehicle was purchased used. The vehicle is out of warranty by mileage. The vehicle had a fuel filler pipe replacement February 15, 2011 under warranty. Per Service Advisor Jeff the customer came in today and they went ahead with the fuel tank flange replacement (due to a leak) The customer's bill is \$561. The customer has paid for oil changes fairly consistently but gives them a hard time on paying for anything. He would appreciate it if CRC can help him. POSITION Jaguar is not in a position to offer financial assistance towards the repair, however notwithstanding Jaguar's position a \$250 Owner Loyalty Certificate will be offered as a goodwill gesture to encourage the customer to continue servicing at an authorized Jaguar retailer. <<<May 23 2013 4 03 21 410PM entered by Anna Jacobs Customer Assistance/Representatives>>>I called the customer and advised I introduced myself. I understand his vehicle received a gas tank flange replacement today. He had called in requesting assistance and mentioned a recall. I examined the vehicle's history and the vehicle does not have any past or present recalls for this issue. Recalls are issued to specific subsets of the vehicle identification numbers. The National Highway Traffic Safety Administration issues recalls and we at Jaguar are in full compliance. I can understand the concern, however outside the New Vehicle Limited Warranty repairs do become the owner's responsibility unless there is a recall for the issue that applies to the vehicle. That said, I do understand the vehicle is fairly new and is only about 10,000 miles out of warranty. Also, Jeff tells me the customer has been servicing his vehicle with Alpine Jaguar and is a valued customer. As a goodwill gesture notwithstanding Jaguar's position on the recall, I would like to offer the customer a \$250 Owner Loyalty Certificate towards future services. The customer advised It is common knowledge that gas tanks have been a problem on the 2010 XF. He just got unlucky and his vehicle was missed in the recall. He is looking at XKs to purchase and if I am willing to apply the \$250 towards the repair his next vehicle will be an XK. I agreed to
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the customer's request of applying the \$250 towards the current repair. I further advised the customer This is a one time goodwill gesture. Please keep in mind that now that the vehicle is out of warranty any further repairs will be up to him. <<<May 23 2013 4 04 06 427PM entered by Anna Jacobs Customer Assistance/Representatives>>>I called Service Advisor Jeff and left a voice message advising I ended up allowing the customer to use the \$250 for this repair. Please apply it to the repair order and e mail me a copy so I can credit the retailer. Please call my direct line with any questions. <<<May 23 2013 5 43 16 610PM entered by Anna Jacobs Customer Assistance/Representatives>>>Service Advisor Jeff called and advised <<<May 29 2013 10 45 02 323AM entered by Anna Jacobs Customer Assistance/Representatives>>>I forgot to complete the case note. Jeff called back to advise the customer wanted to combine my offer with a retailer discount. He was initially resistant to this but agreed in the name of customer satisfaction. <<<May 29 2013 10 51 15 253AM entered by Anna Jacobs Customer Assistance/Representatives>>>I called Service Advisor Jeff who advised The repair has been performed. He'll send me the repair order via e fax. <<<May 30 2013 10 09 40 703AM entered by Anna Jacobs Customer Assistance/Representatives>>>From RCEFAX3, C <crcefax3@jaguarlandrover.com> Date Thu, May 30, 2013 at 9 00 AM Subject Fwd [REDACTED] Inbound Fax To Anna Jacobs <ajacob71@jaguarlandrover.com> (Repair order attached to case.) <<<May 30 2013 10 10 27 660AM entered by Anna Jacobs Customer Assistance/Representatives>>>I submitted a credit memo request in the amount of \$250 for processing. <<<Jun 5 2013 10 09 21 700AM entered by Anna Jacobs Customer Assistance/Representatives>>>Awaiting credit memo review. <<<Jun 11 2013 10 12 33 590AM entered by Anna Jacobs Customer Assistance/Representatives>>>Awaiting credit memo review. <<<Jun 11 2013 2 10 59 727PM entered by Anna Jacobs Customer Assistance/Representatives>>>Case forwarded to Heather B.'s queue. <<<Jun 14 2013 4 15 47 150PM entered by Beth Ginsburg Customer Assistance/Admin Staff>>>CRC credit memo spreadsheet passed to Heather for approval on 6/14/13. <<<Jun 18 2013 3 40 26 807PM entered by Heather Baez Customer Assistance/Corporate Staff>>>SIGNED CREDIT MEMO SPREADSHEET OK TO CLOSE <<<Jun 18 2013 4 02 31 740PM entered by Anna Jacobs Customer Assistance/Representatives>>>CASE CLOSED <<<Jun 19 2013 3 11 11 273PM entered by Beth Ginsburg Customer Assistance/Admin Staff>>>Spreadsheet sent to accounting (JLNRA DM CM) for payment on 6/19/13. <<<Jul 15 2013 1 03 27 247PM entered by Elena Watson Customer Assistance/Representatives>>>Receive call from customer he stated He is not happy with the out of this case the bill was \$529 . Retailer honored a coupon for \$100 + 250 credit from Jaguar Corporate he paid \$190 he is going to file a law suit he home could have caught on fire the larger engine had a recall . This vehicle with the 4.2 ltr engine should have also been covered under the recall the repair included an O ring . this was part of the recall I advised this vehicle didn't have a recall there was a service action done on 11/23/2009 for fuel pipe modification this was not a recall AJ closed the case you can write to the board of appeals

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0FA6AH [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	4.2L DAMB NA V8 GAS AJV8 JAG
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	28-Sep-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	25-Nov-2009
Build Country Code		Transmission Serial Number	
Mileage	59884	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECL Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	loose
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-vehicle towed in
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	repair-prior repair mentioned
Commodity	unknown—	Symptom	mod-driving condition-while towing
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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-Jun-2013
Version Series Code	VS DJ	Load Date	22-Jun-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5686
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR TROY
Non Causal Part Prefix-Base-Suffix		Dealer City	TROY
Non Causal Part Numbers		Dealer State/Province	MI
Fault Code	101	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2486436900
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Jul 2 2013 4 18 14 807PM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the SA, Joe He Advised customer came in on 6/19 for fuel recall customer had to have vehicle towed in on 6/20/13 for fuel leak customer used his Insurance Company towing service he had to pay a portion of the tow they advised him to contact RA they reviewed the fuel leak and the seals were folded so it was leaking they repaired and filled up his gas tank & offered to bring back his vehicle customer picked up car on 6/21/13 he will email over the RO form to me I provided him with my contact number & email address & thanked him for his assistance <<<Jun 25 2013 5 03 16 337PM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the customer and left a vmail message for the customer to call me back on this case provided all the pertinent information to call me back on this case. <<<Jun 21 2013 4 19 45 020PM entered by Heather Baez Customer Assistance/Corporate Staff>>>FORWARD TO LYNN K FOR HANDLING <<<Jun 21 2013 3 07 26 577PM entered by Audrey Scolny Customer Assistance/Representatives>>>Pleaenote I told the customer a case specialist would touch base with him one to two business days. <<<Jun 21 2013 3 05 05 633PM entered by Audrey Scolny Customer Assistance/Representatives>>>Owner info updated in CATS and on spreadsheet. <<<Jun 21 2013 3 00 36 730PM entered by Audrey Scolny Customer Assistance/Representatives>>>Per DDW STANDARD FACTORY WARRANTY 20 Feb 2014 50000 Open Field Service Actions Code FSA Message J027 CRACKED FUEL PUMP FLANGE Claimed Field Service Actions Code Actioned By K098D 04 Nov 2011 Gaudin Jaguar RAV (01691) I215H 20 Jan 2011 Hornburg Jaguar Los Angeles K061X 20 Jan 2011 Hornburg Jaguar Los Angeles J017B 06 Aug 2010 Hornburg Jaguar Los Angeles 1999F 28 Jul 2009 Jaguar Newport Beach <<<Jul 2 2013 4 18 52 860PM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the customer and left a vmail message to call me back on this case provided my contact information to call me back. <<<Jul 3 2013 10 04 54 110AM entered by Lynn Kubicki Customer Assistance/Representatives>>>Received RO from retailer see attachment. <<<Jul 12 2013 5 50 03 353PM entered by Lynn Kubicki Customer Assistance/Representatives>>>Customer called & left vmail message I contacted the customer I Advised I am following up on this case does he have a moment he said yes does he have his vehicle now he said yes He Advised he has the vehicle now and its fixed he faxed in his receipt for towing I Advised his vehicle is covered under RA as long as vehicle is under warranty he can contact RA to get reimbursed for the towing I provided him with RA number & claims address I will be happy to offer him \$100 OLC for his inconvenience If he accepts I will be happy to mail this out to him Customer accepted & confirmed his addresss Customer was so happy & thanked me for my assistance I Advised it will take about 2 4 weeks to mail If he has any other assistance he can contact me in the future I confirmed my name/number I wished him a good day and call was ended <<<Jun 21 2013 3 00 21 303PM entered by Audrey Scolny Customer Assistance/Representatives>>>ISSUE Customer States He purchased his vehicle used 18 months ago. This is his first Jaguar. He had to have his vehicle towed to the dealer as there was a gas leak in his fuel tank that was a recall. He called his insurance Company State Farm. They said it was a hazard and he could definitely tow the vehicle to the dealer. He did not know he had Roadside Assistance. He paid \$90 for a tow. He will fax me the receipt. REQUESTS Customer Requests Tow reimbursement. ADVISED I Advised Customer I'm sorry to hear about his vehicle leaking gas and having to be towed. I can open a case and have a case specialist research to see if he qualifies for reimbursement on the tow. I will document he will be faxing the receipt over. Gave him fax number. Was there anything else I could assist him with Customer Advised No and thanks. <<<Nov 14 2013 2 04 57 580PM entered by Shoshanya Jordan Customer Assistance/Admin Staff>>>11/13 JLRNA RECEIVED OLC 2883 FOR REDEMPTION, FORWARDED CREDIT MEMO SPREADSHEET TO HB FOR SIGNATURE <<<Jul 15 2013 4 49 34 917PM entered by Lynn Kubicki Customer Assistance/Representatives>>>CASE CLOSED <<<Jul 15 2013 3 32 55 677PM entered by Lynn Kubicki Customer Assistance/Representatives>>>Signed & mailed out OLC to customer see attachment. <<<Jul 15 2013 3 15 56 027PM entered by Amber DiCostanzo Customer Assistance/Representatives>>>Handed OLC 2883 back to rep <<<Jul 15 2013 9 37 47 677AM entered by Lynn Kubicki Customer Assistance/Representatives>>>Prepared & submitted OLC form to Admin for approval.
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB1AI	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	07-Jul-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	21-Feb-2010
Build Country Code		Transmission Serial Number	
Mileage	37984	Vehicle Axle Ratio	
Vehicle Restraint Code			

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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 2004 quarterly releases.

ECI Record	Source Code	CAT'S
Commodity Assignment		
Commodity	body-exterior-exterior trim/moldings-	Symptom
Commodity	body-exterior-exterior trim/moldings-	Symptom
Commodity	body-exterior-exterior trim/moldings-	Symptom
Commodity	body-exterior-paint-	Symptom
Commodity	body-exterior-paint-paint bumper	Symptom
Commodity	body-exterior-paint-paint bumper	Symptom
Commodity	body-exterior-paint-paint door	Symptom
Commodity	body-exterior-paint-paint door	Symptom
Commodity	body-exterior-paint-paint moldings/trim	Symptom
Commodity	body-exterior-paint-paint moldings/trim	Symptom
Commodity	body-exterior-paint-paint quarterpanel	Symptom
Commodity	body-exterior-paint-paint quarterpanel	Symptom
Commodity	body-exterior-paint-paint roof	Symptom
Commodity	body-exterior-paint-paint roof	Symptom
Commodity	body-exterior-paint-paint trunk/hatch	Symptom
Commodity	body-exterior-paint-paint trunk/hatch	Symptom
Commodity	body-glass-mirrors-exterior mirrors	Symptom
Commodity	body-glass-mirrors-exterior mirrors	Symptom
Commodity	body-glass-mirrors-exterior mirrors	Symptom
Commodity	body-glass-mirrors-interior mirrors	Symptom
Commodity	body-glass-mirrors-interior mirrors	Symptom
Commodity	body-glass-mirrors-interior mirrors	Symptom
Commodity	body-glass-mirrors-interior mirrors	Symptom
Commodity	body-glass-mirrors-interior mirrors	Symptom
Commodity	body-interior-carpet/floor mats	Symptom
Commodity	body-interior-carpet/floor mats	Symptom
Commodity	body-interior-carpet/floor mats	Symptom
Commodity	body-interior-carpet/floor mats	Symptom
Commodity	body-interior-headlining-	Symptom
Commodity	body-interior-headlining-	Symptom
Commodity	body-interior-headlining-	Symptom
Commodity	body-interior-headlining-	Symptom
Commodity	body-interior-instrument panel/console/glove box-	Symptom
Commodity	body-interior-instrument panel/console/glove box-	Symptom
Commodity	body-interior-instrument panel/console/glove box-	Symptom
Commodity	body-interior-instrument panel/console/glove box-	Symptom
Commodity	body-interior-interior trim/panels-	Symptom
Commodity	body-interior-interior trim/panels-	Symptom
Commodity	body-interior-interior trim/panels-	Symptom
Commodity	body-interior-interior trim/panels-	Symptom
Commodity	body-locks/latches-power locks/rke-	Symptom
Commodity	body-locks/latches-power locks/rke-	Symptom
Commodity	body-locks/latches-power locks/rke-	Symptom
Commodity	body-seating-headrests-	Symptom
Commodity	body-seating-headrests-	Symptom
Commodity	body-seating-headrests-	Symptom
Commodity	body-seating-headrests-	Symptom
Commodity	body-window mechanisms-power mechanisms-	Symptom
Commodity	body-window mechanisms-power mechanisms-	Symptom
Commodity	body-window mechanisms-power mechanisms-	Symptom
Commodity	body-window mechanisms-power mechanisms-	Symptom
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom
Commodity	chassis-service brakes-caliper/wheel cylinder-	Symptom
Commodity	chassis-steering-steering wheel-	Symptom
Commodity	chassis-steering-steering wheel-	Symptom
Commodity	chassis-steering-steering wheel-	Symptom
Commodity	chassis-suspension-	Symptom
Commodity	chassis-suspension-	Symptom
Commodity	chassis-wheel assy-tire pressure monitoring system-	Symptom
Commodity	chassis-wheel assy-tire pressure monitoring system-	Symptom
Commodity	chassis-wheel assy-tire pressure monitoring system-	Symptom
Commodity	chassis-wheel assy-tire pressure monitoring system-	Symptom
Commodity	chassis-wheel assy-tires-	Symptom
Commodity	chassis-wheel assy-tires-	Symptom
Commodity	electrical-accessories/entertainment-anti theft-	Symptom
Commodity	electrical-accessories/entertainment-anti theft-	Symptom
Commodity	electrical-accessories/entertainment-anti theft-	Symptom
Commodity	electrical-accessories/entertainment-sound system-cd player/changer	Symptom
Commodity	electrical-accessories/entertainment-sound system-cd player/changer	Symptom
Commodity	electrical-accessories/entertainment-sound system-cd player/changer	Symptom
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom
Commodity	electrical-accessories/entertainment-sound system-radio	Symptom
Commodity	electrical-climate control-cables/linkage/ducts-	Symptom

Commodity	electrical-climate control-cables/linkage/ducts-	Symptom	mod-location-interior
Commodity	electrical-climate control-cables/linkage/ducts-	Symptom	mod-visibility impaired
Commodity	electrical-climate control-cables/linkage/ducts-	Symptom	mod-weather-wet
Commodity	electrical-driving controls/multifunction switches-headlight dimmer switch/auto lamp-	Symptom	function-malfuction/inoperative
Commodity	electrical-driving controls/multifunction switches-headlight dimmer switch/auto lamp-	Symptom	mod-location-interior
Commodity	electrical-driving controls/multifunction switches-headlight dimmer switch/auto lamp-	Symptom	mod-visibility impaired
Commodity	electrical-driving controls/multifunction switches-headlight dimmer switch/auto lamp-	Symptom	mod-weather-wet
Commodity	electrical-driving controls/multifunction switches-speed control switches-	Symptom	function-malfuction/inoperative
Commodity	electrical-driving controls/multifunction switches-speed control switches-	Symptom	mod-location-interior
Commodity	electrical-driving controls/multifunction switches-speed control switches-	Symptom	mod-weather-wet
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	no keyword found
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	function-malfuction/inoperative
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	mod-location-interior
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	mod-visibility impaired
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights-	Symptom	mod-weather-wet
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-transmission-automatic-	Symptom	function-malfuction/inoperative
Commodity	powertrain-transmission-automatic-	Symptom	mod-location-interior
Commodity	powertrain-transmission-automatic-	Symptom	mod-weather-wet
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	02	Tread Category Description	suspension
Tread Category Code	03	Tread Category Description	service brakes
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	10	Tread Category Description	powertrain
Tread Category Code	11	Tread Category Description	electrical
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	18	Tread Category Description	speed control
Tread Category Code	19	Tread Category Description	tires
Tread Category Code	22	Tread Category Description	seats

Report Details

Source Claim Key		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-2013
Version Series Code	VS C2	Load Date	31-Jul-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	UNKNOW
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code	114	Dealer Country	USA
Diagnostc Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	
Customer Comment			

Technician Comment	<<<Jul 30 2013 2 05 00 780PM entered by Christina Lospalluto Customer Assistance/Representatives>>>NOTE customer gave me 2 VINS to look up. I could only put one in CATS. Here is the other VIN [REDACTED]. <<<Jul 30 2013 2 54 07 390PM entered by Christina Lospalluto Customer Assistance/Representatives>>>CASE CLOSED. <<<Jul 30 2013 2 02 57 180PM entered by Christina Lospalluto Customer Assistance/Representatives>>>ISSUE Customer States I called the CRC this morning and spoke to Nicole. She was supposed to send me an e mail regarding the two vehicles I'm thinking of purchasing. I'm purchasing the vehicle from two out of state used car retailers, one in Texas and one in California. I wanted to see the features of these two vehicles to see if the portfolio is worth paying an extra \$5,000. I also checked Car FAX. I'd like you to check the service history and recalls on these vehicles as well. I'm buying one of these vehicles based primarily on its features. REQUEST Customer Requests What are the differences between the XF Portfolio and the XF Luxury I'm mainly interested in blind spot monitoring and reverse park camera. Can you send me the features in an e mail What is the service history of these vehicles Are there any recalls ADVISED I advised the customer (checked DDW, TOPIX and AWS) Of course, I can assist you with all your questions. There are one recall on each of these vehicles. XF Portfolio Fuel tank outlet J027 XF Luxury Cracked fuel pump J027. There is not a lot of service history on these vehicles. These vehicles have been well maintained. (checked DDW and read the bold printed features) The XF Luxury has many more features than the XF portfolio. The XF luxury has the blind spot monitoring and the reverse park camera. I can certainly send you an e mail with these features. <<<Jul 30 2013 2 04 09 867PM entered by Christina Lospalluto Customer Assistance/Representatives>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 30 Jan 2018 999999 EMISSIONS WARRANTY 30 Jan 2016 50000 PAINT WARRANTY 30 Jan 2016 50000 SERVICE ITEMS WARRANTY 30 Jan 2013 12500 STANDARD FACTORY WARRANTY 30 Jan 2016 50000 <<<Jul 30 2013 2 05 39 640PM entered by Christina Lospalluto Customer Assistance/Representatives>>>Note Here's the warranty info for the VIN [REDACTED] Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 30 Oct 2017 999999 PAINT WARRANTY 30 Oct 2014 999999 STANDARD FACTORY WARRANTY 30 Oct 2014 100000 <<<Jul 30 2013 2 53 46 500PM entered by Christina Lospalluto Customer Assistance/Representatives>>>NOTE sent e mail to customer. Forwarded message From Lospalluto, Christina <clopall@jaguarlandrover.com> Date 30 July 2013 14 36 Subject To [REDACTED] Dear [REDACTED], Thank you for contacting Jaguar Land Rover North America. This e mail is to confirm your concern regarding your 2012MY XF Portfolio and 2012MY XF Luxury vehicles and the conversation we discussd. Thank you very much for contacting Jaguar Land Rover North America Customer Relationship Center. As per our discussion here are the features associated with these vehicles XF Portfolio Body Coloured Power Vents * Automatic transmission 6 Speed ZF 6HP28 Front Bumper Base Line Door Trim Rotating I/P Vents (interior) Garage Door Opener Auto Dim Interior Mirror Portable Audio Interface Jaguar 400W Sound System Heated Front Seats 2Stage HD Radio/IBOC & Sirius Satellite Rear Bumper Black Double Valance Standard Style Seat Door Casing Veneer Insert Non Painted Brake Calipers Reverse Park Control Touring Suspension Alloy Space Saver Wheel Tire Pressure Monitoring System 18 Vela Wheel * 245/45/18 All Season Tyres Servotronic Steering Headlamp PowerWash Rain Sensing Wipers Chrome Window Surround Bi Xenon Headlights * Keyless Entry & Keyless Start Security System Electric Glass Sunroof Leather Steering Wheel Bright Mesh Grille Standard Pedals In dash single CD Player Navigation Unit North America Cupholders (Front) Cup Holder Rear Morzine Headlining Trim Bond grain console Bond Grain Facia No Contrast Seat Trim Insert CRUISE CONTROL Non ACC Memory Function Drvr=6 Way Pass=6 Way Carpet Mats Bluetooth 2.0 Connectivity Headlamps with auto levelling USA Lit Pack JaguarVoice Console Stitching Non Contrast Door Casing Stitching Non Contrast Facia Non Contrast Stitching 2012 VIN XF Luxury Base Line Door Trim * Automatic transmission 6 Speed ZF 6HP28 * Side Power Vents Chrome * Front Bumper Sport * Boot Spoiler Rotating I/P Vents (interior) * R Style Side Sills * Side Mirror Power/Htd/Mem/Fbck/Electro/Puddle Portable Audio Interface * Bowers & Wilkins 1200W Sound System * Rear Bumper Body Colour Moulded Standard Style Seat Door Casing Veneer Insert Non Painted Brake Calipers Reverse Park Control * Front Park Aid * Reverse Park Camera Touring Suspension Alloy Space Saver Wheel 20 Hydra Wheel Servotronic Steering Headlamp PowerWash Rain Sensing Wipers Chrome Window Surround Bi Xenon Headlights Keyless Entry & Keyless Start R.F. Full Security System * Electric Glass Sunroof Three Rear Headrests Leather Steering Wheel * Black Mesh Grille Standard Pedals In dash single CD Player Navigation Unit ROW 2 Cupholders (Front) Cup Holder Rear Morzine Headlining Trim Bond grain console Bond Grain Facia No Contrast Seat Trim Insert CRUISE CONTROL Non ACC * Memory Function * Drvr=12 way Pass=12 way Rec. * Split Folding Rear Seat * Carpet Mats * Blind Spot Monitor Bluetooth 2.0 Connectivity Headlamps with auto levelling JaguarVoice (none) Console Stitching Non Contrast Door Casing Stitching Non Contrast Facia Non Contrast Stitching 2012 VIN 2012 Model Year Parts Christina Lospalluto Jaguar Land Rover, NA LLC Customer Relationship Center Inbound Call Specialist
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	Tire Size	245/45R18 100H AS
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	SAJWA0FB6C1 [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2012	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	29-Nov-2011	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	31-Jan-2012
Build Country Code		Transmission Serial Number	
Mileage	14860	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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.

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
Commodity Assignment			
Commodity	body-interior-instrument panel/console/glove box-	Symptom	administrative cost
Commodity	body-interior-instrument panel/console/glove box-	Symptom	appearance-blistered/bubbled/peeling
Commodity	body-interior-instrument panel/console/glove box-	Symptom	damage
Commodity	body-interior-instrument panel/console/glove box-	Symptom	damage-chafed/excessive wear
Commodity	body-interior-instrument panel/console/glove box-	Symptom	damage-cracked/fractured/split
Commodity	body-interior-instrument panel/console/glove box-	Symptom	damage-insulation/wire damage
Commodity	body-interior-instrument panel/console/glove box-	Symptom	damage-terminal/connector
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	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	mod-location-under hood
Commodity	body-interior-instrument panel/console/glove box-	Symptom	nvh-noisy operation
Commodity	body-interior-instrument panel/console/glove box-	Symptom	repair-prior repair mentioned
Commodity	chassis-suspension—	Symptom	appearance-blistered/bubbled/peeling
Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	damage-insulation/wire damage
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	high effort
Commodity	chassis-suspension—	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-suspension—	Symptom	mod-location-under hood
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	chassis-suspension—	Symptom	repair-prior repair mentioned
Commodity	chassis-transfer case-case and housing-	Symptom	mod-driving condition-engine-hot
Commodity	electrical-instrument/display-fuel gauge-	Symptom	damage-cracked/fractured/split
Commodity	electrical-instrument/display-fuel gauge-	Symptom	damage-terminal/connector
Commodity	electrical-instrument/display-fuel gauge-	Symptom	field service action
Commodity	electrical-instrument/display-fuel gauge-	Symptom	fluid level-insufficient fluid
Commodity	electrical-instrument/display-fuel gauge-	Symptom	function-malfunction/inoperative
Commodity	electrical-instrument/display-fuel gauge-	Symptom	gauge error-fuel
Commodity	electrical-instrument/display-fuel gauge-	Symptom	high effort
Commodity	electrical-instrument/display-fuel gauge-	Symptom	leak/odor-fuel
Commodity	electrical-instrument/display-fuel gauge-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	electrical-instrument/display-fuel gauge-	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display-fuel gauge-	Symptom	mod-location-interior
Commodity	electrical-instrument/display-fuel gauge-	Symptom	nvh-noisy operation
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender/receiver	Symptom	administrative cost
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender/receiver	Symptom	damage-cracked/fractured/split
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender/receiver	Symptom	damage-insulation/wire damage
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender/receiver	Symptom	fluid level-insufficient fluid
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender/receiver	Symptom	function-malfunction/inoperative
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender/receiver	Symptom	gauge error-fuel
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender/receiver	Symptom	high effort
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender/receiver	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender/receiver	Symptom	mod-location-interior
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender/receiver	Symptom	nvh-noisy operation
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender/receiver	Symptom	repair-prior repair mentioned
Commodity	electrical-lamps/bulbs-instrument illumination-	Symptom	appearance-blistered/bubbled/peeling
Commodity	electrical-lamps/bulbs-instrument illumination-	Symptom	damage
Commodity	electrical-lamps/bulbs-instrument illumination-	Symptom	damage-chafed/excessive wear
Commodity	electrical-lamps/bulbs-instrument illumination-	Symptom	function-malfunction/inoperative
Commodity	electrical-lamps/bulbs-instrument illumination-	Symptom	mod-driving condition-while driving
Commodity	electrical-lamps/bulbs-instrument illumination-	Symptom	mod-location-interior
Commodity	electrical-lamps/bulbs-instrument illumination-	Symptom	nvh-noisy operation
Commodity	electrical-lamps/bulbs-instrument illumination-	Symptom	repair-prior repair mentioned
Commodity	electrical-wiring-connectors-	Symptom	administrative cost
Commodity	electrical-wiring-connectors-	Symptom	damage-insulation/wire damage
Commodity	electrical-wiring-connectors-	Symptom	damage-terminal/connector
Commodity	electrical-wiring-connectors-	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring-main body wiring-	Symptom	administrative cost

Commodity	electrical-wiring-main body wiring-	Symptom	damage-insulation/wire damage
Commodity	electrical-wiring-main body wiring-	Symptom	damage-terminal/connector
Commodity	electrical-wiring-main body wiring-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-base engine-block	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-base engine-block	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-base engine-block	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-base engine-block	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-base engine-block	Symptom	mod-location-under hood
Commodity	powertrain-engine-base engine-block	Symptom	nvh-noisy operation
Commodity	powertrain-engine-base engine-block	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-cylinder head-cylinder head gasket	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-cylinder head-cylinder head gasket	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-cylinder head-cylinder head gasket	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-cylinder head-cylinder head gasket	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-cylinder head-cylinder head gasket	Symptom	mod-location-under hood
Commodity	powertrain-engine-cylinder head-cylinder head gasket	Symptom	nvh-noisy operation
Commodity	powertrain-engine-cylinder head-cylinder head gasket	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-terminal/connector
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	gauge error-fuel
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-chafed/excessive wear
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-insulation/wire damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-terminal/connector
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	gauge error-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-location-under hood
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	repair-prior repair mentioned
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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-Aug-2013
Version Series Code	VS DJ	Load Date	24 -Aug-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J9776
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	ALPINE JAGUAR
Non Causal Part Prefix-Base-Suffix		Dealer City	FORT LAUDERDALE
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code	15333	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9545987900
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Sep 10 2013 4 17 25 107PM entered by Lynn Kubicki Customer Assistance/Representatives>>>Customer contacted me He Advised he believes he wants to sell the vehicle he does not want to have to spend any more money into it he does not want to get into another Jaguar he is not happy with the service at the retailer instead of putting money into it he is going to sell it he is declining the goodwill offer I Advised I am sorry that he will be selling the vehicle and declining the offer I will document this into the case so it is noted If he does need any other assistance to contact me I wished him a good day and call was ended. <<<Aug 21 2013 9 06 51 050AM entered by Christina Lospalluto Customer Assistance/Representatives>>>ISSUE Customer States I'd like to talk about my vehicle I purchased it in 2009 from my retailer. It's 4 years old My concern is my dashboard It's basically bubbled up. 3 months ago I had a major issue with the heads and the coolant in my vehicle When my vehicle was in service for these issues there I guess the technician sent me an automated e mail saying we noticed that your dashboard was damaged and here's the estimate to fix it It costs \$2700 to fix it. I spoke with my service manager, William Maya, and he told me to give you a call. William suggested I call you guys I'm concerned because I know I'm out of warranty I've had this vehicle in for multiple things under warranty I just feel like at 4 years I should not have his problem with the dashboard I've had this vehicle in a garage at work for 3 years. This past year and I've had the vehicle outside in my drive way for one year. I've had the vehicle in the garage up until last July. For about a year it's been in my driveway. I think it's a quality issue, it's not something I did. I know I'm out of warranty but the vehicle is only 4 years old. I had my friend look at it and he was appalled by it I can understand wear and tear stuff I don't understand how this dashboard is wear and tear \$2600 bucks, that's high and that's a lot It's become eyesore. I've been out of warranty for the past year. The vehicle is currently at the retailer, I'm having an issue with the gas tank,it's like the fourth time I've had this issue. I had a gas tank replaced once and the gas tank sensors are off. For that car there's been something with the fuel level. Full tank of gas and it says it's empty. Along with this issue I'm also having some service done an oil change. Vehicle is there right now, I just took it to the retailer today There is also some noise coming underneath the vehicle. The dash board bubbling is my main concern and why I'm calling Just calling about the dashboard I know I'm out of the mileage warranty I just don't think the quality of this dash was done right. I'm trying not to have a bad taste for jaguar I like the vehicle but I've had some issues with it I like the look of it and the drive of it. REQUEST Customer Requests Financial assistance ADVISED I advised the customer I will document your concern. A case specialist will look into your case; you should receive a phone call within 2 business days. Provided reference number. (customer asked and I suggested that his reference number be e mailed to him because he was driving) <<<Aug 21 2013 9 07 05 533AM entered by Christina Lospalluto Customer Assistance/Representatives>>>NOTE I asked for the VIN number, customer didn't have it since he claims it's at the retailer <<<Aug 21 2013 9 07 28 797AM entered by Christina Lospalluto Customer Assistance/Representatives>>>NOTE the customer has been dealing with the service manager, William Maya. <<<Aug 21 2013 9 07 48 077AM entered by Christina Lospalluto Customer Assistance/Representatives>>>FORWARDED TO TIER 1 QUEUE <<<Aug 21 2013 9 13 57 520AM entered by Stephen Szabo Customer Assistance/Representatives>>>Email approved. <<<Aug 21 2013 9 52 31 713AM entered by Stephen Szabo Customer Assistance/Representatives>>>Case forwarded to LK for further handling. <<<Aug 21 2013 10 55 14 167AM entered by Amber DiCostanzo Customer Assistance/Representatives>>>Email to customer Dear [REDACTED], Thank you for contacting Jaguar Land Rover North America LLC. It was a pleasure speaking with you today. As per our discussion your concerns have been documented and forwarded to a specialist who will follow up with you in 2 business days. The reference number to your case is [REDACTED]. Should you have any questions, please feel free to contact us at 1 800 452 4827 option 9, and any of the representatives would be more than glad to further assist you. Regards, Christina Lospalluto Jaguar Land Rover, NA LLC Customer Relationship Center Inbound Call Specialist <<<Aug 23 2013 4 57 02 843PM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the retailer and spoke with SM, Nestor He Advised customer came in in Feb. 2013 for a coolant issue they replaced the coolant tank March 2013 customer had a software upgrade April 2013 customer had a cylinder head gasket repair they split the repair with the customer 50/50 split they paid \$1700 customer paid \$1700 customer got a loaner vehicle the dashboard has been bubbling for a while estimate for the dashboard is \$2800 parts & labor customer came in yesterday for a clunking noise, control arm bushings, gas guage showing empty customer was not happy with the repairs that he needs done told the SM that he was fed up and was going to contact an attorney he will fax over the RO I thanked him for his assistance & wished him a good day <<<Aug 27 2013 1 59 05 740PM entered by Lynn Kubicki Customer Assistance/Representatives>>>PER TOPIX Technical Bulletin J027NAS2 Section 310 01C Safety Recall Cracked Fuel Tank Fuel Outlet Mounting Flange <<<Aug 27 2013 1 54 20 270PM entered by Lynn Kubicki Customer Assistance/Representatives>>>Customer called & left a vmail message I contacted the customer and advised I wanted to follow up with him on this case does he have a moment he said yes He Advised he purchased it in 2009 from Warren Henry Jaguar he was last at the retailer in May 2012 then took it back last week he is stillhaving an issue with the gas guage retailer stated he needed a new fuel tank and sender approx \$2000 he just had that replaced about a year ago he should not have to replace it again or pay for it he also would like the dashboard fixed I Advised that I spoke with the SM, Nestor he stated he did provide you some goodwill in April 2013 is that correct he said yes I would like
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to offer him some assistance I will have to research further the gas tank concern with the retailer I will get back to him with our decision after I research more He thanked me for my assistance & I wished me a good day <<<Aug 27 2013 11 27 37 083AM entered by Lynn Kubicki Customer Assistance/Representatives>>>PER AWS Repr Date 13 MAR 2012 DIST(Mile) 49265 Cust Comments CUSTOMER STATES HE FILLED GAS TANK AND NEXT DAY FUEL LEVEL LOW MESSAGE APPEARED ON DASH Tech Comments B. 49265 FOUND THE GAS GAUGE READ EMPTY, FILL WITH 13 GALLONS OF GAS TO RECHECK THE VALUES STILL SHOW EMPTY, CONTACT HELP LINE THEYRECOMMEND REPLACE THE FUEL TANK, REMOVE ALL GAS AND REPLACE THE FUEL TANK FOR NEW ONE ROAD TEST AFTER PERFORM THIS PROCEDURE THE GAUGES READ PROPER AMOUNT OF GAS Repr Date 03 DEC 2012 DIST(Mile) 64699 Cust Comments J027B J027 FSA FUEL PUMP FLANGE Tech Comments PERFORMED J027. [REDACTED] FLANGE LEAK J027 REPLACE FUEL PUMP FLANGE. THE VEHICLE FALLS INTO THE RECALL RANGE. <<<Aug 26 2013 10 05 19 487AM entered by Lynn Kubicki Customer Assistance/Representatives>>>Recd fax from retailer with RO see attachment. <<<Aug 23 2013 4 57 57 233PM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the customer and left a vmail message to call me back provided all my pertinent information. <<<Aug 27 2013 1 59 31 710PM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the SM, Nestor and left a vmail message to call me back on this issue provided all my contact number to call me back on this issue. <<<Sep 5 2013 4 17 32 260PM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the retailer and spoke with SA, William He Advised customer needs to have the fuel tand & sender replaced the parts for this is \$1565 at warranty rates total cost for parts & labor is \$2037 the dasboard cost is \$2628 warranty rate the dashboard part is \$1687 at warranty rate the SM stated they will not be assisting any more goodwill on these repairs I thanked him for his assistance. <<<Sep 10 2013 4 33 53 997PM entered by Lynn Kubicki Customer Assistance/Representatives>>>CASE SUMMARY FINDINGS Customer purchased the vehicle in 2009 from Warren Henry Jaguar he was last at the retailer in May 2012 he is having an issue with the gas guage retailer stated he needed a new fuel tank and sender approx \$2000 he just had that replaced about a year ago he should not have to replace it again or pay for it he also would like the dashboard fixed SM, Nestor stated customer came in in Feb. 2013 for a coolant issue they replaced the coolant tank March 2013 customer had a softwre upgrade April 2013 customer had a cylinder head gasket repair they split the repair with the customer 50/50 split they paid \$1700 customer paid \$1700 customer got a loaner vehicle the dashboard is bubbling estimate for the dashboard is \$2800 parts & labor vehicle also had a clunking noise, control arm bushings and gas guage issue customer needs to have the fuel tank & sender replaced the parts for the fuel tank and sender is \$1565 at warranty rates total cost for parts & labor is \$2037 the dasboard cost is \$2628 warranty rate the dashboard part is \$1687 at warranty rate the SM stated they will not be assisting any more goodwill to customer POSITION JLRNA offered goodwill of \$1500 towards the fuel tank repair or the dashboard. Customer declined goodwill and was going to sell the vehicle. <<<Sep 10 2013 4 34 48 153PM entered by Lynn Kubicki Customer Assistance/Representatives>>>CASE CLOSED <<<Sep 13 2013 2 03 07 633PM entered by Christina Lospalluto Customer Assistance/Representatives>>>Received call from customer Asked to be transferred to Lynn, case specialist. I advised the customer Lynn is currently on the phone right now, she said she will speak with you as long as you hold for a few minutes. Customer agreed and stated Yes, I need to speak with her because I am at the retailer now. Warm transferred customer to Lynn. <<<Sep 13 2013 2 10 12 420PM entered by Lynn Kubicki Customer Assistance/Representatives>>>Customer called and advised He is at the retatiler Alpine Jaguar now he decided to have a different retailer look at his fuel tank issue the SA Eric diagnosed it and vehicle needs a harness the repair is only \$388.67 he was wondering if I could assist with this repair I Advised I would have to review the repair with the SA first He Advised the SA is right here now would I like to talk to him I said Yes SA, Eric advised he diagnosed the customer fuel tank issue the connector/harness needs replacment the total of this repair is \$388.67 I Advised I will cover the customer's repair cost as goodwill he provided me with his email address I will send him an email on our conversation if he can send me the final RO stating on there our goodwill offer I will process a credit memo to them on this repair I thanked him for his assistance on this issue I got back on the phone with customer I Advised I spoke with the SA, Eric on this repair cost I will cover the cost of this repair \$388.67 SA will send me the RO to process his goodwill He thanked me for my assistance on this case & I wished him a good day. <<<Sep 13 2013 2 29 31 110PM entered by Lynn Kubicki Customer Assistance/Representatives>>>Sent email to SA Eric see email below From Kubicki, Lynn <lkubicki@jaguarlandrover.com> Date 13 September 2013 14 28 Subject [REDACTED] VIN# [REDACTED] To eagostino@alpinejaguar.com Hi Eric, Per our conversation, I will approve goodwill for this customer's fuel harness repair of \$388.67. Please forward me the RO stating our goodwill on the repair order and I will process a credit memo to Alpine Jaguar. Thank you for your assistance on this matter. Sincerely, Lynn Kubicki Customer Relationship Center Case Specialist Jaguar Land Rover NA, LLC 555 MacArthur Blvd. Mahwah, NJ 07430 Office (201) 818 8252 Fax (888) 410 1296 email lkubicki@jaguarlandrover.com <<<Sep 18 2013 10 29 58 910AM entered by Lynn Kubicki Customer Assistance/Representatives>>>Recd email from retailer with RO see below & attachment. From Eric Agostino <eagostino@alpinejaguar.com> Date 16 September 2013 11 38 Subject Re William Brennan VIN# [REDACTED] To Lynn Kubicki <lkubicki@jaguarlandrover.com> Hi Lynn, Please find attached [REDACTED] RO for the fuel sender harness repair. Let me know if you have any questions or need any further information. Thank you. Eric T. Agostino

Service Advisor Gold Certified Warranty Administrator Alpine Jaguar 954.202.8348 eagostino@alpinejaguar.com <<<Sep 18 2013 10 41 06 740AM entered by Lynn Kubicki Customer Assistance/Representatives>>>CASE SUMMARY FINDINGS customer purchased it in 2009 from Warren Henry Jaguar he was last at the retailer in May 2012 he is still having an issue with the gas guage retailer stated he needed a new fuel tank and sender approx \$2000 he just had that replaced about a year ago he should not have to replace it again or pay for it he also would like the dashboard fixed which is cracked SM. Nestor advised customer came in in Feb. 2013 for a coolant issue they replaced the coolant tank March 2013 customer had a softwre upgrade April 2013 customer had a cylinder head gasket repair they split the repair with the customer 50/50 split they paid \$1700 customer paid \$1700 customer got a loaner vehicle the dashboard has been bubbling/cracked estimate for the dashboard is \$2800 parts & labor customer came in yesterday for a clunking noise, control arm bushings, gas guage showing empty customer was not happy with the repairs that he needs done customer did not to spend the money for the dashboard repair customer went to a different retailer Alpine Jaguar wanted a different retailer look at his fuel tank issue the SA Eric diagnosed it and vehicle needs a harness the repair cost is \$388.67 per Topix Fuel Tank Flange POSITION JLRNA offered goodwill assistance to cover cost of repair \$388.67. Customer was happy. <<<Sep 18 2013 10 47 16 360AM entered by Lynn Kubicki Customer Assistance/Representatives>>>Prepared & submitted Credit Memo to BG for processing. See attachment. <<<Sep 6 2013 6 33 36 760PM entered by Lynn Kubicki Customer Assistance/Representatives>>>Customer called in and left a vmail message I contacted the customer and advised I have reviewed his concern I was able to get parts & labor prices since the fuel tank was more of a concern for him I would like to offer him some goodwill of \$1500 towards this repair I cannot assist with both the fuel tank and the dashboard Customer advised if he wanted to have the dashboard done instead since the fuel gauge seems to be working fine now I Advised I would only be able to offer the same amount \$1500 for that repair it would only be offered for one repair either the dashboard or the fuel tank repair Customer stated he would like to think about it and get back to me on this next week he thanked me for my assistance and the offer I Advised if he needed any other assistance today he said no I wished him a good day and call was ended <<<Sep 23 2013 1 43 09 960PM entered by Lynn Kubicki Customer Assistance/Representatives>>>CASE CLOSED <<<Sep 20 2013 6 36 26 473PM entered by Beth Ginsburg Customer Assistance/Admin Staff>>>CRC credit memo spreadsheet sent to accounting (JLRNA DM CM) for payment on 9/20/13. <<<Sep 20 2013 6 36 01 293PM entered by Beth Ginsburg Customer Assistance/Admin Staff>>>Received spreadsheet back from Heather. <<<Sep 20 2013 10 05 43 403AM entered by Beth Ginsburg Customer Assistance/Admin Staff>>>CRC credit memo spreadsheet passed to Heather for approval/signature on 9/20/13.

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB1AI	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	16-Jul-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Aug-2009
Build Country Code		Transmission Serial Number	
Mileage	74000	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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.

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	burned out
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-vehicle towed in
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-Aug-2013
Version Series Code	VS DG	Load Date	24 -Aug-2013
Causal Part Prefix- Base - Suffix	-	Dealer Code	J5/68
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR OF TAMPA
Non Causal Part Prefix-Base-Suffix		Dealer City	TAMPA
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code	813	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8133718200
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Aug 21 2013 12 53 29 037PM entered by Christina Lospalluto Customer Assistance/Representatives>>>ISSUE Customer States I had to call road service and have my vehicle towed to the Tampa retailer I had my vehicle dropped off this morning. The fuel pump has a malfunction spilling gasoline everywhere which is dangerous The retailer called me today saying that it was not covered under warranty. The thing is under the back seat I called you on Monday to arrange for my vehicle to be towed today. I work with Jaguar of Tampa. The service representative I've been working with is named Frank. The main issue is that the fuel pump leaking. It started last week and I really thought I had gotten some gasoline from my lawn mower. I thought drops spilled somehow I noticed Sunday that I saw something dripping out from underneath the vehicle. The fuel pump is underneath the back seat, it's dripping from the back seat spilling gas like crazy I can't guarantee anything that Jaguar of Tampa did. There was one other owner of the vehicle. REQUEST Customer Requests I would like this to be covered under select edition warranty. ADVISED I advised the customer (asked) As long as someone hasn't tampered with the fuel pump it's covered. And if it's a defect on our side, the manufacturer, it's covered. I will document your concern. A case specialist will look into your case; you should receive a phone call within 2 business days. Provided Reference number <<<Aug 21 2013 12 53 48 947PM entered by Christina Lospalluto Customer Assistance/Representatives>>>NOTE I asked customer for his VIN, customer did not have it. The vehicle is at the retailer still. <<<Aug 21 2013 12 54 03 253PM entered by Christina Lospalluto Customer Assistance/Representatives>>>NOTE customer told me he's still in his Select Edition warranty. <<<Aug 21 2013 12 54 43 817PM entered by Christina Lospalluto Customer Assistance/Representatives>>>FORWARDED TO TIER 1 QUEUE <<<Aug 21 2013 1 11 30 677PM entered by Stephen Szabo Customer Assistance/Representatives>>>Case forwarded to LK for further handling. <<<Aug 23 2013 5 21 19 893PM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the SA, Frank He advised the vehicle was towed in on 8/21/13 has 2 open recalls K098 software enhancement & K106 for rear lamp out of standard factory warranty he will check with warranty on the recalls to be covered under warranty fuel seal was replaced and they were able to take under warranty customer picked up vehicle today I thanked him for his assistance and wished him a good day <<<Aug 23 2013 5 25 29 893PM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the customer and advised I identified myself I am following up on this case does he have a moment to talk he said yes He Advised he picked up the vehicle the gas issue is resolved he loves the vehicle and is happy with the retailer he thanked me for my call I Advised I am glad that the issue is resolved I am glad that he is in our brand if he needed any other assistance he said No if he has future concerns to contact us I wished him a good day and call was ended <<<Aug 23 2013 5 26 35 920PM entered by Lynn Kubicki Customer Assistance/Representatives>>>CASE CLOSED
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0FA9AH	Engine Serial Number	
Model Year	2010	Engine Description	4.2L DAMB NA V8 GAS AJV8 JAG
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF

Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	29-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	25-Nov-2009
Build Country Code		Transmission Serial Number	
Mileage	64000	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	unknown	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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	05-Sep-2013
Version Series Code	VS DQ	Load Date	07-Sep-2013
Causal Part Prefix-Base-Suffix	- -	Dealer Code	J5773
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR SHREVEPORT
Non Causal Part Prefix-Base-Suffix		Dealer City	SHREVEPORT
Non Causal Part Numbers		Dealer State/Province	LA
Fault Code	299	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3182121212
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Sep 5 2013 9 21 00 257AM entered by Audrey Scolny Customer Assistance/Representatives>>>ISSUE Customer Advised Sher purchased her vehicle used from an independent 3/2013. This is her first Jaguar. Her husband was searching the internet last night and saw there was some type of fuel tank recall. REQUESTS Customer Requests To know about the recall. ADVISED I Advised Customer I'm sorry to hear that she may have a recall. Per DDW J027 CRACKED FUEL PUMP FLANGE She would need to call and make an appointment with her local dealer and they will take care of this for her. Does she need their number Customer Advised No she doesn't. I Advised I will also make sure her owner/vehicle information is updated in our system. Was there anything else I could assist her with Customer Advised No and thanks. <<<Sep 5 2013 9 21 20 637AM entered by Audrey Scolny Customer Assistance/Representatives>>>Owner info updated in CATS and on spreadsheet. <<<Sep 5 2013 9 21 37 733AM entered by Audrey Scolny Customer Assistance/Representatives>>>Per DDW STANDARD FACTORY WARRANTY 10 Dec 2013 50000 Open Field Service Actions Code FSA Message J027 CRACKED FUEL PUMP FLANGE Claimed Field Service Actions Code Actioned By J018D 12 Dec 2011 Crown Jaguar K061X 12 Dec 2011 Crown Jaguar K098D 12 Dec 2011 Crown Jaguar I215J 02 Nov 2010 Jaguar of Tampa I999F 28 Oct 2009 Jaguar of Tampa <<<Sep 5 2013 9 22 02 393AM entered by Audrey Scolny Customer Assistance/Representatives>>>CASE CLOSED.
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0HEXAM	Engine Serial Number	
Model Year	2010	Engine Description	3.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	01-Oct-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	11-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	35000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECL Record		Source Code	CAT'S
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	unknown	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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	05-Sep-2013
Version Series Code	VS DI	Load Date	07-Sep-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	UNKNOW
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code	19743	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Sep 5 2013 5 51 08 560PM entered by Blair Downing Customer Assistance/Representatives>>>ISSUE Customer States Has a 2010 xfr terrible gas leak went on the internet and saw there was an issue cannot drive car flange on gas leak REQUEST Customer Requested Recall status ADVISED I Advised Customer There is in fact a recall on your vehicle for a fuel tank crack You will need to contact your local retailer about getting this fixed. I can provide you with your local retailers information <<<Sep 5 2013 5 51 39 180PM entered by Blair Downing Customer Assistance/Representatives>>>CASE CLOSED
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0JC7AM	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	09-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	02-Nov-2009
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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ECI Record		Source Code	CATS
Commodity Assignment			
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	battery-dead/weak
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	damage
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	damage-chafed/excessive wear
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-indicator light/warning chime on
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	mod-location-under hood
Commodity	chassis-suspension-stabilizers-front suspension	Symptom	nvh-noisy operation
Commodity	electrical-climate control—	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control—	Symptom	overheat
Commodity	electrical-climate control-hoses-	Symptom	damage-cracked/fractured/split
Commodity	electrical-climate control-hoses-	Symptom	fluid level-insufficient fluid
Commodity	electrical-climate control-hoses-	Symptom	function-malfunction/inoperative
Commodity	electrical-climate control-hoses-	Symptom	leak-coolant/loss of coolant
Commodity	electrical-climate control-hoses-	Symptom	mod-driving condition-engine-hot
Commodity	electrical-climate control-hoses-	Symptom	mod-driving condition-while driving
Commodity	electrical-climate control-hoses-	Symptom	overheat
Commodity	electrical-climate control-hoses-	Symptom	pressure-low
Commodity	electrical-lamps/bulbs—	Symptom	overheat
Commodity	electrical-lamps/bulbs-cargo/engine compartment-lamps-	Symptom	function-stays on
Commodity	electrical-lamps/bulbs-cargo/engine compartment-lamps-	Symptom	mod-driving condition-at cruise
Commodity	electrical-lamps/bulbs-cargo/engine compartment-lamps-	Symptom	mod-driving condition-while driving
Commodity	electrical-lamps/bulbs-cargo/engine compartment-lamps-	Symptom	odor
Commodity	electrical-start charge-battery-	Symptom	battery-dead/weak
Commodity	electrical-start charge-battery-	Symptom	damage
Commodity	electrical-start charge-battery-	Symptom	damage-chafed/excessive wear
Commodity	electrical-start charge-battery-	Symptom	damage-cracked/fractured/split
Commodity	electrical-start charge-battery-	Symptom	fluid level-insufficient fluid
Commodity	electrical-start charge-battery-	Symptom	function-malfunction/inoperative
Commodity	electrical-start charge-battery-	Symptom	leak-water leak/entry
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-while driving
Commodity	electrical-start charge-battery-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-start charge-battery-	Symptom	nvh-noisy operation
Commodity	powertrain-engine—	Symptom	no keyword found
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	battery-dead/weak
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	damage
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	damage-chafed/excessive wear
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	leak-water leak/entry
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	mod-location-under hood
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-base engine-	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-base engine-	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-base engine-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-base engine-	Symptom	leak-coolant/loss of coolant
Commodity	powertrain-engine-base engine-	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-base engine-	Symptom	mod-driving condition-engine-hot
Commodity	powertrain-engine-base engine-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-base engine-	Symptom	mod-location-under hood
Commodity	powertrain-engine-base engine-	Symptom	no keyword found
Commodity	powertrain-engine-base engine-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-base engine-	Symptom	odor
Commodity	powertrain-engine-base engine-	Symptom	overheat
Commodity	powertrain-engine-cooling system-	Symptom	administrative cost
Commodity	powertrain-engine-cooling system-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-cooling system-	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-cooling system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-cooling system-	Symptom	function-stays on
Commodity	powertrain-engine-cooling system-	Symptom	leak-coolant/loss of coolant
Commodity	powertrain-engine-cooling system-	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-cooling system-	Symptom	mod-driving condition-engine-hot
Commodity	powertrain-engine-cooling system-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-cooling system-	Symptom	mod-vehicle towed in
Commodity	powertrain-engine-cooling system-	Symptom	odor

Commodity	powertrain-engine-cooling system-	Symptom	overheat
Commodity	powertrain-engine-cooling system-	Symptom	pressure-low
Commodity	powertrain-engine-cooling system-water pump	Symptom	damage
Commodity	powertrain-engine-cooling system-water pump	Symptom	damage-chafed/excessive wear
Commodity	powertrain-engine-cooling system-water pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-cooling system-water pump	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-cooling system-water pump	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-cooling system-water pump	Symptom	leak-coolant/loss of coolant
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-location-under hood
Commodity	powertrain-engine-cooling system-water pump	Symptom	nvh-noisy operation
Commodity	powertrain-engine-electronic engine control-	Symptom	battery-dead/weak
Commodity	powertrain-engine-electronic engine control-	Symptom	damage
Commodity	powertrain-engine-electronic engine control-	Symptom	damage-chafed/excessive wear
Commodity	powertrain-engine-electronic engine control-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-electronic engine control-	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-electronic engine control-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-electronic engine control-	Symptom	leak-water leak/entry
Commodity	powertrain-engine-electronic engine control-	Symptom	mod-driving condition-engine-hot
Commodity	powertrain-engine-electronic engine control-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-electronic engine control-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-electronic engine control-	Symptom	mod-location-under hood
Commodity	powertrain-engine-electronic engine control-	Symptom	no keyword found
Commodity	powertrain-engine-electronic engine control-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-electronic engine control-	Symptom	overheat
Commodity	powertrain-engine-fuel system-	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-	Symptom	mod-driving condition-engine-hot
Commodity	powertrain-engine-fuel system-	Symptom	mod-location-under hood
Commodity	powertrain-engine-fuel system-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-	Symptom	overheat
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	battery-dead/weak
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-chafed/excessive wear
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-water leak/entry
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-location-under hood
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	powertrain-transmission—	Symptom	function-stays on
Commodity	powertrain-transmission—	Symptom	mod-driving condition-at cruise
Commodity	powertrain-transmission—	Symptom	mod-driving condition-while driving
Commodity	powertrain-transmission—	Symptom	mod-shift 2-3
Commodity	powertrain-transmission—	Symptom	no keyword found
Commodity	powertrain-transmission—	Symptom	odor
Commodity	powertrain-transmission—	Symptom	overheat
Commodity	powertrain-transmission-manual-bearings	Symptom	damage
Commodity	powertrain-transmission-manual-bearings	Symptom	damage-chafed/excessive wear
Commodity	powertrain-transmission-manual-bearings	Symptom	damage-cracked/fractured/split
Commodity	powertrain-transmission-manual-bearings	Symptom	fluid level-insufficient fluid
Commodity	powertrain-transmission-manual-bearings	Symptom	function-malfunction/inoperative
Commodity	powertrain-transmission-manual-bearings	Symptom	mod-driving condition-while driving
Commodity	powertrain-transmission-manual-bearings	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-transmission-manual-bearings	Symptom	mod-location-under hood
Commodity	powertrain-transmission-manual-bearings	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	function-stays on
Commodity	unknown—	Symptom	mod-driving condition-at cruise
Commodity	unknown—	Symptom	mod-driving condition-when engine running
Commodity	unknown—	Symptom	mod-driving condition-while driving
Commodity	unknown—	Symptom	mod-driving condition-while towing
Commodity	unknown—	Symptom	mod-intermittent/random
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	no problem found
Commodity	unknown—	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	overheat
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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	16-Sep-2013
Version Series Code	VS DJ	Load Date	17 -Sep-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5383
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR DFW
Non Causal Part Prefix-Base-Suffix		Dealer City	DFW AIRPORT
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code	292	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	972/692000
Labor Operation Code		Attachment	Y

Communication Type	null	VOQ Component Description Code
Customer Comment		
Technician Comment	<<<Oct 7 2013 12 02 58 323PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted retailer and left voice message for SM Kevin Identified myself Calling in reference to customer [REDACTED] (2010 XF R64958) Understand vehicle is having engine replaced, inquiring on status Provided contact information, shift and requested call back <<<Oct 1 2013 7 00 59 620PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and advised Identified myself Calling in reference to customer's 2010 XF Understand vehicle is at retailer and engine is being replaced Customer stated That is correct Patiently waiting to get my vehicle back Am in loaner, but miss my car Inquired if I know when vehicle was to be returned to me I advised Do not have that information at this time Do know that engine was ordered a little over a week ago Engine replacement is a big job, labor hours of actual replacement and then the testing to confirm everything is ok Will have further information in next 3 4 business days Customer stated Great Thanked me for call Will wait to hear something <<<Sep 24 2013 2 00 46 660PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and left voice message Identified myself Calling in reference to customer's 2010 XF Inquired best time I can reach customer Provided contact information, shift and requested call back <<<Sep 24 2013 9 56 32 623AM entered by Daniel Massaro Customer Assistance/Representatives>>>Received voice message from customer (9/23/13 @ 6 48pm) who stated Returning phone call Requested call back <<<Sep 23 2013 3 48 10 463PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and left voice message Identified myself Calling in reference to customer's 2010 XF Provided contact information, shift, case# <<<Sep 16 2013 9 48 45 910AM entered by Audrey Scolny Customer Assistance/Representatives>>>ISSUE Customer States She purchased the vehicle used from Jaguar of Plano 4 months ago. This is her first Jaguar. She brought the vehicle into the dealership last week for overheating issues. Dealer had said they repaired the vehicle and she took it back. This Saturday the vehicle overheated again. Her husband is a preacher and travels with the vehicle and needs it. this is very inconvenient for him. Roadside assistance will be towing the vehicle over to the dealership this morning for the 2nd time. REQUESTS Customer Requests To document with corporate her unhappy vehicle experience so far. To know what her options are. ADVISED I Advised customer I am so sorry to hear of her overheating issues. I will open a case and document what she has told me. The due dilligence of the dealer and corporate is to repair the vehicle under the terms of the warranty. A case specialist will research/investigate what is currently going on with the vehicle and what had ocurred last week. Allow us the opportunity to stay on top of the repair for her. I will document her inconveniences. May I assist her with anything else Customer Advised No and thanks. <<<Sep 16 2013 9 49 04 933AM entered by Audrey Scolny Customer Assistance/Representatives>>>Per DDW STANDARD FACTORY WARRANTY 17 Dec 2013 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action Claimed Field Service Actions Code Actioned By J027C 18 Mar 2013 Jaguar Plano J018D 30 Dec 2011 Jaguar Dallas K098D 30 Dec 2011 Jaguar Dallas I215H 13 Jan 2011 Overseas Motors K061X 13 Jan 2011 Overseas Motors I999F 30 Oct 2009 Overseas Motors <<<Sep 16 2013 9 51 24 840AM entered by Audrey Scolny Customer Assistance/Representatives>>>Per AWS Repr Date 18 MAR 2013 DIST(Mile) 40900 Cust Comments J027C J027 CRACKED FUEL TANK FUEL OUTLET MOUNTING FLANGE Tech Comments J027 RECALL. 40899 j027 mounting flange replace flange .6 Date 18 MAR 2013 DIST(Mile) 40900 Cust Comments TECH STATES THAT DURING 150 CHECK FOUND BATTERY FAILING A LOAD TEST Tech Comments BATTERY BAD, FAILED TESTING. 40900 battery FAIL CODE A15801S S200SB8 BATTERY FAIL TESTER REPLACE BATTERY .4 Repr Date 18 MAR 2013 DIST(Mile) 40900 Cust Comments TECH STATES THA DURING 150CHECK FOUND LEFT FRT CONTROLL ARM BUSHING LEAKING Tech Comments FORWARD CONTROL ARM LEAKING AT BUSHING. 40899 bushing leaking outoil replace LEFT FRONT FORWARD LOWER CONTROL ARM 1.3 Repr Date 07 MAY 2012 DIST(Mile) 32702 Cust Comments CLIENT REPORTS LOW COOLANT LIGHT IS ON AND CAN SEE STEAM COMING FROM UNDER HOOD Tech Comments FAILED BEARING. 32702 FAILED WATER PUMP. PERFORMED COOLANT SYSTEMPRESSURE TEST & FOUND COOLANT TP BE LEAKING FROM WATER PUMP. ALSOPULLEY BEARING HAS WORN & IS MAKING NOISE. REPLACED WATER PUMP,PLASTIC PIPE BEHIND WATER PUMP & SEAL FOR PIPE. TEST DROVE, NOISE& LEAK ARE NOT PRESENT. <<<Sep 16 2013 11 01 01 920AM entered by Heather Baez Customer Assistance/Corporate Staff>>>FORWARD TO DANIEL M FOR HANDLING <<<Sep 17 2013 5 54 52 443PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted retailer and spoke to SA Bob (SM Wayne was unavailable) and advised Identified myself Calling in reference to customer [REDACTED] (2010 XF R64958) Believe that vehicle was towed in yesterday for overheating SA Bob stated Vehicle was towed here yesterday We have not seen it overheat ourselves Vehicle was here last week and we found water outlet pipe was leaking, replaced it, pressure tested it and it was ok Customer picked up and called us yesterday and state engine was overheating again We have not seen it overheat here but it is losing coolant internally Sent information to THL as we believe that vehicle needs a new engine Have not told customer anything yet because we do not know if that is the case yet She was given a loaner and has warranty and we will fix vehicle under the warranty, so unsure exactly what she wants I advised See she has warranty as well Will reach out to her tomorrow and will tell her issues will be addressed Will not tell her about engine until it is approved Will follow up with retailer before weeks end Thanked him for information <<<Sep 17 2013 5 55 47 010PM entered by Daniel Massaro Customer Assistance/Representatives>>>As per AWS 9/9/13 Jaguar Plano COLANT LEAKING AND CAR RUNNING HOT OUTLET PIPE LEAKING. [REDACTED] WATER OUTLET PIPE BUSTED AND	

EXPANSION TANK BLEED HOSE CRACKED PRESSURED TESTED COOLING SYSTEM FOUND COOLANT LEAK AT WATER OUTLET PIPE AND EXPANSION TANK BLEED HOSE. R/R WATER OUTLET PIPE AND EXPANSION TANK BLEED HOSE. TOPPED OFF COOLANT, PRESSURE TESTED COOLING SYSTEM AND VERIFIED NO COOLANT LEAKS FOUND. AFTER REPAIRS COMPLETED. 47,015 miles <<<Sep 18 2013 6 09 53 760PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and left voice message Identified myself Calling in reference to customer's 2010 XF Do understand vehicle is being diagnosed at Jaguar Plano for issue with vehicle overheating Spoke with retailer and know that vehicle is being diagnosed Will have further information in next 2 3 business days Provided contact information, shift, case# <<<Sep 19 2013 5 32 09 483PM entered by Daniel Massaro Customer Assistance/Representatives>>>Received voice message from customer who stated Returning phone call from yesterday Requested call back <<<Sep 19 2013 5 36 39 940PM entered by Daniel Massaro Customer Assistance/Representatives>>>As per TSS case [REDACTED] (opened 9/19/13) Vehicle brought to retailer because customer states it is running hot and knocking noise from engine Tech inspected and found coolant level below min. Topped off fluids, road tested and confirmed knocking noise Next day, coolant level low again THL advised to submit FRED for engine replacement (9/19/13) <<<Sep 19 2013 5 52 22 517PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted retailer and left voice message for SM Kevin Identified myself Calling in reference to customer [REDACTED] (2010 XF R64958) Saw in TSS case that FRED request is being submitted for new engine Inquiring if customer is aware Do not want to inform customer first, would like to give retailer first opportunity Hoping to discuss Provided contact information, shift and requested call back <<<Oct 7 2013 4 18 32 680PM entered by Daniel Massaro Customer Assistance/Representatives>>>Received voice message from SM Kevin who stated Requested call back @ [REDACTED] <<<Oct 7 2013 4 20 08 750PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted retailer and left voice message for SM Kevin Identified myself Calling in reference to customer [REDACTED] (2010 XF R64958) Understand vehicle is having engine replaced, inquiring on status Provided contact information, shift and requested call back <<<Oct 7 2013 4 43 37 520PM entered by Daniel Massaro Customer Assistance/Representatives>>>Received contact from SM Kevin who stated Returning phone call regarding [REDACTED] vehicle Engine is in and vehicle has been picked up by the customer I advised Thanked him for information <<<Oct 8 2013 11 56 29 043AM entered by Daniel Massaro Customer Assistance/Representatives>>>Received voice message (10/7/13) from customer who stated Requested call back <<<Oct 8 2013 12 15 22 893PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and advised Identified myself Calling in reference to customer's 2010 XF Had spoken with retailer yesterday and understand that the vehicle had engine installed and was returned to you Customer stated Did pick up the vehicle yesterday around noon time Was driving with my husband and daughter and the AC turned off and the overheating message came on Shut vehicle off for a few moments and then drove it to retailer as we were in the neighborhood and dropped it off around 5pm They believe one of the fans was not operating properly Retailer gave me a loaner and were polite as always, but this vehicle is a bit of a problem for my husband and I We are making \$690/month payments on this vehicle and we have an engine replaced and within first 6 hours Do understand that things happen and I consider myself to be a patient person but do feel I deserve some type of compensation and do not want to have to even think about having to pursue a legal recourse as I feel that is bad for both parties Do you feel that is unreasonable I advised Do certainly apologize for inconvenience Agree that you have been patient and do not feel your request to be unreasonable Will look to offer compensation for inconveniences will not commit to anything until you have the vehicle back and can confirm it is operating properly Will contact retailer and gather information Will contact customer before weeks end Customer stated Seems fair Thanked me <<<Oct 8 2013 12 26 04 613PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted retailer and spoke to SM Kevin Identified myself Calling in reference to customer [REDACTED] (2010 XF R64958) We spoke yesterday about the vehicle and know the engine was replaced and the customer picked up yesterday Spoke with customer this morning and know the vehicle had begun to overheat again yesterday and returned to retailer yesterday evening Inquired about any diagnosis on vehicle SM Kevin stated The vehicle had been test driven for 50 miles before we returned the vehicle to her and everything was ok Customer had stated the light stating engine is overheating came on and she smelt coolant Explained to her that there are going to be some smells for first week or two as engine settles in and everything begins running constantly Vehicle has been test driven for 25 30 miles today, and the vehicle has not overheated at all Technician is hooking the vehicle to SDD machine to check for codes in new few minutes Will call you back and inform you about findings I advised Thanked him Provided contact information and shift <<<Oct 9 2013 10 07 18 197AM entered by Daniel Massaro Customer Assistance/Representatives>>>Received voice message from SM Kevin who stated Returning phone call regarding [REDACTED] No codes were found stored Tech was unable to duplicate the concern after a 30 mile road test Vehicle was road tested for 50 miles prior to giving vehicle back Requested call back <<<Oct 10 2013 1 26 05 570PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted SM Kevin and left voice message Identified myself Calling in reference to customer [REDACTED] (2010 XF R64958) Did received voice message AM aware that there were no codes and no duplication of issue Inquiring if retailer still his vehicle or if it was returned to the customer Provided contact information, shift and requested call back <<<Oct 11 2013 3 30 40 867PM entered by Daniel Massaro Customer Assistance/Representatives>>>Received voice message from customer who stated Requested

call back <<<Oct 11 2013 3 31 00 353PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted SM Kevin and left voice message Identified myself Calling in reference to customer [REDACTED] 2010 XF R64958) Did received voice message AM aware that there were no codes and no duplication of issue Inquiring if retailer still his vehicle or if it was returned to the customer Provided contact information, shift and requested call back <<<Oct 14 2013 1 12 05 343PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted retailer and was advised that SM Kevin was unavailable, spoke to SA Bob and advised Identified myself Calling in reference to customer [REDACTED] (2010 XF R64958) Know vehicle had gone back to retailer after engine was replaced due to customer stating the overheating light had come on Am aware that there were no codes and no duplication of issue Inquiring if retailer still his vehicle or if it was returned to the customer SA Bob stated Vehicle is still here We continued to test vehicle over the weekend and there was no duplication or codes still Will be reaching out to the customer today and have here come in to get the vehicle Will have to speak with her first and have her tell the story again, because there has been no codes, no duplication and nothing abnormal whatsoever in the vehicle since we had had it I advised Thanked him for information Have to contact customer today, will wait until later in the day so retailer can contact her first SA Bob stated Sounds good <<<Oct 14 2013 6 40 31 790PM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and advised Identified myself Calling in reference to customer's 2010 XF Have been in contact with retailer and am aware that vehicle has been at retailer for last few days Retailer has not found any stored fault codes for overheating issue and has not duplicated the concern Know vehicle was test driven 50 miles after engine was replaced and has been test driven for last few days in order to verify concern Do believe retailer was to call you today Customer stated My husband was contacted and did go pick up the vehicle today Hope everything works out as my husband is a preacher and drives a lot I advised Understand concerns Know we had discussed compensation last week Would like to give you until end of the week to drive vehicle and if everything is ok at that time, can discuss goodwill gesture Customer stated Sounds good Will drive vehicle and wait until Friday If anything happens, will update you <<<Oct 23 2013 10 19 06 360AM entered by Daniel Massaro Customer Assistance/Representatives>>>CASE CLOSED. <<<Oct 23 2013 10 17 21 237AM entered by Daniel Massaro Customer Assistance/Representatives>>>Placed OLCs into outgoing mail <<<Oct 23 2013 7 49 59 003AM entered by Amber DiCostanzo Customer Assistance/Representatives>>>Handed OLCs 4135 4136 and 3082 3083 back to rep <<<Oct 18 2013 11 56 15 730AM entered by Daniel Massaro Customer Assistance/Representatives>>>Submitted OLC request for approval <<<Oct 18 2013 11 55 24 237AM entered by Daniel Massaro Customer Assistance/Representatives>>>Contacted customer and advised Identified myself Calling in reference to customer's 2010 XF Inquired how the vehicle has been operating since returned from retailer Customer stated Vehicle is running well, have not experienced any issues I advised Am glad to hear it Based on inconveniences incurred by this issue JLRNA would like to extend a onetime goodwill gesture in the form of OLCs, in the amount of \$700 OLCs can be used at any retailer in the US and do not expire OLCs can be used towards any part, service, accessory sold by a retailer OLCs must be used in full as no change or credit is given OLCs do take 7 10 business days to process; will then be mailed to your home Customer stated That is very nice Accepted offer and thanked me I advised Confirmed address, customer confirmed Will submit request for processing momentarily Customer stated Thanked me <<<Oct 18 2013 10 54 35 933AM entered by Daniel Massaro Customer Assistance/Representatives>>>POSITION SUMMARY Findings Customer purchased vehicle used from retailer Vehicle is under SFW Vehicle has S/E, until 12/17/15 or 100k miles Vehicle had been to retailer on 9/9/13 for overheating and coolant leaking issues, an outlet pipe as found to be leaking, it was replaced as was the expansion tank Vehicle was towed to retailer on 9/16/13 for overheating issues Retailer contacted THL and it was determined that the engine needed replacing, FRED request was submitted on 9/19/13 Engine was installed and customer picked up on 10/7/13, vehicle was test driven 50 miles after engine was installed Vehicle was taken back to the retailer on 10/8/13 as the customer states the overheating light came on again Spoke to SM Wayne at retailer and he was unable to duplicate the concern and no fault codes were found, vehicle was test driven for over 30 miles and returned to the customer on 10/14/13 Customer requested F/A for inconvenience, she pays approx. \$690/month for the vehicle Customer was contacted on 10/14/13 to confirm the vehicle was picked up and was informed to drive vehicle until 10/18/13 and if the vehicle operates [properly, JLRNA would make a goodwill offer to her Desired Position Contact customer and ensure vehicle is not overheating JLRNA will extend a onetime goodwill gesture in the form of OLCs in the amount of \$700

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB8A1 [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	10-Oct-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	18-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	47068	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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 ODR HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
Commodity Assignment			
Commodity	body-exterior-paint-	Symptom	no keyword found
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	leak-failed gasket/seal/weatherstrip
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	mod-codes found
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	not seated
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	leak-water leak/entry
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	loose
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	mod-codes found
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	mod-driving condition-while driving
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	mod-indicator light/warning chime on
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	mod-intermittent/random
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	mod-location-interior
Commodity	electrical-accessories/entertainment-sound system-cd player-changer	Symptom	not seated
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender-receiver	Symptom	function-malfunction/inoperative
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender-receiver	Symptom	gauge error-fuel
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender-receiver	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender-receiver	Symptom	loose
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender-receiver	Symptom	mod-codes found
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender-receiver	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender-receiver	Symptom	mod-indicator light/warning chime on
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender-receiver	Symptom	mod-intermittent/random
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender-receiver	Symptom	mod-location-interior
Commodity	electrical-instrument/display-fuel gauge-fuel gauge sender-receiver	Symptom	not seated
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-cooling system-water pump	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-cooling system-water pump	Symptom	leak-coolant/loss of coolant
Commodity	powertrain-engine-cooling system-water pump	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-cooling system-water pump	Symptom	loose
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-codes found
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-cooling system-water pump	Symptom	mod-intermittent/random
Commodity	powertrain-engine-cooling system-water pump	Symptom	not seated
Commodity	powertrain-engine-fuel system-	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	mod-driving condition-when engine running
Commodity	powertrain-engine-fuel system-	Symptom	mod-location-interior
Commodity	powertrain-engine-fuel system-	Symptom	odor
Commodity	powertrain-engine-fuel system-	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	gauge error-fuel

Commodity	powertrain-engine-fuel system-fuel pump	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	leak-water leak/entry
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	loose
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-intermittent/random
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	not seated
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	gauge error-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-water leak/entry
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	loose
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-intermittent/random
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	not seated
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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-Oct-2013
Version Series Code	VS DJ	Load Date	02 -Nov-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5781
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	HORNBURG JAGUAR LOS ANGELES
Non Causal Part Prefix-Base-Suffix		Dealer City	LOS ANGELES
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	110	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3104325900
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Oct 31 2013 4 04 33 573PM entered by Tara Haring Customer Assistance/Representatives>>>ISSUE Customer States His vehicle leaks fuel and smell of fuel for the last 2 weeks He tried to make an appointment at Cerritos, but they do not have an appointment available until next week, therefore hung up, and called the CRC without making appointment He wants the recall completed by his independent mechanic and would like a rental vehicle for the duration of the repair, and for JLR to pay for it He does not feel safe driving the vehicle around for the next week because the recall is not completed; cabin smells of fuel and leaks gas when turned on, with no available appointment until next week at Cerritos He cannot drive the vehicle to Hornburg because of the smell inside the vehicle and having to drive for 40 minutes to the retailer is unacceptable REQUEST Customer Requests His vehicle be transported to the retailer for the recall A loaner vehicle for the duration of the repair ADVISED I advised the Customer He does have a recall on his vehicle (J027) Cerritos does not have any appointment until next week, but Hornburg (as per the member of the service department) is 27 miles or 36 minutes from the customer's home and has available appointments tomorrow 11/1 and Monday 11/4 from 7 30am 11 30am Hornburg does not have any available loaner vehicles at the time Since he has AAA he can have the vehicle flat beaded to the retailer for the repair If he needs a rental vehicle, he may contact the CRC and submit for possible reimbursement NOTE Customer stated he will call Hornburg and make an appointment for the recall <<<Oct 31 2013 4 04 53 360PM entered by Tara Haring Customer Assistance/Representatives>>>Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 30 Jul 2015 999999 PAINT WARRANTY 30 Jul 2012 999999 SERVICE ITEMS WARRANTY 30 Jul 2010 12500 STANDARD FACTORY WARRANTY 30 Jul 2013 50000 Open Field Service Actions Code FSA Message J027 CRACKED FUEL PUMP FLANGE <<<Oct 31 2013 4 05 10 027PM entered by Tara Haring Customer Assistance/Representatives>>>FORWARD TO TIER 1 QUEUE <<<Oct 31 2013 7 09 07 313PM entered by Kathleen Viccaro Customer Assistance/Representatives>>>Case forwarded to LK for continued handling. <<<Nov 4 2013 10 04 41 803AM entered by Lynn Kubicki Customer Assistance/Representatives>>>PER AWS JAGUAR CERRITOS Ph 562 3561000 St CA Ctry Cd USA Reg Cd JA Repr Date 11 JAN 2011 DIST(Mile) 27606 Cust Comments DURING THE INSPECTION TECH FOUND A COOLANT LEAK Tech Comments CAP LOOSE. 27606 WARR. FOUND THE COOLANT RESERVOIR CAP NOT SEALINGCORRECTLY AND CAUSING A LEAK. REMOVED AND REPLACED THE CAP AND FOUND IT OK AFTER THE REPLACEMENT. NOTE BRAKE PADS LOW MESSEGE CAMEON THE INSTRU MENT CLUSTER. FOUND THE REAR BRAKE PADS LOW. CUSTOMER DECLINE ANY WORK AT THIS TIME. JAGUAR CERRITOS Ph 562 3561000 St CA Ctry Cd USA Reg Cd JA Repr Date 03 MAR 2011 DIST(Mile) 30288 Cust Comments FUEL GAUGE WILL READ EMPTY AFTER FILL UP. Tech Comments SENDING UNIT FAILED. 30288 ERRATIC READINGS. 3.80 R/R DEPRESSURISESISTEM.CODE 19.50.02 DRAIN FUEL TANK 19.55.02 AND REPLACE FUEL PUMP ASSBLY 19.45.08 REFILL TANK AND IS NOW NORMALY OPERATING. JAGUAR CERRITOS Ph 562 3561000 St CA Ctry Cd USA Reg Cd JA Repr Date 21 NOV 2011 DIST(Mile) 41949 Cust Comments LOW COOLANT WARNING IS ON Tech Comments 41949 WARR. PRESSURE TESTED THE COOLING SYSTEM AND FOUND THE WATER PUMP LEAKING COOLANT. REMOVED AND REPLACED LEAKING WATER PUMP. VACUUM BLEED THE COOLING SYSTEM AND PRESSURE TESTED. FOUND IT OK AFTER THE REPAIR <<<Nov 4 2013 11 21 23 957AM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the retailer and left a vmail message for the service dept. to call me back on this case. <<<Nov 4 2013 3 05 05 397PM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the customer at the number listed above which I confirmed with Tara the number listed above stated you have reached the RA outbound call line cannot accept any calls I reviewed customer's contact number in DDW contact number for customer [REDACTED] I called the customer and number was no longer in service I will follow up with retailer when they call me back on this case and get contact number. <<<Nov 13 2013 3 37 53 350PM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the retailer and spoke with service receptionist she advised me of customer's contact number [REDACTED] customer's vehicle was there on 11/1/13 and is not there now she transferred me to the SA, Mike and I left a vmail message for him to call me back on this case <<<Nov 13 2013 3 39 07 083PM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the customer and left a vmail message for him on both numbers to call me back on this case. <<<Nov 14 2013 2 06 23 750PM entered by Lynn Kubicki Customer Assistance/Representatives>>>SM, Mike called and advised vehicle came in on 11/1/13 and left on 11/1/13 the recall was related to the fuel issue they performed the recall customer picked up car they advised him of other repairs which he declined all he did not get a loaner I thanked him for his assistance on this <<<Nov 14 2013 2 06 56 590PM entered by Lynn Kubicki Customer Assistance/Representatives>>>I contacted the customer on both numbers and left a vmail message to call me back on this case. <<<Nov 14 2013 2 07 44 937PM entered by Lynn Kubicki Customer Assistance/Representatives>>>Recd email from SA, Mike with copy of customer's RO see below & attachment. From Michael Colavitti <mcolavitti@hornburg.com> Date 14 November 2013 14 04 Subject Hornburg Invoice for [REDACTED] To lkubicki@jaguarlandrover.com Hi Lynn, It was a pleasure speaking with you. Please let me know if require any further information. Regards, Michael Colavitti Hornburg.LandRover.Jaguar Hollywood, CA. <<<Nov 15 2013 3 58 50 647PM entered by Lynn Kubicki Customer Assistance/Representatives>>>Customer called and left a vmail message I contacted the customer and left a vmail message to call me back on this case. <<<Nov 15 2013 4 02 31 970PM entered by Blair Downing Customer Assistance/Representatives>>>[REDACTED] called in to speak with Lynn Transferred over <<<Nov 15 2013 4 12 42 797PM entered by Lynn Kubicki Customer
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Assistance/Representatives>>>Customer's wife [REDACTED] called She Advised they got the vehicle back that day the recall was performed they do not smell the gas/fuel smell anymore the vehicle is running fine she thanked me for my assistance & follow up call I Advised I am glad that the vehicle is fixed and issue is resolved I will document this into the case if she needed any other assistance today she said NO if she does need any future assistance to contact us I wished her a good day and call was ended <<<Nov 15 2013 4 13 09 783PM entered by Lynn Kubicki Customer Assistance/Representatives>>>CASE CLOSED

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GBXAI [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	15-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	31-Jul-2009
Build Country Code		Transmission Serial Number	
Mileage	57000	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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.

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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 2004 quarterly releases.

ECI Record		Source Code	CAT5
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	no keyword found
Commodity	chassis-steering-	Symptom	nvh-noisy operation
Commodity	chassis-steering-	Symptom	sticks/binds/grabs
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	no keyword found
Commodity	powertrain-engine-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-base engine-block	Symptom	nvh-noisy operation
Commodity	powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)	Symptom	no keyword found
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	unknown-	Symptom	function-malfunction/inoperative
Commodity	unknown-	Symptom	latching-does not release/open
Commodity	unknown-	Symptom	mod-driving condition-engine-hot
Commodity	unknown-	Symptom	no keyword found
Commodity	unknown-	Symptom	separation
Commodity	unknown-	Symptom	sticks/binds/grabs
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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-Nov-2013
Version Series Code	VS DJ	Load Date	05-Nov-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J4486
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR WINDSOR
Non Causal Part Prefix-Base-Suffix		Dealer City	WINDSOR
Non Causal Part Numbers		Dealer State/Province	ON
Fault Code	20518	Dealer Country	CAN
Diagnostic Trouble Code		Dealer Phone Number	5199726561
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	
Customer Comment			

Technician Comment	<<<Nov 4 2013 5 01 55 720PM entered by Tara Haring Customer Assistance/Representatives>>>FORWARD TO TIER 1 QUEUE <<<Nov 12 2013 11 23 52 347AM entered by Stephen Szabo Customer Assistance/Representatives>>>CASE CLOSED. <<<Nov 6 2013 8 13 00 253AM entered by Stephen Szabo Customer Assistance/Representatives>>>Received fax from customer and attached to case. <<<Nov 5 2013 5 07 01 107PM entered by Kayla Morris Customer Assistance/Representatives>>> called wishing to speak with SS. I advised her that he had already left for the day. Customer asked to leave a voicemail. Warm transferred customer to VM. <<<Nov 5 2013 9 58 11 817AM entered by Stephen Szabo Customer Assistance/Representatives>>>Received vm from [REDACTED] on 11/5 at 9 50 who advised Will be in meeting until 1 00 Please try to contact him this afternoon to discuss the [REDACTED] Provided contact # [REDACTED] Have a good day <<<Nov 5 2013 1 16 30 443PM entered by Kayla Morris Customer Assistance/Representatives>>> [REDACTED] called in looking to speka with SS. SS was unavailable at time of call. I advised the customer that SS was at lunhc currently and that I could take a message, or put her through to his voicemail. She advised she would just call back later. call disconnected. <<<Nov 5 2013 1 51 55 097PM entered by Stephen Szabo Customer Assistance/Representatives>>>Called Jaguar Windsor and left vm for SM Colin advising Name and company/dept I received your vm Please contact me at your earliest convenience to discuss [REDACTED] Provided contact#, VIN and hours Have a good day <<<Nov 5 2013 2 06 50 080PM entered by Jose Dimas Customer Assistance/Representatives>>>customer called left message for SS <<<Nov 5 2013 2 15 35 737PM entered by Stephen Szabo Customer Assistance/Representatives>>>Received hand written message from JD Please contact customer at [REDACTED] <<<Nov 5 2013 2 34 09 453PM entered by Stephen Szabo Customer Assistance/Representatives>>>Called customer at [REDACTED] and advised Name and company/dept Asked if this is a good time to talk Customer states It is I advised customer I received your case Typically I have 2 business days to make first contact with the customer That would be tomorrow I did leave message for SM Colin and spoke to JC regarding issue I am waiting to speak to Colin still JC advised last you spoke you had a meeting with retailer and they advised issue would be handled I wanted to return your calls though Asked how I can assist her today Customer states Appreciates my call Basically, issue has turned into a real mess Has some warranty left Is not confident in Jaguar Windsor at all Has no choice Has 2 hour drive to next retailer Feels stuck Never received her rebate Paid cash for vehicle and that was a requirement She deserves that rebate I advised customer I understand your frustration I apologize for the situation I will speak to Colin regarding the rebate As far as warranty coverage going forward, I can only suggest you take vehicle to Jaguar Windsor since it is closer JLNRA does stand behind and train all technicians at the JLR retailers We have every confidence in them and the repairs they perform Offered further assistance Customer states Well appreciates my time Will have to see what Colin says If she is not taken care of she may sell vehicle so she does not have to work with Jaguar Windsor Has no other questions for now Will wait to hear back from me Have a good day I advised customer I appreciate your patience I sincerely apologize for the situation Provided contact # and hours Have a good day <<<Nov 5 2013 4 28 07 263PM entered by Stephen Szabo Customer Assistance/Representatives>>>Received vm from Colin who advised He received my vm He forwarded all information to the GM He will reach out to me regarding the rebate The rebate issue is above his head Please contact him [REDACTED] Have a good day <<<Nov 5 2013 4 42 22 373PM entered by Stephen Szabo Customer Assistance/Representatives>>>Called SM Colin and advised Name and company/dept Wanted to return your call Customer has mentioned something about a lifetime maintenance offer on this vehicle and future ones purchased from Jaguar Windsor Colin states Appreciates my call He will have the GM Steve to contact me regarding the rebate of \$3500 That maintenance offer is listed in her account He will cover all future oil changes on this vehicle and other ones purchased through JW She is welcome to contact him directly but offer is documented Not repairs or other services but oil changes only Please contact him with any other questions Contact GM Steve if I do not hear from him in a day or so Have a good day I advised Colin Really appreciate your time That offer is very fair I will let customer know Have a good day <<<Nov 5 2013 4 45 44 100PM entered by Stephen Szabo Customer Assistance/Representatives>>>Called Jaguar Windsor and left vm for GM Steve advising Name and company/dept I was able to speak to SM Colin on [REDACTED] vehicle Wanted to contact you to discuss the sales rebate of \$3500 Please contact me at your earliest convenience to discuss Provided contact #, VIN and hours Have a good day <<<Nov 5 2013 4 54 55 753PM entered by Stephen Szabo 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 wanted to contact you soon as I spoke to Colin He has confirmed you will receive free oil changes on this vehicle and any other one you purchase from them I have left a vm for GM Steve regarding your sales rebate I will contact you as soon as I hear from him Asked if she would like Colin's number to contact him Customer states That is fine Trusts my information Would like to send me sales contract though Asked for my fax # I advised customer That would be great Provided fax # and offered further assistance Customer states That is all Thank you Will get that to me Have a good day I advised customer Appreciate your time I will look out for that fax I will contact you this week with any updates Have a good day <<<Nov 4 2013 5 14 52 857PM entered by Kayla Morris Customer Assistance/Representatives>>>Customer called in requesting to speak with JC. I advised that JC leaves at 5pm.
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Customer asked that I leave a note for JC to call her first thing tomorrow at 519 735 1082. <<<Nov 12 2013 11 23 17 037AM entered by Stephen Szabo Customer Assistance/Representatives>>>Signed, copied and mailed OLCs to customer. <<<Nov 12 2013 11 09 42 870AM entered by Amber DiCostanzo Customer Assistance/Representatives>>>Handed OLCs 4188 4189 back to rep <<<Nov 11 2013 9 38 16 550AM entered by Stephen Szabo Customer Assistance/Representatives>>>Submitted OLCs for processing. <<<Nov 5 2013 8 12 24 227AM entered by Stephen Szabo Customer Assistance/Representatives>>>As per CATS case # [REDACTED] CLOSING CALL 30 <<<Tuesday, September 24, 2013 3 28 23 PM entered by John Clark Customer Assistance/Representatives>>> Received call from client; Advised Did you have meeting with S/M Colin How did it go Client states I did have meeting and it went well. Colin did not try to cover anything up. Admitted to mistake. Pulled in both technicians. Offered my free service for life and on any future purchases. I asked about \$3,500.00 rebate and he said he would look into it, not under his control though. Advised I am happy that everything worked out. Is there anything else I can assist you with today If you have any further questions or concerns please call me. Client states If there are any issues I will call you. Thank you. <<<Nov 5 2013 8 11 20 793AM entered by Stephen Szabo Customer Assistance/Representatives>>>As per AWS Only recalls and service actions listed Last Claim Dlr Cd Sub Cd J4486 JA Name JAGUAR WINDSOR Ph 519 9726561 St ON Ctry Cd CAN Reg Cd JA Repr Date 11 JUL 2013 DIST(Mile) 18126 Cust Comments J027B OPEN FSA J027 CRACKED FUEL PUMP FLANGE Tech Comments RENEW FUEL TANK OUTLET MOUNTING FLANGE READ AND CLEARED DTC <<<Nov 5 2013 8 09 53 827AM entered by Stephen Szabo Customer Assistance/Representatives>>>As per DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 24 Feb 2016 999999 PAINT WARRANTY 24 Feb 2014 80000 SERVICE ITEMS WARRANTY 24 Feb 2011 20000 STANDARD FACTORY WARRANTY 24 Feb 2014 80000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<Nov 4 2013 7 00 26 870PM entered by Kathleen Viccaro Customer Assistance/Representatives>>>Case forwarded to SS for continued handling. <<<Nov 4 2013 5 01 46 327PM entered by Tara Haring Customer Assistance/Representatives>>>Please reference prior case 7905303 <<<Nov 4 2013 5 01 06 473PM entered by Tara Haring Customer Assistance/Representatives>>>ISSUE Customer States She was working with John Clark and had a case that should have never been closed She does not want to open another case Wants to speak with John because he knows the issue She has not heard from the retailer in a while REQUEST Customer Requests The continue her case ADVISED I advised the Customer The case has been closed for quite some time I will certainly open a new case and reference the prior case so that this can be looked into NOTE Customer did not want to open a new case. When I spoke with J.C. he informed me to open a new case for the customer <<<Nov 5 2013 8 39 43 067AM entered by Stephen Szabo Customer Assistance/Representatives>>>Called Jaguar Windsor and left vm for SM Clin advising Name and company/dept Received case for [REDACTED] Customer looking for assistance still Wanted to see last time you heard from customer and what you know about the \$3500 rebate Please contact me Provided contact #, VIN and hours Have a good day <<<Nov 5 2013 9 02 11 690AM entered by Christina Lospalluto Customer Assistance/Representatives>>> Received call from customer asking to speak to [REDACTED] I advised You actually have a new case with one of our senior case specialists, his name is Stephen Szabo. Your new case number is [REDACTED]. I spoke to him briefly, he told me to advise you he is in contact with your retailer, he left them a voice message since he couldn't reach them. He wants to speak to the retailer to get all of his information and facts straight, just to confirm, and then he will call you no later than tomorrow. Confirmed the phone number in the CATS case which is correct. Customer provided me another phone number to be reached [REDACTED] extension [REDACTED]. <<<Nov 11 2013 9 38 01 143AM entered by Stephen Szabo Customer Assistance/Representatives>>>CLOSING CALL Called customer and advised Name and company/dept Asked if this is a good time to talk Customer states It is IU advised customer I was able to speak to GM Steve He will be contacting you later today or tomorrow to discuss what he can do for you and [REDACTED] JLNRA would like to offer you \$500 in OLCs for your inconvenience; they can be used towards any future repair, service or part Asked if she will accept Customer states She appreciates that Will accept, Thank you Confirmed her address I advised customer Apologized again for her situation Verified the vehicle is still OK now and confirmed her address Offered further assistance Customer states Appreciates all my assistance That is all Will speak to Steve when he calls Have a good day I advised customer Appreciate your patience Please contact me with any future questions or concerns Provided contact # and hours Have a good day <<<Nov 11 2013 9 31 33 330AM entered by Stephen Szabo Customer Assistance/Representatives>>>POSITION SUMMARY FINDINGS Customer is original owner NVW expires on 2/24/2014/80,000 km Customer had several repair issues Customer had sales issue where she never received her \$3500 credit for purchasing vehicle cash Customer had not documents stating the offer to provided CRC Customer had case with JC for same issues [REDACTED] Customer had fuel issues and had to wait for parts Customer had several complaints with retailer and staff DESIRED POSITION JLNRA will provide customer with \$500 in OLCs Jaguar Windsor will offer customer a \$500 goodwill credit as well Jaguar Windsor has also documented the customer's account so she can receive free oil changes on this vehicle and any other Jaguar she purchases from them <<<Nov 11 2013 9 22 57 247AM entered by Stephen Szabo Customer Assistance/Representatives>>>Called Jaguar Windsor and spoke to Steve and advised Name and company/dept Wanted to see if you spoke to the

or have come to a resolution on their case Steve states He is still trying to decide what to do for customer Customer did agree to sale at time of purchase and he provided customer with paint and rust protection as well as a few other items He also provided more toward her trade than it was worth Feels the \$3500 was more than covered I advised Steve I understand that I can offer customer \$500.00 in OLCs to cover some future expenses Asked if he can do something similar Steve states He will provided customer a \$500 internal goodwill credit He will discuss sales agreement and offer with customer later today Appreciates my assistance Have a god day I advised Steve Appreciate that Thank you Have a good day <<<Nov 6 2013 12 28 03 317PM entered by Stephen Szabo Customer Assistance/Representatives>>>Called Steve at [REDACTED] and advised Name and company/dept Wanted to return your call Asked what information he can share Steve sates Customer waited 3 years to bring this up She signed sales contract with no issues Then had service issue and now this comes up Spoke to customer today and asked for 48 hours to make decision He will work with customer Not sure what he will do Will call customer this week with an offer She has no documents about rebate to share either have a good day I advised Steve Appreciate your time Thank you for working with customer I will contact her Friday as well have a good day <<<Nov 6 2013 12 22 16 143PM entered by Stephen Szabo Customer Assistance/Representatives>>>Received vm from GM Stev on 11/6 at 12 00 pm who advised Please contact him to discuss the [REDACTED] Have a good day <<<Nov 6 2013 8 31 45 533AM entered by Stephen Szabo Customer Assistance/Representatives>>>Received vm from customer on 11/5 at 7 pm who advised Just faxed sales contract showing no \$3500 rebate/discount She has no documents on offer but was on website Jan 29 2010 Was \$3500 off new XF if paid in cash Please contact her with any questions Have a good day

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJXA0GB4AI [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	18-Jul-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	25-Feb-2010
Build Country Code		Transmission Serial Number	
Mileage	30000	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	field service action
Commodity	powertrain-engine-electronic engine control-	Symptom	damage-cracked/fractured/split
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-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-weather-cold
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	unknown--	Symptom	field service action
Commodity	unknown--	Symptom	function-malfunction/inoperative
Commodity	unknown--	Symptom	mod-driving condition-while driving
Commodity	unknown--	Symptom	no problem found
Commodity	unknown--	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical

Report Details

Source Claim Key		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-2014
Version Series Code	VS DJ	Load Date	02 -Aug-2014
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5756
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	IMPERIAL MOTORS JAGUAR OF LAKE
Non Causal Part Prefix-Base-Suffix		Dealer City	LAKE BLUFF
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code	10000	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8476150606
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Jul 30 2014 11 55 54 000AM entered by SVC RM User Program Management/Client Server>>>ISSUE customer is stationed in Cuba they do not have Jaguar retailers that work on vehicle it is pretty bad his vehicle is leaking now was told now to drive the car again because it is leaking the closest retailer he can get parts from is in Jacksonville Florida currently 38,000 miles 1st jaguar land rover purchased vehicle Jaguar Scotsdale Lake bluff Jaguar services the vehicle currently has recall open on vehicle REQUEST Assistance with getting recall completed ADVISED I spoke with my supervisor HB what I can do considering his circumstance is offset cost of parts but cannot offset labor due to the fact cannot verify workmanship since he is stationed typically a 2 day call back would occur but I will send him a case number email he can correspond with me via email and our next contact will be once I receive the receipt verified mailing address advised check would be mailed to this address provided my contact information provided case number <<<Jul 30 2014 11 58 28 000AM entered by SVC RM User Program Management/Client Server>>>Case number email sent from Lesley, Zakiya <(><<) >zlesley@jaguarlandrover.com> to [REDACTED]@yahoo.com date 30 July 2014 11 59 subject Jaguar Land Rover North America, LLC mailed by jaguarlandrover.com Jaguar Land Rover North America, LLC Lesley, Zakiya <(><<) >zlesley@jaguarlandrover.com> 11 59 (0 minutes ago) to [REDACTED] Per our conversation earlier today, your case number is [REDACTED] for future reference. I will be in contact with you once I have received the invoice for recall parts. All further communication will be via email.. Zakiya Lesley Customer Relationship Center Representative T 1 800 637 6837 Land Rover 1 800 452 4827 F +1.888 410 1296 ext.1309022 Jaguar Land Rover North America, LLC 555 MacArthur Blvd, Mahwah, NJ 07430 <<<Jul 31 2014 4 12 35 000PM entered by SVC RM User Program Management/Client Server>>>Awaiting invoice for customer as noted per conversation will follow up once I receive invoice customer station in Guantanamo Bay Cuba Militarily no incoming call <<<Sep 3 2014 8 44 46 000AM entered by SVC RM User Program Management/Client Server>>>NO Contact email sent to customer from Lesley, Zakiya <(><<) >zlesley@jaguarlandrover.com> to [REDACTED]@yahoo.com date 3 September 2014 08 46 subject Jaguar Land Rover North America, LLC mailed by jaguarlandrover.com REF [REDACTED] VIN [REDACTED] Dear [REDACTED] Thank you for contacting Land Rover North America. I am sorry that you have concerns with your 2010 Jaguar XF . 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 1 800 452 4827 option 9, extension 1309022. 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, <<<Sep 3 2014 4 00 18 000PM entered by SVC RM User Program Management/Client Server>>> [REDACTED] Called in customer states returning phone call received my email I advised; I was reaching out to him because I never received customer states he sent out the email on 08/27/2014 I advised I did not receive it custoemr states; he will send it while we are on the phone I advsied I did receive it advised will take 6 8 weeks to process verified mailing address custoemr states; he is also interested in F Type I advised received 2nd mailing address will send out the brochure to him <<<Sep 3 2014 4 34 00 000PM entered by SVC RM User Program Management/Client Server>>>AS PER DDW J027 CRACKED FUEL PUMP FLANGE J038 ENGINE MIL ILLUMINATED Claimed Field Service Actions Code Actioned By K098D 16 Aug 2012 Imperial Motors Jaguar of Lake Bluff K107H 16 Aug 2012 Imperial Motors Jaguar of Lake Bluff I215H 14 Feb 2011 Jaguar North Scottsdale K061X 05 Jan 2011 Jaguar North Scottsdale J017C 27 Aug 2010 Jaguar North Scottsdale I999F 29 Jul 2009 Jaguar North Scottsdale <<<Sep 3 2014 4 34 16 000PM entered by SVC RM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 25 Feb 2016 999999 PAINT WARRANTY 25 Feb 2013 999999 SERVICE ITEMS WARRANTY 25 Feb 2011 12500 STANDARD FACTORY WARRANTY 25 Feb 2014 50000 <<<Sep 3 2014 4 35 04 000PM entered by SVC RM User Program Management/Client Server>>>AS PER TOPIX; TECHNICAL BULLETIN J027NAS2 07 MAY 13 (c) Jaguar Land Rover North America, LLC 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 Jaguar service facility to determine whether this bulletin applies to a specific vehicle. CHANGES ARE HIGHLIGHTED IN GRAY SECTION 310 01C Safety Recall Cracked Fuel Tank Fuel Outlet Mounting Flange AFFECTED VEHICLE RANGE XF (X250) 5.0L engine vehicles only VIN Model Year R36915 S47091 2010 2012 CONDITION SUMMARY Situation A concern has been identified where the fuel tank fuel outlet mounting flange on 5.0L Gasoline engine derivative XF vehicles may crack. If a crack is present in the fuel tank fuel outlet mounting flange, drivers will most likely see an Amber Malfunction Indicator Lamp on the Instrument Cluster (check engine light). The driver may also smell fuel odor and in some circumstances with the vehicle static, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire. CAUTION Make sure vehicle has less than three quarters (3/4) of a tank of fuel before beginning the Repair Procedure. Action Retailers are required to before sale HOLD all affected vehicles in the above VIN range that are in their control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action detailed in this Technical Bulletin. PARTS PART NO. DESCRIPTION QTY. EXPECTED % OF VEHICLES REQ UIRING PART* C2D25076 Fuel tank fuel outlet mounting flange 1 100 C2Z7361 Gasket 1 100 * when ordering parts, order the expected percentage failure rate of parts identified only TOOLS IDS with latest IDS DVD and Calibration File Land Rover approved Midtronics Vehicle Power
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Supply See Workshop Manual / Repair Procedure for any required sp <<<Sep 3 2014 4 40 35 000PM entered by SVC CRM User Program Management/Client Server>>>SUBMITTED CHECK REQUEST TO AD <<<Sep 4 2014 7 13 35 000AM entered by SVC CRM User Program Management/Client Server>>>Sent email to rep requesting they confirm customer mailing address as USPS does not recognize address we currently have. <<<Sep 4 2014 1 25 00 000PM entered by SVC CRM User Program Management/Client Server>>>email received from customer [REDACTED] Attachments13 15 (11 minutes ago) to me Good Afternoon, Address to mail the check [REDACTED], Glenview Illinois [REDACTED] Address to mail the brochure PSC 1005 box 95, FPO AE 09593 0001

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB3AI [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGD I NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	04-Jul-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	26-Feb-2010
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	damage-cracked/fractured/split
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	field service action
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	function-malfunction/inoperative
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	high effort
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	mod-visibility impaired
Commodity	electrical-instrument/display-warning chimes/lights-charge warning	Symptom	field service action
Commodity	electrical-lamps/bulbs-cargo/engine compartment lamps-	Symptom	damage-cracked/fractured/split
Commodity	electrical-lamps/bulbs-cargo/engine compartment lamps-	Symptom	field service action
Commodity	electrical-lamps/bulbs-cargo/engine compartment lamps-	Symptom	function-malfunction/inoperative
Commodity	electrical-lamps/bulbs-cargo/engine compartment lamps-	Symptom	mod-driving condition-while driving
Commodity	electrical-lamps/bulbs-cargo/engine compartment lamps-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-start charge-battery-	Symptom	field service action
Commodity	electrical-start charge-battery-	Symptom	function-malfunction/inoperative
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-while driving
Commodity	electrical-start charge-battery-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-start charge-battery-	Symptom	separation
Commodity	powertrain-engine-electronic engine control-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-electronic engine control-	Symptom	field service action
Commodity	powertrain-engine-electronic engine control-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-electronic engine control-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-electronic engine control-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	unknown-	Symptom	engine power-stall
Commodity	unknown-	Symptom	field service action
Commodity	unknown-	Symptom	function-malfunction/inoperative
Commodity	unknown-	Symptom	improper assembly
Commodity	unknown-	Symptom	mod-codes found
Commodity	unknown-	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	12	Tread Category Description	exterior lighting

Report Details

Source Claim Key		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-Dec-2014
Version Series Code	VS DQ	Load Date	06-Jan-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5383
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR DFW
Non Causal Part Prefix-Base-Suffix		Dealer City	DFW AIRPORT
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code	10000	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9727692000
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Dec 23 2014 10 30 59 000AM entered by SVC RM User Program Management/Client Server>>>I called and left SM Andy Noyse a vm advising Customer called corporate with unhappy service experience. Tried to get assistance yesterday bet felt pushed away from dealer. My phone number. Can he reach out to customer to discuss and leave me a detailed vm <<<Dec 22 2014 12 38 26 000PM entered by SVC RM User Program Management/Client Server>>>Email sent to SM Kevin Boles 12/22/2014 From Scolny, Audrey <(><<<)>ascolny@jaguarlandrover.com> Date 22 December 2014 at 12 37 Subject [REDACTED] Vin [REDACTED] To [REDACTED] Hello Kevin, How are you Customer opened a case this morning. States that back in September she had a warning light come on in the vehicle. Dealer repaired and the light came back on and she had to bring back. Was told there were other issues as the mechanic working on her vehicle was a different one. Vehicle was there a week. Says that she's had a very unhappy experience with SA Bob. This morning her vehicle ran out of power. Said she called for assistance and the SA told her they could not see her until Monday nor could she leave the vehicle there until they can see it. States she was frustrated and went to an independent this morning because dealer would not assist her. Kevin, could you reach out to the customer about this Says she's never worked with the SM. Best, Audrey Audrey J. Scolny Customer Relations Case Specialist Jaguar Land Rover North America, LLC 555 MacArthur Blvd Mahwah, NJ 07430 Office Jaguar 1 800 452 4827 option 9 ext. 1309011 Office Land Rover 1 800 637 6837 option 9 ext. 1309011 <<<Dec 22 2014 12 22 56 000PM entered by SVC RM User Program Management/Client Server>>>Per Fact sheet one Jaguar. <<<Dec 22 2014 12 22 34 000PM entered by SVC RM User Program Management/Client Server>>>Per AWS Last recent repairs listed Repr Date 08 AUG 2014 DIST (Mile) 74588 Cust Comments J038B J038 EMISSIONS RECALL ENGINE MALFUNCTION INDICATOR LAMP ILLUMINATED Tech Comments SERVICE ACTION. 74588 program ecm SAJWA0HE9AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RY 20 10 09 24 02 10 J5529 USA 55 * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code J027 Labor Hrs .9 Labor Cost 121.5 Material Cost 149.04 Total Cost 270.54 Dlr Cd Sub Cd J5383 JA Name JAGUAR PLANO Ph 972 7692000 St TX Ctry Cd USA Reg Cd JA Repr Date 08 AUG 2014 DIST(Mile) 74588 Cust Comments J027C J027 CRACKED FUEL TANK FUEL OUTLET MOUNTING FLANGE Tech Comments SERVICE ACTION. [REDACTED] replaced flange per j027 <<<Dec 22 2014 12 19 11 000PM entered by SVC RM User Program Management/Client Server>>>Per DDW Old owner name on the vehicle. SELECT EDITION 23 Feb 2016 100000 SERVICE ITEMS WARRANTY 23 Feb 2011 12500 STANDARD FACTORY WARRANTY 23 Feb 2014 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action Claimed Field Service Actions Code Actioned By J027C 08 Aug 2014 Jaguar Plano J038B 08 Aug 2014 Jaguar Plano J018D 21 Nov 2011 Jaguar Plano K098D 21 Nov 2011 Jaguar Plano I215J 23 Feb 2011 Hornburg Jaguar Santa Monica K061X 23 Feb 2011 Hornburg Jaguar Santa Monica I999F 18 Nov 2009 Jaguar Thousand Oaks <<<Dec 22 2014 12 18 03 000PM entered by SVC RM User Program Management/Client Server>>>ISSUE Customer States Vehicle purchased used from an independent 9/2013. Will never go to Jaguar Plano again. First Jaguar 67,000 miles. First time had a problem with the SA Bob. He lied and kept having her coming back in to get more money on repairs. Told him he has to find out the first time. Whole blown out thing with that. Brought vehicle in and the SA was not happy as she requested not to work with him. Has used Jaguar Plano for all service and maintenance. Last time dealer kept vehicle over a week back in Sept. When she got it back the warning light was still on and she had to bring it back again and was told there were other issues because there was a different mechanic looking at it. That's not her problem. Vehicle ran out of power today. She called Jaguar Plano for assistance. SA arrogant, unhelpful. Dealer told her they could not take her vehicle until Monday. She could not drop off her vehicle as the vehicle could not stay there for a long period of time. took vehicle to an independent today instead. Believes there is a battery issue. Has not worked with the SM. REQUESTS Customer Requests To file a complaint with corporate about her unhappy dealer experience with Jaguar Plano. To never purchase another Jaguar because of them. ADVISED I Advised Customer I can certainly open a case and address her experiences with the SM. Case number. Will follow up in 2 business days. This is not the customer service experience we want any of our customers to have. <<<Dec 24 2014 10 09 06 000AM entered by SVC RM User Program Management/Client Server>>>I called Jaguar Plano and left a vm for SM Andy Noise as I was told he is in today. I advised Need his feedback on this customer. My phone number. Please leave me a detailed vm and can someone reach out to the customer <<<Dec 24 2014 10 13 15 000AM entered by SVC RM User Program Management/Client Server>>>I called and spoke with customer advising I have a few messages into the SM Any Noyse. I do want to address her unhappy experience. I have not forgotten about you. Will need one form of ID as old owner's name is on the vehicle. Provided email address as requested. <<<Jan 30 2015 2 08 02 000PM entered by SVC RM User Program Management/Client Server>>>Email to customer Dear [REDACTED], Thank you for contacting the Jaguar Customer Relationship Center. I am sorry to hear that you have experienced concerns with the retailer. It is through feedback like yours that we are able to learn of the problems that exist and of the improvements that are needed in order to better serve our customers. We are addressing your concerns internally and in addition, have contacted the management at Jaguar Plano advising them of your experience. In the meantime, please be assured that you are a valued customer and we apologize for what transpired. I have also updated Audrey, your Customer Relationship Representative whom you had a case opened with. If you have any questions or require additional information, please feel free to contact us at 1 800 4 JAGUAR, option 9. Sincerely, Danielle Carey Customer Relationship Center Representative Jaguar Land Rover North America, LLC <<<Jan 30 2015 2 04 14 000PM entered by SVC RM
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User Program Management/Client Server>>>Email from customer On 1/27/2015 10 10 37 AM [REDACTED] [REDACTED]@yahoo.com> wrote
 Question Topic Vehicle Other First Name [REDACTED] Last Name [REDACTED] Email [REDACTED]@yahoo.com Phone Address [REDACTED] City Plano State / Province Texas
 Zip / Postal Code [REDACTED] Country USA *** Additional Details *** Warranty Type VIN Number SAJWA0HE9AM [REDACTED] Type of Information Change Type of
 Mailing List Change Language English *** Customer Question *** I did not get notification of a recall on my vehicle and ended up spending hundreds of
 dollars in an attempt to fix my vehicle because my car kept cutting off. I originally went to the dealership when it first quit on me, but they were not willing to
 help me. I have talked to the manager at the dealership and that was not helpful. I plan to get rid of this car ASAP and I will never get again. I have told many
 people about my story to discourage them from getting a jaguar. It has been a nightmare. I have dealt with much better customer service and had better warranty
 with other brands. <<<Dec 26 2014 11 25 30 000AM entered by SVCRM User Program Management/Client Server>>>Customer called and advised The SM
 did reach out to her. Said he was going to speak with SA Roy and get back to her. She sent over her ID. I Advised Will document that the SM reached out to her.
 I suggest she work with the SM from now on. Will keep a look out for her ID. <<<Dec 26 2014 11 18 09 000AM entered by SVCRM User Program
 Management/Client Server>>>I called and left customer a vm advising I spoke with SM Andy Noyse. Said he was going to reach out to her to address her
 unhappy service experience. Did he How did it go for her My phone number. Also sent her an email for a vehicle owner update. <<<Dec 26 2014 10 32 57
 000AM entered by SVCRM User Program Management/Client Server>>>ID email sent to customer 12/26/2014 From Scolny, Audrey <(><<)
 >ascolny@jaguarlandrover.com> Date 26 December 2014 at 10 32 Subject Jaguar Cars of North America To [REDACTED]@yahoo.com CASE [REDACTED] VIN
 [REDACTED] Dear [REDACTED], Thank you for contacting Jaguar Cars of North America. As discussed I will need one form of ID so that I may complete a
 vehicle/owner update for you, as the old owner's name is on the vehicle. You can fax or email it to me. Fax 888 410 0938 or email to jagweb1@jaguarlandrover.
 com I am here Monday through Friday 8 30AM to 5 00PM EST. Sincerely, Audrey Scolny Audrey J. Scolny Customer Relations Case Specialist Jaguar Land
 Rover North America, LLC 555 MacArthur Blvd Mahwah, NJ 07430 Office Jaguar 1 800 452 4827 option 9 ext. 1309011 Office Land Rover 1 800 637 6837
 option 9 ext. 1309011 <<<Dec 24 2014 3 14 51 000PM entered by SVCRM User Program Management/Client Server>>>Received vm from SM Andy
 advising Customer was in for battery light in Sept. She took vehicle home and then her footbrake light came on. This was a different issue. She denied anything
 but a battery. SA started her vehicle and told her for the holidays they don't have anymore loaners and would not be able to schedule her until Monday.
 Customer took her vehicle and left. I apologized to her.

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0HE9AM [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	20-Oct-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	24-Feb-2010
Build Country Code		Transmission Serial Number	
Mileage	67000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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[Contact CDR HELP](#)

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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 2004 quarterly releases.

ECI Record					Source Code	CATS
Commodity Assignment						
Commodity	body-locks/latches—				Symptom	damage-cracked/fractured/split
Commodity	body-locks/latches—				Symptom	field service action
Commodity	body-locks/latches—				Symptom	function-malfunction/inoperative
Commodity	body-locks/latches—				Symptom	leak-fluid
Commodity	body-locks/latches—				Symptom	mod-driving condition-while driving
Commodity	body-locks/latches—				Symptom	part-missing part
Commodity	body-locks/latches—				Symptom	part-wrong part
Commodity	body-locks/latches—				Symptom	repair-prior repair mentioned
Commodity	chassis-wheel system-	assy-tire	pressure	monitoring	Symptom	damage-cracked/fractured/split
Commodity	chassis-wheel system-	assy-tire	pressure	monitoring	Symptom	field service action
Commodity	chassis-wheel system-	assy-tire	pressure	monitoring	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel system-	assy-tire	pressure	monitoring	Symptom	function-shuts off
Commodity	chassis-wheel system-	assy-tire	pressure	monitoring	Symptom	mod-codes found
Commodity	chassis-wheel system-	assy-tire	pressure	monitoring	Symptom	mod-driving condition-at cruise
Commodity	chassis-wheel system-	assy-tire	pressure	monitoring	Symptom	mod-driving condition-while driving
Commodity	chassis-wheel system-	assy-tire	pressure	monitoring	Symptom	mod-indicator light/warning chime on
Commodity	chassis-wheel system-	assy-tire	pressure	monitoring	Symptom	mod-intermittent/random
Commodity	chassis-wheel system-	assy-tire	pressure	monitoring	Symptom	part-missing part
Commodity	chassis-wheel system-	assy-tire	pressure	monitoring	Symptom	part-wrong part
Commodity	chassis-wheel system-	assy-tire	pressure	monitoring	Symptom	repair-prior repair mentioned
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	chassis-wheel	assy-tires-			Symptom	part-missing part
Commodity	chassis-wheel	assy-tires-			Symptom	part-wrong part
Commodity	chassis-wheel	assy-tires-			Symptom	repair-prior repair mentioned
Commodity	electrical-instrument/	display-warning lights-	chimes-		Symptom	damage-cracked/fractured/split
Commodity	electrical-instrument/	display-warning lights-	chimes-		Symptom	field service action
Commodity	electrical-instrument/	display-warning lights-	chimes-		Symptom	function-malfunction/inoperative
Commodity	electrical-instrument/	display-warning lights-	chimes-		Symptom	leak-fluid
Commodity	electrical-instrument/	display-warning lights-	chimes-		Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/	display-warning lights-	chimes-		Symptom	part-missing part
Commodity	electrical-instrument/	display-warning lights-	chimes-		Symptom	part-wrong part
Commodity	electrical-instrument/	display-warning lights-	chimes-		Symptom	repair-prior repair mentioned
Commodity	powertrain-engine—				Symptom	field service action
Commodity	powertrain-engine—				Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-cooling system-	thermostat			Symptom	field service action
Commodity	powertrain-engine-cooling system-	thermostat			Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-cooling system-	thermostat			Symptom	function-shuts off
Commodity	powertrain-engine-cooling system-	thermostat			Symptom	mod-codes found
Commodity	powertrain-engine-cooling system-	thermostat			Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-cooling system-	thermostat			Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-cooling system-	thermostat			Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-cooling system-	thermostat			Symptom	mod-intermittent/random
Commodity	powertrain-engine-cooling system-	thermostat			Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-	filler neck/cap			Symptom	field service action
Commodity	powertrain-engine-fuel system-	filler neck/cap			Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	filler neck/cap			Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-	fuel hoses/tubes			Symptom	field service action
Commodity	powertrain-engine-fuel system-	fuel hoses/tubes			Symptom	function-malfunction/inoperative

Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	function-shuts off
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	high effort
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	mod-intermittent/random
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-fuel rail	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel rail	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel rail	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-fuel rail	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-fuel rail	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel rail	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel rail	Symptom	mod-intermittent/random
Commodity	powertrain-engine-fuel system-fuel rail	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-shuts off
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-intermittent/random
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	part-missing part
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	part-wrong part
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-timing system-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-timing system-	Symptom	field service action
Commodity	powertrain-engine-timing system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-timing system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-timing system-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-timing system-	Symptom	part-missing part
Commodity	powertrain-engine-timing system-	Symptom	part-wrong part
Commodity	powertrain-engine-timing system-	Symptom	repair-prior repair mentioned
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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-Mar-2015
Version Series Code	VS DG	Load Date	28 -Mar-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5758
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR MISSION VIEJO
Non Causal Part Prefix-Base-Suffix		Dealer City	MISSION VIEJO
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	114	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9499739800
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Apr 1 2015 1 19 43 000PM entered by SVCRM User Program Management/Client Server>>>Contacted SA Robin He advised The customer came in with a check engine light on 2/15 DTML pump test could not be performed as the fuel tank was too full The customer returned 2/27 for check engine light and TPMS fault The customer had taken the vehicle to an independent for a replacement tire and the wrong TPM sensor was fitted The vehicle passed three times for testing re check engine light There were no codes pulled and the light was not on when the vehicle was released The vehicle returned again on 3/18 with gas smell The fuel tank flange was found to be cracked and no smell was found after replacement The customer returned again on 3/25 for another check engine light An evap leak was found and the absorption canister was replaced The customer picked up 3/30 and has not called back with further concerns He is a good customer in that he continues driving over an hour to bring the vehicle in when he passes two other retailers on the way down I advised The customer is concerned with what will happen once out of warranty being that there are so many issues with the vehicle The vehicle has 93,000 miles The customer's concerns do not seem to be related It seems to be an issue of bad timing I will contact the customer to let him know to contact CRC with future concerns <<<Mar 30 2015 10 20 53 000AM entered by SVCRM User Program Management/Client Server>>>As per email from customer From <(><<)>[REDACTED]@aol.com> Date Sat, Mar 28, 2015 at 5 41 PM Subject Re Jaguar Customer Relationship Center Case To abuno1@jaguarlandrover.com Hello Ashley, I picked up my car today March 28, 2014 at 11am this morning. So far so good but i have been down this road already. I thank you very much for taking time to contact me. I am still a bit leary about the Jaguar brand, but i am glad that someone is listening on the other end to customer concerns <<<Mar 27 2015 6 12 57 000PM entered by SVCRM User Program Management/Client Server>>>As per email to customer From Buono, Ashley <(><<)>abuno1@jaguarlandrover.com> Date Fri, Mar 27, 2015 at 6 12 PM Subject Jaguar Customer Relationship Center Case To [REDACTED] <(><<)>[REDACTED]@aol.com> [REDACTED], As per our conversation earlier today, your case number is [REDACTED]. When you have the opportunity, please let me know when the vehicle has been picked up from Jaguar Mission Viejo. I will contact you with an update in a few days. Feel free to email or call at the contact number below. Sincerely, Ashley Buono Customer Relationship Center Representative T Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309030 F 888 410 0938 <<<Mar 27 2015 5 45 16 000PM entered by SVCRM User Program Management/Client Server>>>Contacted customer He advised The vehicle has had nothing but issues since he purchased it The vehicle was purchased from Jaguar Mission Viejo with 47000 miles The vehicle is at the retailer now for repair SA Robin let him know the vehicle is repaired (gas cap and carbon emission repair) He was planning on picking up today but may not be able to until Monday All services/repairs have been completed at Alvarez Jaguar or Jaguar Mission Viejo He is afraid that once the warranty expires, he will be faced with multiple expensive repairs I advised I will reach out to the retailer for more information I will send you an email with my contact information Please let me know once the vehicle has been picked up I will give you some time to drive the vehicle and confirm repairs before I contact you again with an update <<<Mar 27 2015 5 04 27 000PM entered by SVCRM User Program Management/Client Server>>>email to customer Dear [REDACTED], Thank you for contacting the Jaguar Customer Relationship Center. I am sorry to hear you have experienced concerns with your vehicle. To better assist you, I have forwarded your information to a Customer Relationship 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 1 800 4 JAGUAR, option 9. Sincerely, Danielle Carey Customer Relationship Center Representative Jaguar Land Rover North America, LLC <<<Mar 27 2015 5 01 31 000PM entered by SVCRM User Program Management/Client Server>>>Email from customer On 3/25/2015 3 06 08 AM, [REDACTED] <(><<)>[REDACTED]@aol.com> wrote Question Topic Relations Other First Name [REDACTED] Last Name [REDACTED] Email [REDACTED]@AOL.COM Phone [REDACTED] Address [REDACTED] City UPLAND State / Province California Zip / Postal Code [REDACTED] Country USA *** Additional Details *** Warranty Type VIN Number Type of Information Change Type of Mailing List Change Language English *** Customer Question *** When i first went looking for a car back in 2012 I wanted a car that would stand above the rest, a car that would show the world that i would not live in a box, a car that would be reliable, safe, and would turn heads making people say what brand of car is that . I was told by many people that jaguars were just Ford vehicles reincarnated. I looked at the 2010 Jaguar for weeks and weeks and I was determined to give Jaguar a try. When i purchased my car from Jaguar in Mission Viejo California I was extremely happy with my purchase. I finally was able to stand out above the rest. No longer did i look like just another mercedes, or audi, or lexus. I have to honestly say that this purchase was sadly by far one of the worst purchases I have ever made. Since i have had the car i have been back and forth to the dealership. I have had to get back lights replaces, thermostat replaced, fuel tank flange replaces, TPMS replaces, fuel rail replaced, and on top of that I have a check engine light that i have to take the car back at 10am on March 25th to get looked at. What makes matters worst is i just returned from the dealership last week getting the fuel take flange replaced. I live in upland and the dealership is 50 miles one way from me. I have been to the dealership 3 times already in the month of march. My car has 92,000 miles on it and my warranty is set to expire in either 8,000 miles or in August of 2015. I work at a foster family agency and i don't make a lot of money as some of the people i see going in and out of the dealership so my fear is that when 8000 miles or August comes i will be paying a lot of money just to get my car fixed. All i wanted back in august was a reliable car that would treat me well. I am not sure who reads this email but whoever you are please understand that I am just a 34 year old hard working middle class guy who just
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wants a good reliable car to drive. I ask that someone please help me out in any way possible. REQUEST Corporate contact <<<Apr 1 2015 6 02 04 000PM entered by SVCRM User Program Management/Client Server>>>Contacted customer He advised He picked up the vehicle on Saturday The check engine light came on and off that same day He drove the vehicle the next day, parked, and the check engine light re illuminated Mid drive, the light turned off again and has remained off for about two days He did bring the vehicle to Alvarez Jaguar previously but did not like their diagnosis fee policy I advised There is also another retailer in Anaheim if you are looking for a more convenient location I did speak to SA Robin about the history of repair It does not appear that the issues with the vehicle have been necessarily related Please let us know if there are any concerns in the future with your vehicle <<<Apr 2 2015 6 55 14 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS No relevant repairs <<<Apr 2 2015 7 55 28 000PM entered by SVCRM User Program Management/Client Server>>>AS PER TOPIX No relevant outstanding campaigns/bulletins <<<Apr 2 2015 7 55 14 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS No relevant repairs <<<Apr 1 2015 7 02 04 000PM entered by SVCRM User Program Management/Client Server>>>Contacted customer He advised He picked up the vehicle on Saturday The check engine light came on and off that same day He drove the vehicle the next day, parked, and the check engine light re illuminated Mid drive, the light turned off again and has remained off for about two days He did bring the vehicle to Alvarez Jaguar previously but did not like their diagnosis fee policy I advised There is also another retailer in Anaheim if you are looking for a more convenient location I did speak to SA Robin about the history of repair It does not appear that the issues with the vehicle have been necessarily related Please let us know if there are any concerns in the future with your vehicle <<<Apr 1 2015 2 19 43 000PM entered by SVCRM User Program Management/Client Server>>>Contacted SA Robin He advised The customer came in with a check engine light on 2/15 DTML pump test could not be performed as the fuel tank was too full The customer returned 2/27 for check engine light and TPMS fault The customer had taken the vehicle to an independent for a replacement tire and the wrong TPM sensor was fitted The vehicle passed three times for testing re check engine light There were no codes pulled and the light was not on when the vehicle was released The vehicle returned again on 3/18 with gas smell The fuel tank flange was found to be cracked and no smell was found after replacement The customer returned again on 3/25 for another check engine light An evap leak was found and the absorption canister was replaced The customer picked up 3/30 and has not called back with further concerns He is a good customer in that he continues driving over an hour to bring the vehicle in when he passes two other retailers on the way down I advised The customer is concerned with what will happen once out of warranty being that there are so many issues with the vehicle The vehicle has 93,000 miles The customer's concerns do not seem to be related It seems to be an issue of bad timing I will contact the customer to let him know to contact CRC with future concerns <<<Mar 30 2015 11 20 53 000AM entered by SVCRM User Program Management/Client Server>>>As per email from customer From <(<<<@aol.com> Date Sat, Mar 28, 2015 at 5 41 PM Subject Re Jaguar Customer Relationship Center Case To abuono1@jaguarlandrover.com Hello Ashley, I picked up my car today March 28, 2014 at 11am this morning. So far so good but i have been down this road already. I thank you very much for taking time to contact me. I am still a bit leary about the Jaguar brand, but i am glad that someone is listening on the other end to customer concerns <<<Apr 2 2015 6 55 28 000PM entered by SVCRM User Program Management/Client Server>>>AS PER TOPIX No relevant outstanding campaigns/bulletins

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0FA0AH	Engine Serial Number	
Model Year	2010	Engine Description	4.2L DAMB NA V8 GAS AJV8 JAG
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	07-May-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	23-Aug-2009
Build Country Code		Transmission Serial Number	
Mileage	79949	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	calibration-issue/re-flash
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	frozen/seized
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	no keyword found
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	sticks/binds/grabs
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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	15-Jul-2015
Version Series Code	VS DG	Load Date	16-Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5709
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	RAY CATENA JAGUAR OF EDISON
Non Causal Part Prefix-Base-Suffix		Dealer City	EDISON
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code	813	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7322059000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Jul 17 2015 5 42 39 000PM entered by SVCRM User Program Management/Client Server>>>LEFT VOICEMAIL FOR CUSTOMER on cell phone My name, case, contact info <<<Jul 17 2015 5 40 38 000PM entered by SVCRM User Program Management/Client Server>>>Called [REDACTED] on file. Message stated [REDACTED] voicemail. Did not leave message <<<Jul 22 2015 1 20 34 000PM entered by SVCRM User Program Management/Client Server>>>Vehicle is 22 months post warranty. Supervisor approval needed for 100% repair. To save time, goodwill refund rather than sending dealership to go through warranty to reimburse customer. <<<Jul 22 2015 1 13 41 000PM entered by SVCRM User Program Management/Client Server>>>Vehicle is 22 months post warranty. Verify my parameters this should be refunded 100% 709 USA 8 5T03 * [REDACTED] * S11 S11 V48 MP3 42 AWS Claim Key [REDACTED] <<<Jul 22 2015 4 27 30 000PM entered by SVCRM User Program Management/Client Server>>>Goodwill approved by supervisor, request submitted to CRC Admin, attached to case <<<Jul 15 2015 4 29 58 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer States His vehicle has been diagnosed by Ray Catena Jaguar with a cracked fuel tank flange He is aware of recall J027 The dealership states that his vehicle is not under recall REQUEST Customer Requests Financial assistance with repair ADVISED I Advised I will research this I will be back in touch in 2 business days Gave case number and my contact info <<<Jul 22 2015 5 27 30 000PM entered by SVCRM User Program Management/Client Server>>>Goodwill approved by supervisor, request submitted to CRC Admin, attached to case <<<Jul 21 2015 11 42 34 000AM entered by SVCRM User Program Management/Client Server>>>REVIEW RO. IS THIS THE EXACT SAME AS RECALL J027 <<<Jul 21 2015 11 42 17 000AM entered by SVCRM User Program Management/Client Server>>>RECEIVED RO FROM SM GLEN From Glen Gaito <(><<)>ggaito@raycatenaedison.com> Date 18 July 2015 at 08 38 Subject FW eFax message from [REDACTED] 4 page(s), Caller ID [REDACTED] To Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Here is all the information you requested <<<Jul 17 2015 6 42 39 000PM entered by SVCRM User Program Management/Client Server>>>LEFT VOICEMAIL FOR CUSTOMER on cell phone My name, case, contact info <<<Jul 17 2015 6 40 38 000PM entered by SVCRM User Program Management/Client Server>>>Called [REDACTED] on file. Message stated [REDACTED] voicemail. Did not leave message <<<Jul 17 2015 6 38 51 000PM entered by SVCRM User Program Management/Client Server>>>LEFT VOICEMAIL FOR SM GLEN AND SENT THE BELOW EMAIL From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 17 July 2015 at 17 38 Subject Scansaroli VIN [REDACTED] To ggaito@raycatena.com Customer [REDACTED] Vehicle 2010 XF VIN SAJWA0FA0AH [REDACTED] Case [REDACTED] Hi Glen, The above customer was in for service on a cracked fuel tank flange. I was hoping to get your perspective was this issue exactly the same as recall J027 Did he pay full price for the repair Would you send me a copy of the closed RO It's worth looking into to see if we can assist. <<<Jul 17 2015 5 38 51 000PM entered by SVCRM User Program Management/Client Server>>>LEFT VOICEMAIL FOR SM GLEN AND SENT THE BELOW EMAIL From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 17 July 2015 at 17 38 Subject [REDACTED] VIN [REDACTED] To ggaito@raycatena.com Customer [REDACTED] Vehicle 2010 XF VIN SAJWA0FA0AH [REDACTED] Case [REDACTED] Hi Glen, The above customer was in for service on a cracked fuel tank flange. I was hoping to get your perspective was this issue exactly the same as recall J027 Did he pay full price for the repair Would you send me a copy of the closed RO It's worth looking into to see if we can assist. <<<Jul 15 2015 3 32 57 000PM entered by SVCRM User Program Management/Client Server>>>Recall J027 information per TOPIX SECTION 310 01C Safety Recall Cracked Fuel Tank Fuel Outlet Mounting Flange AFFECTED VEHICLE RANGE XF (X250) 5.0L engine vehicles only VIN Model Year [REDACTED] [REDACTED] 2010 2012 CONDITION SUMMARY Situation A concern has been identified where the fuel tank fuel outlet mounting flange on 5.0L Gasoline engine derivative XF vehicles may crack. If a crack is present in the fuel tank fuel outlet mounting flange, drivers will most likely see an Amber Malfunction Indicator Lamp on the Instrument Cluster (check engine light). The driver may also smell fuel odor and in some circumstances with the vehicle static, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire <<<Jul 15 2015 3 31 44 000PM entered by SVCRM User Program Management/Client Server>>>PER AWS SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 8 5S11 * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code J016 Labor Hrs .5 Labor Cost 55.5 Material Cost 12.24 Total Cost 67.74 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 04 MAY 2010 DIST(Mile) 10686 Cust Comments J016B PERFORM J016 SERVICE ACTION Tech Comments PERFORMED J016 SERVICE ACTION J016B REPAIR FUEL TRANSFER TUBE <<<Jul 15 2015 3 30 13 000PM entered by SVCRM User Program Management/Client Server>>>PER DDW Warranty Cover Policy Expires Distance Deductible CORROSION WARRANTY 28 Sep 2015 999999 EMISSIONS WARRANTY 28 Sep 2017 80000 PAINT WARRANTY 28 Sep 2013 999999 SERVICE ITEMS WARRANTY 28 Sep 2010 12500 STANDARD FACTORY WARRANTY 28 Sep 2013 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<Jul 15 2015 3 29 58 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer States His vehicle has been diagnosed by Ray Catena Jaguar with a cracked fuel tank flange He is aware of recall J027 The dealership states that his vehicle is not under recall REQUEST Customer Requests Financial assistance with repair ADVISED I Advised I will research this I will be back in touch in 2 business days Gave case number and my contact info <<<Jul 21 2015 10 42 17 000AM entered by SVCRM User Program Management/Client Server>>>RECEIVED RO FROM SM GLEN From Glen Gaito <(><<)>ggaito@raycatenaedison.com> Date 18 July 2015 at 08 38 Subject FW eFax message from [REDACTED]
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page(s), Caller ID [REDACTED] To Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Here is all the information you requested <<<Jul 21 2015 10 42 34 000AM entered by SVC RM User Program Management/Client Server>>>REVIEW RO. IS THIS THE EXACT SAME AS RECALL J027 <<<Jul 22 2015 10 41 56 000AM entered by SVC RM User Program Management/Client Server>>>RO NOTE LEAK IN MOUNTING FLANGE, REPLACED FLANGE AND SEAL <<<Jul 22 2015 3 32 10 000PM entered by SVC RM User Program Management/Client Server>>>SUPERVISOR NOTIFIED OF GOODWILL NEEDING APPROVAL From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 22 July 2015 at 15 31 Subject [REDACTED] case [REDACTED], goodwill needs approval To Stacey Roumantzas <(><<)>sroumant@jaguarlandrover.com> Hi Stacey, Below are the notes from the goodwill activity. [REDACTED] had the exact same service as J027. Documentation is attached to the case. <<<Jul 22 2015 3 30 38 000PM entered by SVC RM User Program Management/Client Server>>>GOODWILL ACTIVITY CREATED FOR SUPERVISOR APPROVAL <<<Jul 22 2015 1 25 39 000PM entered by SVC RM User Program Management/Client Server>>>Contacted customer, offered refund of \$508.45 due to exact same parts as recall. Customer accepted, states he is a very happy Jaguar owner who has had several others in the past and is happy to continue. <<<Jul 22 2015 1 24 45 000PM entered by SVC RM User Program Management/Client Server>>>PER DISCUSSION WITH SR, SHE WILL APPROVE THIS GOODWILL <<<Jul 22 2015 2 12 06 000PM entered by SVC RM User Program Management/Client Server>>>PARTS PARTS PART NO. DESCRIPTION QTY. EXPECTED % OF VEHICLES REQUIRING PART* C2D25076 Fuel tank fuel outlet mounting flange 1 100 C2Z7361 Gasket 1 100 Same parts used on the attached RO VIN [REDACTED] customer's vin is [REDACTED] This is the exact same service as the recall and the VIN is within recall range FULL AWS SHOWS NO SUCH SERVICE CLAIMED SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 0 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code I999 Labor Hrs 1.8 Labor Cost 199.8 Material Cost 0 Total Cost 224.8 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 31 JUL 2009 DIST(Mile) 5 Cust Comments PERFORM PREP ALL MODELS SHOWROOM Tech Comments PERFORM PDI SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 1 2G01 * C2Z12137 * S11 S11 V29 MC1 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code S07 Labor Hrs .6 Labor Cost 66.6 Material Cost 0 Total Cost 66.6 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 05 OCT 2009 DIST(Mile) 326 Cust Comments CUST STATES CHECK ENGINE LIGHT ON Tech Comments CHECKED AND FOUND CODE P0411 CODE FOR SECONDARY AIR INJECTION. INSPECTED SYSTEM OK, CHECKED ALL HOSES AND CONNECTIONS. REFLASHED ECM, TESTED SYSTEM OPERATING AS PER SPECS.ADVISED BY JAGUAR SOFTWARE UPDATE IS COMING IN 1 2 WEEKS. SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 1 7N02 * C2D10882 * S06 S06 V09 AM3 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code S07 Labor Hrs .3 Labor Cost 33.3 Material Cost 0 Total Cost 33.3 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 05 OCT 2009 DIST(Mile) 326 Cust Comments CUSTOMER STATES EXPRESS UP DOES NOT WORK ON 3 OF 4 WINDOWS Tech Comments REPROGRAMMED WINDOWS SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 1 * * * * SXX SXX V99 EF1 82 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code ZZLV Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 132 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 05 OCT 2009 DIST(Mile) 326 Cust Comments Provide Service Loaner SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 1 * * * * SXX SXX V99 EF1 82 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code ZZLV Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 33 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 28 OCT 2009 DIST(Mile) 1817 Cust Comments Provide Service Loaner Tech Comments Provide Service Loaner SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 1 2G01 * C2Z3051 * S11 S11 V29 MC1 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code S07 Labor Hrs .3 Labor Cost 33.3 Material Cost 0 Total Cost 33.3 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 28 OCT 2009 DIST(Mile) 1817 Cust Comments CUST STATES CHECK ENGINE LIGHT ON OFF NOW SOFTWARE TO BE UPGRADED Tech Comments REFLASHED ECM FOR CODE P0411 SECONDARY AIR INJECTION FAULT TEST DROVE CHECKED OK <<<Jul 15 2015 4 32 57 000PM entered by SVC RM User Program Management/Client Server>>>Recall J027 information per TOPIX SECTION 310 01C Safety Recall Cracked Fuel Tank Fuel Outlet Mounting Flange AFFECTED VEHICLE RANGE XF (X250) 5.0L engine vehicles only VIN Model Year [REDACTED] 2010 2012 CONDITION SUMMARY Situation A concern has been identified where the fuel tank fuel outlet mounting flange on 5.0L Gasoline engine derivative XF vehicles may crack. If a crack is present in the fuel tank fuel outlet mounting flange, drivers will most likely see an Amber Malfunction Indicator Lamp on the Instrument Cluster (check engine light). The driver may also smell fuel odor and in some circumstances with the vehicle static, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire <<<Jul 15 2015 4 31 44 000PM entered by SVC RM User Program Management/Client Server>>>PER AWS SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 8 5S11 * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code J016 Labor Hrs .5 Labor Cost 55.5 Material Cost 12.24 Total Cost 67.74 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd

USA Reg Cd JA Repr Date 04 MAY 2010 DIST(Mile) 10686 Cust Comments J016B PERFORM J016 SERVICE ACTION Tech Comments PERFORMED J016 SERVICE ACTION J016B REPAIR FUEL TRANSFER TUBE <<<Jul 15 2015 4 30 13 000PM entered by SVCRM User Program Management/Client Server>>>PER DDW Warranty Cover Policy Expires Distance Deductible CORROSION WARRANTY 28 Sep 2015 999999 EMISSIONS WARRANTY 28 Sep 2017 80000 PAINT WARRANTY 28 Sep 2013 999999 SERVICE ITEMS WARRANTY 28 Sep 2010 12500 STANDARD FACTORY WARRANTY 28 Sep 2013 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<Jul 22 2015 11 41 56 000AM entered by SVCRM User Program Management/Client Server>>>RO NOTE LEAK IN MOUNTING FLANGE, REPLACED FLANGE AND SEAL SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 8 6R01 * C2Z11779 SEL S08 S08 V05 BK3 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code S07 Labor Hrs .6 Labor Cost 66.6 Material Cost 272.37 Total Cost 338.97 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 04 MAY 2010 DIST(Mile) 10686 Cust Comments CUSTOMER STATES THAT PASSENGERS SIDE FRONT SEAT BELT LOCKS UP, ALL THE TIME Tech Comments REPLACED FAULTY/STICKING SEATBELT ASSEMBLY SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 8 5S11 * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code J016 Labor Hrs .5 Labor Cost 55.5 Material Cost 12.24 Total Cost 67.74 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 04 MAY 2010 DIST(Mile) 10686 Cust Comments J016B PERFORM J016 SERVICE ACTION Tech Comments PERFORMED J016 SERVICE ACTION J016B REPAIR FUEL TRANSFER TUBE SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 8 * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code I210 Labor Hrs .9 Labor Cost 99.9 Material Cost 42.75 Total Cost 171.85 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 04 MAY 2010 DIST(Mile) 10686 Cust Comments PERFORM 10,000 MILE SERVICE Tech Comments PERFORMED 10,000 MILE SERVICE AS PER MANUFACTURERS SPECIFICATIONS SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 8 * * * SXX SXX V99 EF1 82 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code ZZLV Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 66 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 04 MAY 2010 DIST(Mile) 10686 Cust Comments Provide Service Loaner Tech Comments Provide Service Loaner SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 8 2G01 * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code K050 Labor Hrs .2 Labor Cost 22.2 Material Cost 0 Total Cost 22.2 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 04 MAY 2010 DIST(Mile) 10686 Cust Comments K050B PERFORM K050 SERVICE ACTION Tech Comments PERFORMED K050 SERVICE ACTION K050B RECONFIGURE THE ENGINE CONTROL MODULE SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5 709 USA 8 5T03 * C2Z10977 * S11 S11 V48 MP3 42 AWS Claim Key [REDACTED] <<<Jul 22 2015 2 13 41 000PM entered by SVCRM User Program Management/Client Server>>>Vehicle is 22 months post warranty. Verify my parameters this should be refunded 100% <<<Jul 22 2015 2 20 34 000PM entered by SVCRM User Program Management/Client Server>>>Vehicle is 22 months post warranty. Supervisor approval needed for 100% repair. To save time, goodwilling refund rather than sending dealership to go through warranty to reimburse customer. <<<Jul 22 2015 2 24 45 000PM entered by SVCRM User Program Management/Client Server>>>PER DISCUSSION WITH SR, SHE WILL APPROVE THIS GOODWILL <<<Jul 22 2015 2 25 39 000PM entered by SVCRM User Program Management/Client Server>>>Contacted customer, offered refund of \$508.45 due to exact same parts as recall. Customer accepted, states he is a very happy Jaguar owner who has had several others in the past and is happy to continue. <<<Jul 22 2015 4 30 38 000PM entered by SVCRM User Program Management/Client Server>>>GOODWILL ACTIVITY CREATED FOR SUPERVISOR APPROVAL <<<Jul 22 2015 4 32 10 000PM entered by SVCRM User Program Management/Client Server>>>SUPERVISOR NOTIFIED OF GOODWILL NEEDING APPROVAL From Scott, Loretta <(><<)>lscott5@jaguarlandrover.com> Date 22 July 2015 at 15 31 Subject [REDACTED] case [REDACTED], goodwill needs approval To Stacey Roumantzas <(><<)>sroumant@jaguarlandrover.com> Hi Stacey, Below are the notes from the goodwill activity. [REDACTED] had the exact same service as J027. Documentation is attached to the case. <<<Jul 22 2015 1 12 06 000PM entered by SVCRM User Program Management/Client Server>>>PARTS PARTS PART NO. DESCRIPTION QTY. EXPECTED % OF VEHICLES REQUIRING PART* C2D25076 Fuel tank fuel outlet mounting flange 1 100 C2Z7361 Gasket 1 100 Same parts used on the attached RO VIN [REDACTED] customer's vin is [REDACTED] This is the exact same service as the recall and the VIN is within recall range FULL AWS SHOWS NO SUCH SERVICE CLAIMED SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 0 * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code I999 Labor Hrs 1.8 Labor Cost 199.8 Material Cost 0 Total Cost 224.8 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 31 JUL 2009 DIST(Mile) 5 Cust Comments PERFORM PREP ALL MODELS SHOWROOM Tech Comments PERFORM PDI SAJWA0FA0AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 1 2G01 * C2Z12137 * S11 S11 V29 MC1 42 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code S07 Labor Hrs .6 Labor Cost 66.6 Material Cost 0 Total Cost 66.6 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 05 OCT 2009

DIST(Mile) 326 Cust Comments CUST STATES CHECK ENGINE LIGHT ON Tech Comments CHECKED AND FOUND CODE P0411 CODE FOR SECONDARY AIR INJECTIO N. INSPECTED SYSTEM OK, CHECKED ALL HOSES AND CONNECTIONS. REFLASHED ECM, TESTED SYSTEM OPERATING AS PER SPECS.ADVISED BY JAGUAR SOFTWARE UPDATE IS COMING IN 1 2 WEEKS. SAJWA0FA0AH 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 1 7N02 * C2D10882 * S06 S06 V09 AM3 42 AWS Claim Key Doc # Trx Code S07 Labor Hrs .3 Labor Cost 33.3 Material Cost 0 Total Cost 33.3 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 05 OCT 2009 DIST(Mile) 326 Cust Comments CUSTOMER STATES EXPRESS UP DOES NOT WORK ON 3 OF 4 WINDOWS Tech Comments REPROGRAMMED WINDOWS SAJWA0FA0AH 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 1 * * * SXX SXX V99 EF1 82 AWS Claim Key Doc # Trx Code ZZLV Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 132 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 05 OCT 2009 DIST(Mile) 326 Cust Comments Provide Service Loaner Tech Comments Provide Service Loaner SAJWA0FA0AH 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 1 * * * SXX SXX V99 EF1 82 AWS Claim Key Doc # Trx Code ZZLV Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 33 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 28 OCT 2009 DIST(Mile) 1817 Cust Comments Provide Service Loaner Tech Comments Provide Service Loaner SAJWA0FA0AH 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 1 2G01 * C2Z3051 * S11 S11 V29 MC1 42 AWS Claim Key Doc # Trx Code S07 Labor Hrs .3 Labor Cost 33.3 Material Cost 0 Total Cost 33.3 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 28 OCT 2009 DIST(Mile) 1817 Cust Comments CUST STATES CHECK ENGINE LIGHT ON OFF NOW SOFTWARE TO BE UPGRADED Tech Comments REFLASHED ECM FOR CODE P0411 SECONDARY AIR INJECTION FAULT TEST DROVE CHECKED OK SAJWA0FA0AH 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 8 6R01 * C2Z11779 SEL S08 S08 V05 BK3 42 AWS Claim Key Doc # Trx Code S07 Labor Hrs .6 Labor Cost 66.6 Material Cost 272.37 Total Cost 338.97 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 04 MAY 2010 DIST(Mile) 10686 Cust Comments CUSTOMER STATES THAT PASSENGERS SIDE FRONT SEAT BELT LOCKS UP, ALL THE TIME Tech Comments REPLACED FAULTY/STICKING SEATBELT ASSEMBLY SAJWA0FA0AH 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 8 5S11 * * * SXX SXX V00 * * AWS Claim Key Doc # Trx Code J016 Labor Hrs .5 Labor Cost 55.5 Material Cost 12.24 Total Cost 67.74 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 04 MAY 2010 DIST(Mile) 10686 Cust Comments J016B PERFORM J016 SERVICE ACTION Tech Comments PERFORMED J016 SERVICE ACTION J016B REPAIR FUEL TRANSFER TUBE SAJWA0FA0AH 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 8 * * * SXX SXX V00 * * AWS Claim Key Doc # Trx Code I210 Labor Hrs .9 Labor Cost 99.9 Material Cost 42.75 Total Cost 171.85 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 04 MAY 2010 DIST(Mile) 10686 Cust Comments PERFORM 10,000 MILE SERVICE Tech Comments PERFORMED 10,000 MILE SERVICE AS PER MANUFACTURERS SPECIFICATIONS SAJWA0FA0AH 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 8 * * * SXX SXX V99 EF1 82 AWS Claim Key Doc # Trx Code ZZLV Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 66 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 04 MAY 2010 DIST(Mile) 10686 Cust Comments Provide Service Loaner Tech Comments Provide Service Loaner SAJWA0FA0AH 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5709 USA 8 2G01 * * * SXX SXX V00 * * AWS Claim Key Doc # Trx Code K050 Labor Hrs .2 Labor Cost 22.2 Material Cost 0 Total Cost 22.2 Dlr Cd Sub Cd J5709 JA Name RAY CATENA JAGUAR OF EDISON Ph 732 2059000 St NJ Ctry Cd USA Reg Cd JA Repr Date 04 MAY 2010 DIST(Mile) 10686 Cust Comments K050B PERFORM K050 SERVICE ACTION Tech Comments PERFORMED K050 SERVICE ACTION K050B RECONFIGURE THE ENGINE CONTROL MODULE SAJWA0FA0AH 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 30 06 09 29 09 09 J5

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0FA0AH	Engine Serial Number	
Model Year	2010	Engine Description	4.2L DAMB NA V8 GAS AJV8 JAG
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	30-Jun-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	29-Sep-2009
Build Country Code		Transmission Serial Number	
Mileage	100000	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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.



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 2004 quarterly releases.

ECL Record		Source Code	CAT'S
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Commodity Assignment

Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-	Symptom	unintended acceleration
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fluid level-insufficient fluid
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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	VS DG	Load Date	22-Jul-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5454
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR VIRGINIA BEACH
Non Causal Part Prefix-Base-Suffix		Dealer City	VIRGINIA BEACH
Non Causal Part Numbers		Dealer State/Province	VA
Fault Code	561	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7574901111
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Jul 21 2015 4 47 17 000PM entered by SVC RM User Program Management/Client Server>>>Email from customer On 7/19/2015 5 10 55 PM, [REDACTED] <(> <<)>[REDACTED]@aol.com> wrote Question Topic Vehicle Other First Name [REDACTED] Last Name [REDACTED] Email [REDACTED]@aol.com Phone [REDACTED] Address [REDACTED] City Chesapeake State / Province Virginia Zip / Postal Code [REDACTED] Country USA *** Additional Details *** Warranty Type VIN Number SAJWW0FA0AH[REDACTED] Type of Information Change Type of Mailing List Change Language English *** Customer Question *** I have a 2010 jaguar xf, with a gas leak. I see there is a recall on the jaguar xf 2010 2012 models, I called to speak to someone about service and I was informed that my car didn't qualify because of the vin #, I m very disappointed that my car is having the same problems that the recalls are having, I would like to speake to someone because , I find it very interesting that jaguar will not be responsible for such a problem because of a vin # when my vehicle falls into the same catorgory Help me understand I can understand if there wasn't a recall at all or it was a different problem , but its not Thank you REQUEST Corporate contact <<<Jul 21 2015 4 48 41 000PM entered by SVC RM User Program Management/Client Server>>>Email to customer Dear [REDACTED], Thank you for contacting the Jaguar Customer Relationship Center. I am sorry to hear you have experienced concerns with your vehicle. To better assist you, I have forwarded your information to a Customer Relationship 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 1 800 4 JAGUAR, option 9. Sincerely, Danielle Carey Customer Relationship Center Representative Jaguar Land Rover North America, LLC <<<Jul 21 2015 7 16 12 000PM entered by SVC RM User Program Management/Client Server>>>DDW Info Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 22 Nov 2015 999999 PAINT WARRANTY 22 Nov 2013 999999 SELECT EDITION 22 Nov 2015 100000 SERVICE ITEMS WARRANTY 22 Nov 2010 12500 STANDARD FACTORY WARRANTY 22 Nov 2013 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action Claimed Field Service Actions Code Actioned By K107H 18 Sep 2012 Jaguar Hunt Valley K098D 04 Nov 2011 Jaguar Hunt Valley K061X 21 Dec 2010 Jaguar Hunt Valley I210F 01 Nov 2010 Jaguar Hunt Valley J016B 12 Feb 2010 Jaguar Hunt Valley K050B 12 Feb 2010 Jaguar Hunt Valley I999F 16 Jul 2009 Jaguar Hunt Valley <<<Jul 23 2015 12 08 24 000PM entered by SVC RM User Program Management/Client Server>>>No relevant AWS. <<<Jul 23 2015 2 29 36 000PM entered by SVC RM User Program Management/Client Server>>>Issue Customer states He read Online about a fuel tank recall. He called Jag VA beach and informed his vehicle was not affected by a fuel tank recall. He said his Fuel tank was cracked. He has not brought the vehicle into the dealer because he does not want to pay a diagnosis fee. He said he would probably bring the vehicle to an independent. Request Customer requests He wanted to verify his vehicle was not part of a fuel tank recall. Advised I advised I advised the customer there was no Fuel tank recall. I advised the customer that all past recalls had been performed. <<<Jul 21 2015 5 47 17 000PM entered by SVC RM User Program Management/Client Server>>>Email from customer On 7/19/2015 5 10 55 PM, [REDACTED] <(> <<)>[REDACTED]@aol.com> wrote Question Topic Vehicle Other First Name [REDACTED] Last Name [REDACTED] Email [REDACTED]@aol.com Phone [REDACTED] Address [REDACTED] City Chesapeake State / Province Virginia Zip / Postal Code [REDACTED] Country USA *** Additional Details *** Warranty Type VIN Number SAJWW0FA0AH[REDACTED] Type of Information Change Type of Mailing List Change Language English *** Customer Question *** I have a 2010 jaguar xf, with a gas leak. I see there is a recall on the jaguar xf 2010 2012 models, I called to speak to someone about service and I was informed that my car didn't qualify because of the vin #, I m very disappointed that my car is having the same problems that the recalls are having, I would like to speake to someone because , I find it very interesting that jaguar will not be responsible for such a problem because of a vin # when my vehicle falls into the same catorgory Help me understand I can understand if there wasn't a recall at all or it was a different problem , but its not Thank you REQUEST Corporate contact <<<Jul 21 2015 5 48 41 000PM entered by SVC RM User Program Management/Client Server>>>Email to customer Dear [REDACTED], Thank you for contacting the Jaguar Customer Relationship Center. I am sorry to hear you have experienced concerns with your vehicle. To better assist you, I have forwarded your information to a Customer Relationship 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 1 800 4 JAGUAR, option 9. Sincerely, Danielle Carey Customer Relationship Center Representative Jaguar Land Rover North America, LLC <<<Jul 21 2015 8 16 12 000PM entered by SVC RM User Program Management/Client Server>>>DDW Info Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 22 Nov 2015 999999 PAINT WARRANTY 22 Nov 2013 999999 SELECT EDITION 22 Nov 2015 100000 SERVICE ITEMS WARRANTY 22 Nov 2010 12500 STANDARD FACTORY WARRANTY 22 Nov 2013 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action Claimed Field Service Actions Code Actioned By K107H 18 Sep 2012 Jaguar Hunt Valley K098D 04 Nov 2011 Jaguar Hunt Valley K061X 21 Dec 2010 Jaguar Hunt Valley I210F 01 Nov 2010 Jaguar Hunt Valley J016B 12 Feb 2010 Jaguar Hunt Valley K050B 12 Feb 2010 Jaguar Hunt Valley I999F 16 Jul 2009 Jaguar Hunt Valley <<<Jul 23 2015 1 08 24 000PM entered by SVC RM User Program Management/Client Server>>>No
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relevant AWS. <<<Jul 23 2015 3 29 36 000PM entered by SVCRM User Program Management/Client Server>>>Issue Customer states He read Online about a fuel tank recall. He called Jag VA beach and informed his vehicle was not affected by a fuel tank recall. He said his Fuel tank was cracked. He has not brought the vehicle into the dealer because he does not want to pay a diagnosis fee. He said he would probably bring the vehicle to an independent. Request Customer requests He wanted to verify his vehicle was not part of a fuel tank recall. Advised I advised I advised the customer there was no Fuel tank recall. I advised the customer that all past recalls had been performed.

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0FA0AH	Engine Serial Number	
Model Year	2010	Engine Description	4.2L D4MB NA V8 GAS AJV8 JAG
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	24-Jun-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	23-Nov-2009
Build Country Code		Transmission Serial Number	
Mileage	48121	Vehicle Axle Ratio	
Vehicle Restraint Code			

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[Contact CDR HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	mod-intermittent/random
Commodity	powertrain-engine-fuel system-	Symptom	mod-vehicle towed in
Commodity	powertrain-engine-fuel system-	Symptom	no keyword found
Commodity	powertrain-engine-fuel system-	Symptom	no problem found
Commodity	powertrain-engine-fuel system-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-	Symptom	odor
Commodity	powertrain-engine-fuel system-	Symptom	start-will not crank
Commodity	powertrain-engine-fuel system-	Symptom	start-will not start
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	engine power-misfire/runs rough
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	gauge error-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	loose
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-when refueling
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Significant Event		Verified	Y

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-Jan-2016
Version Series Code	VS C2	Load Date	27-Jan-2016
Causal Part Prefix-Base-Suffix	- -	Dealer Code	J5768
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR OF TAMPA
Non Causal Part Prefix-Base-Suffix		Dealer City	TAMPA
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code	811	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8133718200
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Feb 11 2016 2 33 32 000PM entered by SVC CRM User Program Management/Client Server>>>CALL TO CUSTOMER Left message stating, Calling to let you know that I have left a message for the SM to call me back with the info <<<Feb 10 2016 2 34 15 000PM entered by SVC CRM User Program Management/Client Server>>>CALL TO SM JIM Left message stating, Customer had a scheduled appointment today Calling to see if you had a diagnoses on the vehicle Please call me back Mt contact number <<<Mar 16 2016 5 39 03 000PM entered by SVC CRM User Program Management/Client Server>>>NO CONTACT EMAIL From Shaffer, Vickie <(><<)>vshaffer@jaguarlandrover.com> Date 16 March 2016 at 17 38 Subject [REDACTED] To [REDACTED]@gmail.com REF [REDACTED] VIN SAJWA0FB6CL [REDACTED] Dear [REDACTED], Thank you for contacting Jaguar Cars North America. I am sorry that you have concerns with your 2012 XF. 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 1 800 452 4827 Option 9, Extension 1309023. 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, <<<Mar 11 2016 9 03 26 000PM entered by SVC CRM User Program Management/Client Server>>>LATE ENTRY CALL TO SM JIM Spoke with SM and asked, What repairs does the customers vehicle need SM stated, Repairs do not fall under bulletin/recall that the customer keeps talking about We have called the customer numerous times and she has not gotten back to us There is a loose hose on the gas tank The car is running very rough There is damage to the body of the car I will in no way be offering any type of assistance to this customer If she decides to have the vehicle repaired here I am going to want the money up front or I will refuse to do the repairs The vehicle has been sitting here for weeks I stated, I have tried to contact the customer multiple times myself and she is not returning any of my calls I will call her again I have already left 3 messages, normally its just 2 and we do not call again If she does not return my call this time I will be closing the case <<<Mar 9 2016 5 40 53 000PM entered by SVC CRM User Program Management/Client Server>>>EMAIL TO SM JIM From Shaffer, Vickie <(><<)>vshaffer@jaguarlandrover.com> Date 9 March 2016 at 16 40 Subject [REDACTED] To Jim Tackett <(><<)>jtackett@elderautogroup.com> Hi Jim, Could you please call me to go over [REDACTED] vehicle repairs <<<Mar 8 2016 9 23 46 000PM entered by SVC CRM User Program Management/Client Server>>>CALL TO SM JIM Left message stating, Calling again to go over the repairs that are needed for the vehicle Please call me back so we can get this resolved and customer back in her vehicle My contact number <<<Mar 7 2016 2 42 27 000PM entered by SVC CRM User Program Management/Client Server>>>CALL TO SM JIM Left message stating, I received your message Calling you back to go over the repairs that are needs Please call me back My contact number <<<Mar 3 2016 4 22 32 000PM entered by SVC CRM User Program Management/Client Server>>>MESSAGE FROM SM JIM Message stated, I did contact the customer and told her what the vehicle needs Call me back tomorrow and we can discuss what needs to be repaired I will not be in for the rest of the day <<<Mar 3 2016 2 15 00 000PM entered by SVC CRM User Program Management/Client Server>>>EMAIL TO SM JIM From Shaffer, Vickie <(><<)>vshaffer@jaguarlandrover.com> Date 3 March 2016 at 13 14 Subject Re [REDACTED] To Jim Tackett <(><<)>jtackett@elderautogroup.com> Hi Jim, Have you heard from [REDACTED] VIN CL [REDACTED] 2012 XF <<<Mar 3 2016 2 11 47 000PM entered by SVC CRM User Program Management/Client Server>>>CALL TO CUSTOMER Left message stating, Have you heard back from the dealership Please call me back My contact number <<<Feb 11 2016 2 33 32 000PM entered by SVC CRM User Program Management/Client Server>>>CALL TO CUSTOMER Left message stating, Calling to let you know that I have left a message for the SM to call me back with the info <<<Feb 8 2016 1 56 48 000PM entered by SVC CRM User Program Management/Client Server>>>CALL TO CUSTOMER Left message stating, Calling to let you know that I called the SM and left a message stating that you have a scheduled appt on Wed 2/10 and that I will be assisting in the diagnoses fee <<<Feb 8 2016 1 55 27 000PM entered by SVC CRM User Program Management/Client Server>>>CALL TO SM JIM Left message stating, Customer has a scheduled appt on Wed. 2/10 Please be advised that I will be assisting in the diagnoses fee My contact number <<<Feb 1 2016 5 23 22 000PM entered by SVC CRM User Program Management/Client Server>>>CALL TO SM JIM Left message stating, Calling in regards to [REDACTED] vehicle We spoke last week and you stated that you did not recall this customer I contacted the customer and things are a little more clear Customer is experiencing a fuel leak and states there are 2 parts that fall into a recall Please call me back to further discuss this matter My contact number <<<Feb 1 2016 7 59 40 000PM entered by SVC CRM User Program Management/Client Server>>>CALL TO CUSTOMER Spoke with customer and stated, I have reached out to the SM and left a message I am waiting for him to call me back I will call them again tomorrow when I get into work at 12 30 and I will call you back Customer stated, I will call tomorrow also and let them know you have been trying to reach them <<<Feb 2 2016 6 00 37 000PM entered by SVC CRM User Program Management/Client Server>>>CALL TO SM JIM Left message stating, I spoke with you about [REDACTED] the other day Spoke with customer and she stated that the repairs have not yet been preformed to her vehicle Vehicle has a fuel leak I will be assisting the customer with the diagnosis fee Please call me back so that we can discuss this issue further My contact number <<<Feb 3 2016 3 27 38 000PM entered by SVC CRM User Program Management/Client Server>>>MESSAGE FROM CUSTOMER Message stated, Calling to see if you where able to get in touch with the service dept. Please call me back <<<Feb 3 2016 3 30 09 000PM entered by SVC CRM User Program Management/Client Server>>>CALL TO CUSTOMER Left message stating, I did leave a message to the SM Jim stating that you will be scheduling an appointment to have the vehicle diagnosed I advised the SM that I would be
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assisting with the diagnoses fee You can schedule the appointment, just let me know when the vehicle is going in Please call me back My contact number
 <<<Feb 5 2016 3 32 57 000PM entered by SVCRM User Program Management/Client Server>>>CALL TO SM JIM Left message stating, I have left you a
 few messages in regards to customer's vehicle having a fuel tank leak I will be assisting the customer in the diagnoses fee She will be scheduling an
 appointment today <<<Feb 5 2016 3 35 13 000PM entered by SVCRM User Program Management/Client Server>>>CALL TO CUSTOMER Spoke with
 customer and stated, I have not heard back from the SM However I have left 2 messages letting the SM know that you would be scheduling an appointment and
 that I would be assisting with the diagnosis fee You can schedule an appointment and if they have an issue with it just have them call me direct Customer stated,
 Okay, I will call now and then call you back <<<Feb 8 2016 1 54 20 000PM entered by SVCRM User Program Management/Client Server>>>MESSAGE
 FROM CUSTOMER Message stated, I have a scheduled appt on Wed. 2/10 Could you please call the service dept and let the SM know that I have an appt
 <<<Jan 29 2016 8 12 30 000PM entered by SVCRM User Program Management/Client Server>>>CALL FROM CUSTOMER Spoke with customer and
 stated, SM did not seem to know about the issues with your vehicle and stated the last time you were there was Feb. 2005 I asked if Joe the service man
 remembered having a conversation with you and Joe said he spoke with a man names Sam but wasn't sure if it was for the same person/vehicle Can you explain
 to me a little more in detail so that I can convey the matter better to the SM Customer stated, From the get go this service dept has been oblivious The service
 dept is always brushing me off, this is why I do not have me vehicle serviced there I go to a licensed Jaguar mechanic I have fuel tank problems, my vehicle
 leaks gas Even when I fill my vehicles gas tank it never reads full only half I have contacted the National Highway Safety and they have posted my complaint
 I'm calling Corp because I don't know what to do and I'm not sure if I need to escalate the matter My vehicle has 2 parts that need to be fixed and there is a
 recall out but my VIN does not fall into that recall but it is the same parts I stated, Do you happen to what parts need to be replaced Customer stated I know one
 part is called a Flange and I'm not sure what the other part is called I have the part numbers The flange is C2D25076 and the other part number is C2Z7361 I am
 not comfortable going to this service dept., I do not trust them I stated, Would you consider going to different dealership Customer stated, The other dealerships
 are out of the way I stated In order for me to try to assist in anyway you would need to bring the vehicle to a authorized Jaguar dealership and have the vehicle
 diagnosed Customer stated, I do not feel that I should pay for the vehicle to be diagnosed I just want them to tell me what is wrong with the vehicle and if they
 do not want t fix it then I will go else where I stated, This really needs to be addresse d b/c it is a fuel leak issue I will try to assist you in the diagnoses fee, but
 you need to bring the vehicle in to the service dept. Customer stated, Okay I will call for an appointment I stated, I will contact the SM and let him know what's
 is going on and that you need to bring the vehicle in for a diagnosis I will call you back on Monday <<<Jan 28 2016 9 19 08 000PM entered by SVCRM User
 Program Management/Client Server>>>CALL TO CUSTOMER Left message stating, I spoke with the SM and he does not seem to recall your vehicle SM has
 no record of the vehicle other then the last time the vehicle was at the dealer in Feb 2015 I asked the SM if the SA Joe recalled speaking with you about the
 issue that you are having and he said the SA stated that he spoke to a man named Sam and did not know if it was about your vehicle Please call me back so that
 I can better understand what's going on and I an follow up with the dealer My contact number <<<Jan 28 2016 4 28 06 000PM entered by SVCRM User
 Program Management/Client Server>>>CALL FROM SM JIM Spoke with SM and he stated, I have no paper work on this vehicle I looked in DDW and there
 are no open actions or recalls Last time we was this vehicle was February 2015 I stated, Did you happen to speak with the SA Joe in regards to the customer SM
 Stared, Yes, he said he spoke with a gentleman by the name of Sam I'm not sure if it even the same customer I stated, I will reach out to the customer and see if I
 can get a little more information I will be in contact <<<Mar 1 2016 2 59 16 000PM entered by SVCRM User Program Management/Client Server>>>CALL
 TO CUSTOMER Left message stating, I received an email from the SM stating that he's waiting for you to approve the repair SM has not called me just sends
 emails so I'm not quite sure what's going on with the vehicle SM stated that the vehicle does not start Can you call me back to discuss this matter My contact
 number <<<Feb 26 2016 2 17 03 000PM entered by SVCRM User Program Management/Client Server>>>EMAIL FROM SM JIM From Jim Tackett <(><<)>
 >jtackett@elderautogroup.com> Date 26 February 2016 at 12 41 Subject RE: [REDACTED] To Shaffer, Vickie <(><<)>vshaffer@jaguarlandrover.com> Vickie.
 The vehicle was towed into our dealership on 2/24/16 for fuel smell, the vehicle also will not turn over to start. We are currently waiting on the customer to
 come to the dealership to sign all documents so we can diagnose the vehicle. <<<Feb 25 2016 9 28 04 000PM entered by SVCRM User Program Management/
 Client Server>>>EMAIL TO SM JIM From Shaffer, Vickie <(><<)>vshaffer@jaguarlandrover.com> Date 25 February 2016 at 20 27 Subject [REDACTED] To
 jtackett@elderautogroup.com Hello Jim, Can you please give me an update on [REDACTED] vehicle Fuel Tank Issues SAJWA0FB6CL [REDACTED] 2012 XF <<<Feb
 19 2016 7 41 40 000PM entered by SVCRM User Program Management/Client Server>>>MESSAGE FROM CUSTOMER Message stated, I do apologize for
 not getting back to you sooner When you called I had a family emergency I did try to contact the dealer a few times and they did not return my call Finally was
 able to get through to service dept. Spoke with Frank and set up an appointment for 2/24 I told the service dept. that you were trying to reach them also I will
 call you back on Wednesday Thanks for your help <<<Feb 18 2016 3 03 04 000PM entered by SVCRM User Program Management/Client Server>>>CALL
 TO SM JIM Left message stating, I'm calling again to see

what repairs are needed for [REDACTED] vehicle Please call me back My contact number <<<Feb 16 2016 2 58 26 000PM entered by SVC RM User Program Management/Client Server>>>CALL TO CUSTOMER Left message stating, I'm calling to see if the dealership has gotten back to you I have call multiple times but have yet received a call back Can you please call me back My contact number <<<Feb 16 2016 2 55 38 000PM entered by SVC RM User Program Management/Client Server>>>CALL TO SM JIM Left another message stating, Please call me back Call again to see what repairs need to be done to the customers vehicle My contact number <<<Feb 12 2016 3 10 27 000PM entered by SVC RM User Program Management/Client Server>>>CALL TO SM JIM Left message stating, I'm calling again in regards to [REDACTED] vehicle Could you please call me back with what repairs need to be done to the vehicle My contact number <<<Feb 11 2016 2 40 04 000PM entered by SVC RM User Program Management/Client Server>>>CALL TO CUSTOMER Left message stating, Calling to let you know that I have left a message for the SM to call me back with the info in regards to the necessary repairs that need to be done I will contact you as soon as I know My contact number <<<Jan 28 2016 2 48 26 000PM entered by SVC RM User Program Management/Client Server>>>CALL TO SM JIM Spoke with SM. SM was not able to verify the customer or the vehicle b/c his system was done SM advised me that he would call me back as soon as he had some information Advised SM my contact number <<<Jan 26 2016 8 01 43 000PM entered by SVC RM User Program Management/Client Server>>>CALL TO SM JIM TACKETT Left message stating, Calling in regards to the customer stating that she has a fuel tank leak Customer stated that she notified the NHSTA and the part serial numbers for the recall are the same serial numbers of the parts on her vehicle Could you please call me back to further discuss this issue My contact number <<<Jan 26 2016 5 36 27 000PM entered by SVC RM User Program Management/Client Server>>>AS PER AWS N/A <<<Jan 26 2016 5 34 51 000PM entered by SVC RM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 29 Sep 2018 999999 EMISSIONS WARRANTY 29 Sep 2016 80000 PAINT WARRANTY 29 Sep 2016 50000 SERVICE ITEMS WARRANTY 29 Sep 2013 12500 STANDARD FACTORY WARRANTY 29 Sep 2016 50000 <<<Jan 26 2016 4 29 03 000PM entered by SVC RM User Program Management/Client Server>>>ISSUE Customer states, I'm having an issue with a fuel tank leak I have contacted the NHTS and they advised me that my vehicle does have the 2 parts with the serial numbers that match my vehicle How do I go about resolving this REQUEST Customer requests, Having JLR pay for the repairs that fall under the recall that does not fall under her VIN ADVISED I advised I will reach out to the SM to see what is going on case and contact number Will be in contact within 2 business days <<<Mar 11 2016 9 03 26 000PM entered by SVC RM User Program Management/Client Server>>>LATE ENTRY CALL TO SM JIM Spoke with SM and asked, What repairs does the customers vehicle need SM stated, Repairs do not fall under bulletin/recall that the customer keeps talking about We have called the customer numerous times and she has not gotten back to us There is a loose hose on 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from the SM stating that he's waiting for you to approve the repair SM has not called me just sends emails so I'm not quite sure what's going on with the vehicle SM stated that the vehicle does not start Can you call me back to discuss this matter My contact number d b/c it is a fuel leak issue I will try to assist you in the diagnoses fee, but you need to bring the vehicle in to the service dept. 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stating, Please call me back with the repairs that need to be done with the customers vehicle My contact number <<<Feb 3 2016 3 27 38 000PM entered by SVC RM User Program Management/Client Server>>>MESSAGE FROM CUSTOMER Message stated, Calling to see if you where able to get in touch with the service dept. Please call me back <<<Feb 2 2016 6 00 37 000PM entered by SVC RM User Program Management/Client Server>>>CALL TO SM JIM Left message stating, I spoke with you about [REDACTED] the other day Spoke with customer and she stated that the repairs have not yet been preformed to her vehicle Vehicle has a fuel leak I will be assisting the customer with the diagnosis fee Please call me back so that we can discuss this issue further My contact number <<<Feb 1 2016 7 59 40 000PM entered by SVC RM User Program Management/Client Server>>>CALL TO CUSTOMER Spoke with customer and stated, I have reached out to the SM and left a message I am waiting for him to call me back I will call them again tomorrow when I get into work at 12 30 and I will call you back Customer stated, I will call tomorrow also and let them know you have been trying to reach them <<<Feb 1 2016 5 23 22 000PM entered by SVC RM User Program Management/Client Server>>>CALL TO SM JIM Left message stating, Calling in regards to [REDACTED] vehicle We spoke last week and you stated that you did not recall this customer I contacted the customer and things are a little more clear Customer is experiencing a fuel leak and states there are 2 parts that fall into a recall Please call me back to further discuss this matter My contact number <<<Jan 29 2016 8 12 30 000PM entered by SVC RM User Program Management/Client Server>>>CALL FROM CUSTOMER Spoke with customer and stated, SM did not seem to know about the issues with your vehicle and stated the last time you were there was Feb. 2005 I asked if Joe the service man remembered having a conversation with you and Joe said he spoke with a man names [REDACTED] but wasn't sure if it was for the same person/vehicle Can you explain to me a little more in detail so that I can convey the matter better to the SM Customer stated, From the get go this service dept has been oblivious The service dept is always brushing me off, this is why I do not have me vehicle serviced there I go to a licensed Jaguar mechanic I have fuel tank problems, my vehicle leaks gas Even when I fill my vehicles gas tank it never reads full only half I have contacted the National Highway Safety and they have posted my complaint I'm calling Corp because I don't know what to do and I'm not sure if I need to escalate the matter My vehicle has 2 parts that need to be fixed and there is a recall out but my VIN does not fall into that recall but it is the same parts I stated, Do you happen to what parts need to be replaced Customer stated I know one part is called a Flange and I'm not sure what the other part is called I have the part numbers The flange is C2D25076 and the other part number is C2Z7361 I am not comfortable going to this service dept., I do not trust them I stated, Would you consider going to different dealership Customer stated, The other dealerships are out of the way I stated In order for me to try to assist in anyway you would need to bring the vehicle to a authorized Jaguar dealership and have the vehicle diagnosed Customer stated, I do not feel that I should pay for the vehicle to be diagnosed I just want them to tell me what is wrong with the vehicle and if they do not want t fix it then I will go else where I stated, This really needs to be addresse <<<Jan 28 2016 2 48 26 000PM entered by SVC RM User Program Management/Client Server>>>CALL TO SM JIM Spoke with SM. SM was not able to verify the customer or the vehicle b/c his system was done SM advised me that he would call me back as soon as he had some information Advised SM my contact number <<<Jan 26 2016 8 01 43 000PM entered by SVC RM User Program Management/Client Server>>>CALL TO SM JIM TACKETT Left message stating, Calling in regards to the customer stating that she has a fuel tank leak Customer stated that she notified the NHSTA and the part serial numbers for the recall are the same serial numbers of the parts on her vehicle Could you please call me back to further discuss this issue My contact number <<<Jan 26 2016 5 36 27 000PM entered by SVC RM User Program Management/Client Server>>>AS PER AWS N/A <<<Jan 26 2016 5 34 51 000PM entered by SVC RM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 29 Sep 2018 999999 EMISSIONS WARRANTY 29 Sep 2016 80000 PAINT WARRANTY 29 Sep 2016 50000 SERVICE ITEMS WARRANTY 29 Sep 2013 12500 STANDARD FACTORY WARRANTY 29 Sep 2016 50000 <<<Jan 26 2016 4 29 03 000PM entered by SVC RM User Program Management/Client Server>>>ISSUE Customer states, I'm having an issue with a fuel tank leak I have contacted the NHTS and they advised me that my vehicle does have the 2 parts with the serial numbers that match my vehicle How do I go about resolving this REQUEST Customer requests, Having JLR pay for the repairs that fall under the recall that does not fall under her VIN ADVISED I advised I will reach out to the SM to see what is going on case and contact number Will be in contact within 2 business days <<<Feb 1 2016 4 23 22 000PM entered by SVC RM User Program Management/Client Server>>>CALL TO SM JIM Left message stating, Calling in regards to [REDACTED] vehicle We spoke last week and you stated that you did not recall this customer I contacted the customer and things are a little more clear Customer is experiencing a fuel leak and states there are 2 parts that fall into a recall Please call me back to further discuss this matter My contact number <<<Jan 29 2016 7 12 30 000PM entered by SVC RM User Program Management/Client Server>>>CALL FROM CUSTOMER Spoke with customer and stated, SM did not seem to know about the issues with your vehicle and stated the last time you were there was Feb. 2005 I asked if Joe the service man remembered having a conversation with you and Joe said he spoke with a man names [REDACTED] but wasn't sure if it was for the same person/vehicle Can you explain to me a little more in detail so that I can convey the matter better to the SM Customer stated, From the get go this service dept has been oblivious The service dept is always brushing me off, this is why I do not have me vehicle serviced there I go to a licensed Jaguar mechanic I have fuel tank problems, my vehicle leaks gas Even when I fill my vehicles gas tank it never reads full only half I have contacted the National Highway

Safety and they have posted my complaint I'm calling Corp because I don't know what to do and I'm not sure if I need to escalate the matter My vehicle has 2 parts that need to be fixed and there is a recall out but my VIN does not fall into that recall but it is the same parts I stated, Do you happen to what parts need to be replaced Customer stated I know one part is called a Flange and I'm not sure what the other part is called I have the part numbers The flange is C2D25076 and the other part number is C2Z7361 I am not comfortable going to this service dept., I do not trust them I stated, Would you consider going to different dealership Customer stated, The other dealerships are out of the way I stated In order for me to try to assist in anyway you would need to bring the vehicle to a authorized Jaguar dealership and have the vehicle diagnosed Customer stated, I do not feel that I should pay for the vehicle to be diagnosed I just want them to tell me what is wrong with the vehicle and if they do not want t fix it then I will go else where I stated, This really needs to be addresse d b/c it is a fuel leak issue I will try to assist you in the diagnoses fee, but you need to bring the vehicle in to the service dept. Customer stated, Okay I will call for an appointment I stated, I will contact the SM and let him know what's is going on and that you need to bring the vehicle in for a diagnosis I will call you back on Monday <<<Jan 28 2016 8 19 08 000PM entered by SVCRM User Program Management/Client Server>>>CALL TO CUSTOMER Left message stating, I spoke with the SM and he does not seem to recall your vehicle SM has no record of the vehicle other then the last time the vehicle was at the dealer in Feb 2015 I asked the SM if the SA Joe recalled speaking with you about the issue that you are having and he said the SA stated that he spoke to a man named [REDACTED] and did not know if it was about your vehicle Please call me back so that I can better understand what's going on and I an follow up with the dealer My contact number <<<Jan 28 2016 3 28 06 000PM entered by SVCRM User Program Management/Client Server>>>CALL FROM SM JIM Spoke with SM and he stated, I have no paper work on this vehicle I looked in DDW and there are no open actions or recalls Last time we was this vehicle was February 2015 I stated, Did you happen to speak with the SA Joe in regards to the customer SM Stared, Yes, he said he spoke with a gentleman by the name of [REDACTED] I'm not sure if it even the same customer I stated, I will reach out to the customer and see if I can get a little more information I will be in contact <<<Jan 28 2016 1 48 26 000PM entered by SVCRM User Program Management/Client Server>>>CALL TO SM JIM Spoke with SM. SM was not able to verify the customer or the vehicle b/c his system was done SM advised me that he would call me back as soon as he had some information Advised SM my contact number <<<Jan 26 2016 7 01 43 000PM entered by SVCRM User Program Management/Client Server>>>CALL TO SM JIM TACKETT Left message stating, Calling in regards to the customer stating that she has a fuel tank leak Customer stated that she notified the NHSTA and the part serial numbers for the recall are the same serial numbers of the parts on her vehicle Could you please call me back to further discuss this issue My contact number <<<Jan 26 2016 4 36 27 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS N/A <<<Jan 26 2016 4 34 51 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 29 Sep 2018 999999 EMISSIONS WARRANTY 29 Sep 2016 80000 PAINT WARRANTY 29 Sep 2016 50000 SERVICE ITEMS WARRANTY 29 Sep 2013 12500 STANDARD FACTORY WARRANTY 29 Sep 2016 50000 <<<Jan 26 2016 3 29 03 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer states, I'm having an issue with a fuel tank leak I have contacted the NHTS and they advised me that my vehicle does have the 2 parts with the serial numbers that match my vehicle How do I go about resolving this REQUEST Customer requests, Having JLR pay for the repairs that fall under the recall that does not fall under her VIN ADVISED I advised I will reach out to the SM to see what is going on case and contact number Will be in contact within 2 business days

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	Tire Size	245/45R18 100H AS
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	SAJWA0FB6C1 [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2012	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	6 SPD AUTO TRANS ZF 6HP28	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	16-Aug-2012	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	30-Sep-2012
Build Country Code		Transmission Serial Number	
Mileage	60368	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-	Symptom	high effort
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	odor
Commodity	powertrain-engine-fuel system-	Symptom	part-missing part
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	part-missing part
Commodity	unknown—	Symptom	administrative cost
Commodity	unknown—	Symptom	field service action
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical

Report Details

Source Claim Key		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-Mar-2016
Version Series Code	VS DG	Load Date	09-Apr-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5777
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR GWINNETT
Non Causal Part Prefix-Base-Suffix		Dealer City	DULUTH
Non Causal Part Numbers		Dealer State/Province	GA
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7706803000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Mar 30 2016 10 52 05 000AM entered by SVC RM User Program Management/Client Server>>>spoke with SrvM Mike L who advised warranty rate for parts/ labor is \$273 plus tax. Loaner car is \$65.00 per day. <<<Mar 28 2016 11 21 22 000AM entered by SVC RM User Program Management/Client Server>>>From Ucker, Lindsey <(><<)>lucker@jaguarlandrover.com> Date 28 March 2016 at 10 21 Subject Fwd SAJWA0FA6AH [REDACTED] To mike@jlrgrwinnett.com Hi Mike, [REDACTED] has an appointment scheduled at your dealer to have a fuel leak/odor diagnosed. He is aware that there will be an expense and that he is responsible for it. He feels the issue should be covered under the recall that his vehicle was NOT included in. (Fuel tank flange) I ask that you please let me know what is found as well as an estimate for the necessary repairs to correct the issue ASAP. He is also requesting a loaner/rental if possible. I explained to him that I could not assist with that but that Id let the dealer know in the event you have something available for his use. Thank you in advance. Lindsey Ucker Customer Relationship Representative <<<Mar 22 2016 1 28 00 000PM entered by SVC RM User Program Management/Client Server>>>Policy Expires Odometer Deductible CORROSION WARRANTY 30 Oct 2015 999999 EMISSIONS WARRANTY 30 Oct 2017 80000 PAINT WARRANTY 30 Oct 2013 999999 SERVICE ITEMS WARRANTY 30 Oct 2010 12500 STANDARD FACTORY WARRANTY 30 Oct 2013 50000 <<<Mar 22 2016 1 31 58 000PM entered by SVC RM User Program Management/Client Server>>>From Ucker, Lindsey <(><<)>lucker@jaguarlandrover.com> Date 22 March 2016 at 13 31 Subject SAJWA0FA6AH [REDACTED] To rcollins@jlruckhead.com Hello [REDACTED] [REDACTED] will be reaching out to the dealer to have a fuel leak/odor diagnosed. He is aware that there will be an expense and that he is responsible for it. He feels the issue should be covered under the recall that his vehicle was NOT included in. (Fuel tank flange) I ask that you please let me know what is found as well as an estimate for the necessary repairs to correct the issue ASAP. Thank you in advance. Lindsey Ucker Customer Relationship Representative <<<Mar 30 2016 11 07 26 000AM entered by SVC RM User Program Management/Client Server>>>Called [REDACTED] and advised repairs and loaner will be covered in full repairs will be completed today dealer will reach out once completed CUSTOMER STATED thank you <<<Mar 22 2016 1 23 30 000PM entered by SVC RM User Program Management/Client Server>>>Customer called stating a week ago he noticed a smell of gas in and outside the vehicle brought to ISP for diagnosis advised fuel flange cracked ISP advised recall for other 2010 XF but only the 5.0 wants his vehicle included in the recall. REQUEST repair coverage I ADVISED Per DDW VIN not in Recall range Vehicle must be diagnosed by Auth Jag dealer for review to take place will be a cost for diagnosis no guarantee of assistance name and extension provided. <<<Mar 29 2016 4 11 00 000PM entered by SVC RM User Program Management/Client Server>>>Received call from [REDACTED] stating vehicle was dropped off at the dealer I STATED thank you for the update and I will touch base with them tomorrow <<<Mar 30 2016 10 52 25 000AM entered by SVC RM User Program Management/Client Server>>>Spoke with Spvr HB who approved the warranty rate and expenses <<<Mar 30 2016 10 51 16 000AM entered by SVC RM User Program Management/Client Server>>>From Mike Lacomba <(><<)>mike@jlrgrwinnett.com> Date 29 March 2016 at 15 16 Subject RE SAJWA0FA6AH [REDACTED] Murphy To Ucker, Lindsey <(><<)>lucker@jaguarlandrover.com> Lindsey, We have inspected Mr. Murphy's vehicle. There is a fuel leak at outlet flange. It is cracked. The customer pay estimate is \$435.85 plus tax and shop supplies. Warranty pay estimate is \$273.15 plus tax and shop supplies. He also is in a branded rental vehicle. Please let me know how you would like to proceed. Thanks, Mike Lacomba Service Manager Jaguar Land Rover Gwinnett 3423 Old Norcross Road Duluth, Ga. 30096 <<<Mar 22 2016 1 29 31 000PM entered by SVC RM User Program Management/Client Server>>>AWS no related history <<<Mar 24 2016 10 48 42 000AM entered by SVC RM User Program Management/Client Server>>>Called [REDACTED] and left a VM has the vehicle been brought to the dealership yet please call back ASAP <<<Apr 6 2016 6 19 07 000PM entered by SVC RM User Program Management/Client Server>>>From Ucker, Lindsey <(><<)>lucker@jaguarlandrover.com> Date 6 April 2016 at 17 18 Subject [REDACTED] GW Auth Code To Mike Lacomba <(><<)>mike@jlrgrwinnett.com> Attached please find the Goodwill Request form and Authorization code, per the new Goodwill process. Please use the DDW Claiming portion of this form to submit your claim for reimbursement. If you have any questions please reference service bulletin 6 266NAS / SGI15 10 JAGUAR LAND ROVER RETAILER EMPOWERMENT PROGRAM. Thank you, Lindsey Ucker Customer Relationship Representative <<<Apr 1 2016 6 23 26 000PM entered by SVC RM User Program Management/Client Server>>> Forwarded message From Ucker, Lindsey <(><<)>lucker@jaguarlandrover.com> Date 1 April 2016 at 17 23 Subject CM [REDACTED] AH [REDACTED] To C RCGWADM <(><<)>crcgwadm@jaguarlandrover.com> Lindsey Ucker Customer Relationship Representative <<<Apr 1 2016 5 19 08 000PM entered by SVC RM User Program Management/Client Server>>>awaiting Spvr approval <<<Apr 1 2016 12 44 14 000PM entered by SVC RM User Program Management/Client Server>>>From Mike Lacomba <(><<)>mike@jlrgrwinnett.com> Date 30 March 2016 at 17 13 Subject RE SAJWA0FA6AH [REDACTED] To Ucker, Lindsey <(><<)>lucker@jaguarlandrover.com> Hi Lindsey, Here is the copy of [REDACTED] RO. Thank you, Mike <<<Mar 24 2016 10 46 33 000AM entered by SVC RM User Program Management/Client Server>>>On 22 March 2016 at 14 45, Roy Collins <(><<)>rcollins@jlruckhead.com> wrote Hi Lindsey, What type of vehicle does [REDACTED] own Is he an existing JLR Buckhead customer Thanks, Roy <<<Mar 28 2016 11 03 59 000AM entered by SVC RM User Program Management/Client Server>>>Received call from [REDACTED] stating was unable to schedule appointment with Hennessey Jaguar Atlanta scheduled with Hennessey Jaguar Gwinnette for Tuesday advised he needs a loaner/rental I ADVISED I would follow up with the SrvM at Gwinnette he can call the dealer to see if a loaner or other arrangements can be made no
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promises can be made. <<<Mar 24 2016 10 45 50 000AM entered by SVCRM User Program Management/Client Server>>>From Ucker, Lindsey <(><<)>lucker@jaguarlandrover.com> Date 24 March 2016 at 10 45 Subject Re SAJWA0FA6AH [REDACTED] To Roy Collins <(><<)>rcollins@jlruckhead.com> Hello Roy, No he is not a Buckhead customer. He purchased the vehicle pre owned out of state and has been maintaining at an independent for about a year. It is a 2010 XF. Has he brought it in yet Lindsey Ucker Customer Relationship Representative <<<Mar 30 2016 11 38 56 000AM entered by SVCRM User Program Management/Client Server>>>From Ucker, Lindsey <(><<)>lucker@jaguarlandrover.com> Date 30 March 2016 at 10 38 Subject Re SAJWA0FA6AH [REDACTED] To Mike Lacomba <(><<)>mike@jlrwinnett.com> Hi Mike, I spoke with the customer and he is pleased. Please send me a completed RO with parts/prices/and signature so I can attach it to my paperwork. Ive already completed the request form and just need the RO for the Auth code to be provided. Also, Im am only allowed to provide \$45 per day for loaner expenses. I apologize that I cannot offer the full amount. Thank you again. Lindsey Ucker Customer Relationship Representative

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0FA6AH [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	4.2L D4MB NA V8 GAS AJV8 JAG
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	12-Sep-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	31-Oct-2009
Build Country Code		Transmission Serial Number	
Mileage	86844	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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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 2004 quarterly releases.

ECI Record	Source Code	CATS
Commodity Assignment		
Commodity	body-exterior-paint-	Symptom
Commodity	body-restraints-airbags-	Symptom
Commodity	body-restraints-airbags-	Symptom
Commodity	chassis-steering—	Symptom
Commodity	chassis-steering—	Symptom
Commodity	chassis-wheel assy-tires-	Symptom
Commodity	chassis-wheel assy-tires-	Symptom
Commodity	chassis-wheel assy-tires-	Symptom
Commodity	electrical-accessories/entertainment—	Symptom
Commodity	electrical-accessories/entertainment—	Symptom
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom
Commodity	electrical-instrument/display-warning chimes-	Symptom
Commodity	electrical-instrument/display-warning chimes-	Symptom
Commodity	electrical-instrument/display-warning chimes-	Symptom
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom
Commodity	powertrain-engine-accel pedal/linkage/controls-	Symptom
Commodity	powertrain-engine-electronic engine control-	Symptom
Commodity	powertrain-engine-electronic engine control-	Symptom
Commodity	powertrain-engine-fuel system-	Symptom
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Commodity	powertrain-engine-fuel system-	Symptom
Commodity	powertrain-engine-fuel system-	Symptom
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom
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Commodity	powertrain-engine-fuel system-fuel tank	Symptom
Commodity	powertrain-engine-fuel system-fuel tank	Symptom
Commodity	powertrain-transmission—	Symptom
Commodity	powertrain-transmission—	Symptom
Commodity	powertrain-transmission—	Symptom
Commodity	powertrain-transmission—	Symptom
Commodity	powertrain-transmission—	Symptom
Commodity	powertrain-transmission—	Symptom
Commodity	powertrain-transmission-automatic-cooler and tubes	Symptom
Commodity	unknown—	Symptom
Commodity	unknown—	Symptom
Commodity	unknown—	Symptom
Commodity	unknown—	Symptom
Commodity	unknown—	Symptom
Commodity	unknown—	Symptom
Commodity	unknown—	Symptom
Commodity	unknown—	Symptom
Commodity	unknown—	Symptom
Commodity	unknown—	Symptom
Commodity	unknown—	Symptom

Commodity	electrical-accessories/entertainment—	Symptom	field service action
Commodity	electrical-accessories/entertainment—	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment—	Symptom	field service action
Commodity	electrical-accessories/entertainment—	Symptom	function-malfunction/inoperative
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	10	Tread Category Description	powertrain
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	14	Tread Category Description	airbags
Tread Category Code	18	Tread Category Description	speed control
Tread Category Code	19	Tread Category Description	tires
Tread Category Code	27	Tread Category Description	lane departure
Tread Category Code	28	Tread Category Description	backover prevention system

Report Details

Source Claim Key		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	VS DG	Load Date	29-Jun-2016
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5337
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR PARSIPPANY
Non Causal Part Prefix-Base-Suffix		Dealer City	PARSIPPANY
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code	53	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9733770240
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Jul 14 2016 3 30 16 000PM entered by SVC RM User Program Management/Client Server>>>Called customer I advised the vehciel was diagnosed we found that the fuel smell is because the fuel cap on the fuel tank for the fuel pump was cracked and someone glued it. She advised the retailer called and advised \$1800 to repair and that I would be responsible for the loaner I advised I have advised the retailer to go ahead and repair the fuel cap on the fuel tank for the fuel pump that was glued the rental vehicle has to be paid by you I will cover the tow, the diagnosis and that 1 repair if you choose to have any additional work done, that would be up to you and an out of pocket expense She advised oh, thank you so much I advised i will reach back out to you once it is completed She advised ok, thank you <<<Jul 14 2016 10 32 42 000AM entered by SVC RM User Program Management/Client Server>>>e mail to Mike SM From Pate, Terry <(><<>)tpate@jaguarlandrover.com> Date Thu, Jul 14, 2016 at 9 45 AM Subject Re [REDACTED] To Mike Rose <(><<>)mikerose@paulmiller.com> Mike, Well, that sounds like outside influence. Anything on the list JLR should be concerned about or is it just maintenance that she has not done She stated she has only owned the vehicle for a little over a year and I was informed that she is the 3rd owner. Please advise thanks, <<<Jun 27 2016 10 20 58 000AM entered by SVC RM User Program Management/Client Server>>>CUSTOMER MAILED IN A LETTER *PLEASE SEE ATTACHED <<<Jun 27 2016 12 42 54 000PM entered by SVC RM User Program Management/Client Server>>>Warranty Coverage Per DDW Policy Expires Odometer Deductible CORROSION WARRANTY 20 Sep 2015 999999 EMISSIONS WARRANTY 20 Sep 2017 80000 PAINT WARRANTY 20 Sep 2013 999999 SERVICE ITEMS WARRANTY 20 Sep 2010 12500 STANDARD FACTORY WARRANTY 20 Sep 2013 50000 <<<Jun 27 2016 12 57 05 000PM entered by SVC RM User Program Management/Client Server>>>Per AWS nothing listed <<<Jul 8 2016 4 22 17 000PM entered by SVC RM User Program Management/Client Server>>>e mail from Sm Mike From Mike Rose <(><<>)mikerose@paulmiller.com> Date Fri, Jul 8, 2016 at 1 35 PM Subject RE [REDACTED] To Pate, Terry <(><<>)tpate@jaguarlandrover.com> Terry Is CRC or goodwill paying for a loaner for this customer Thank you" Mike Rose <<<Jul 8 2016 4 24 08 000PM entered by SVC RM User Program Management/Client Server>>>e mail to Sm Mike From Pate, Terry <(><<>)tpate@jaguarlandrover.com> Date Fri, Jul 8, 2016 at 2 08 PM Subject Re [REDACTED] To Mike Rose <(><<>)mikerose@paulmiller.com> No, i wasn't advised to pay for a loaner. Also, the customer told me she couldn't drive it and it was parked. So, if we hadn't offered to look into her vehicle, it would be sitting, parked. <<<Jul 8 2016 5 01 54 000PM entered by SVC RM User Program Management/Client Server>>>e mail from SM Mike From Mike Rose <(><<>)mikerose@paulmiller.com> Date Fri, Jul 8, 2016 at 3 44 PM Subject Re [REDACTED] To Pate, Terry <(><<>)tpate@jaguarlandrover.com> Ok I'll advise them. They came in expecting a loaner <<<Jul 13 2016 6 00 48 000PM entered by SVC RM User Program Management/Client Server>>>e mail to SM _ Mike From Pate, Terry <(><<>)tpate@jaguarlandrover.com> Date Wed, Jul 13, 2016 at 5 00 PM Subject Re [REDACTED] To Mike Rose <(><<>)mikerose@paulmiller.com> Hi Mike, Checking to see if you have completed the diagnosis Thanks, <<<Jul 14 2016 11 26 43 000AM entered by SVC RM User Program Management/Client Server>>>e mail from Mike Sm From Mike Rose <(><<>)mikerose@paulmiller.com> Date Thu, Jul 14, 2016 at 8 21 AM Subject RE [REDACTED] To Pate, Terry <(><<>)tpate@jaguarlandrover.com> Hello Terry. Yes, sorry I was out yesterday taking care of my sick wife and kids. The fuel smell is because the fuel cap on the fuel tank for the fuel pump was cracked and someone glued it. See picture. There is also a list of problems on the car. 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This was her only visit with us. We had recommended trans cooler lines, a hose that was making her check engine light come on, rear brakes, sunroof repair, service and tire pressure sensor. She had declined it all. Attached her invoice. Ill update you when we look at the car. Thank you" <<<Jul 7 2016 1 44 24 000PM entered by SVC RM User Program Management/Client Server>>>Received call from Sm Mike Rose He advised received message I advised case re opened per executive We are paying to have the vehicle towed in it will be there today the vehicle has a gas smell and the customer states that there is a recall on her vehicle I looked in DDW, Topix and do not see any recall per her vin# we are asking that you diagnose the vehicle and make sure that their isn't anything that is a manufacturer defect in regards to the fuel system He advised she has been here i time back in February she had the gear shift nob replaced we recommended her service somethings for the transmission but she declined I will pull the RO and send it to you We are swamped here and will not be able to get the vehicle diagnosed until Wednesday who is paying for the diagnosis I advised I guess we are , send me the bill were paying for the tow also let me know what you find out He advised I will <<<Jul 7 2016 12 18 48 000PM entered by SVC RM User Program Management/Client Server>>>Called SM Mike Rose Secretary stated
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he was in a meeting I advised please tell him that I am having a vehicle towed there today I am requesting he diagnose the vehicle for fuel system issue smells like gas have him call me for all the details provided contact info <<<Jul 7 2016 12 08 17 000PM entered by SVCRM User Program Management/Client Server>>>Called customer I advised we would like to get your vehicle over to one of our retailer s to look at the fuel system for inspection we will pay for the tow to the retailer Let me call RSA to set up the tow with you She advised thank you address has changed to [REDACTED] Jersey City NJ [REDACTED] cont# [REDACTED] 5101 mileage 104,000 miles smells like gas, do not want to drive Called RSA spoke to Travis we set up RSA to pick up vehicle and take to Morris County I advised customer I will touch base with Morris County and Call her with diagnosis and next steps She advised ok, thank you <<<Jul 7 2016 11 06 13 000AM entered by SVCRM User Program Management/Client Server>>>Email from PP from Pochapsky, Peter <(><<)>ppochaps@jaguarlandrover.com> to Corrales, Anna Lisa <(><<)>acorral8@jaguarlandrover.com> cc Hauk, Danielle <(><<)>dhauk1@jaguarlandrover.com>, Carey, Danielle <(><<)>dcarey1@jaguarlandrover.com>, Timothy Fleming <(><<)>tflemin4@jaguarlandrover.com> date Thu, Jul 7, 2016 at 10 04 AM subject Re [REDACTED]; 2010 Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED].gappssmtp.com Important mainly because of the people in the conversation. CRC Case [REDACTED], Fuel System Terry Pate was the rep. responsible. Please re open the case and offer to tow the vehicle to an authorized retailer for inspection. If we can get the vehicle service history form the customer that would also be beneficial. This may not be possible as the vehicle has had 3 owners. <<<Jun 27 2016 5 43 10 000PM entered by SVCRM User Program Management/Client Server>>>cont..... customer not happy as she feels that this vehicle should be listed under the recall I advised her that according to our records the recall do not apply to her vehicle I researched DDW and Topix and her vehicle is not included she advised she would seek legal assistance and hung up <<<Jun 27 2016 4 09 22 000PM entered by SVCRM User Program Management/Client Server>>>Called custoemr I advised calling inregards to letter She advised she saw online that the make and model of her vehicle has a recall on it J027 she is having this issue withg her vehicle her vehicle is at a 3rd party retailer i advised I have looked up recalls on her vehicel I do not see that recall being a part of your vehicle recalls are vin specific found Recall via NHTSA (attached to case) the vehicle not included She advised i feel that it is and was just overlooked customer hung up <<<Jul 14 2016 10 34 39 000AM entered by SVCRM User Program Management/Client Server>>>e mail from Mike Sm From Mike Rose <(><<)>mikerose@paulmiller.com> Date Thu, Jul 14, 2016 at 10 11 AM Subject RE [REDACTED] To Pate, Terry <(><<)>tpate@jaguarlandrover.com> Mostly maintenance Thank you" Mike Rose <<<Jul 14 2016 10 36 30 000AM entered by SVCRM User Program Management/Client Server>>>e mail to SM Mike From Pate, Terry <(><<)>tpate@jaguarlandrover.com> Date Thu, Jul 14, 2016 at 10 18 AM Subject Re [REDACTED] To Mike Rose <(><<)>mikerose@paulmiller.com> Ok, hold tight on that vehicle. I want to run this past Peter P. to see if he was planning to do anything else for her or if this will be out of pocket repairs for the customer. I should be able able to get back to you today. Thanks, <<<Jul 14 2016 2 30 16 000PM entered by SVCRM User Program Management/Client Server>>>Called customer I advised the vehciel was diagnosed we found that the fuel smell is because the fuel cap on the fuel tank for the fuel pump was cracked and someone glued it. She advised the retailer called and advised \$1800 to repair and that I would be responsible for the loaner I advised I have advised the retailer to go ahead and repair the fuel cap on the fuel tank for the fuel pump that was glued the rental vehicle has to be paid by you I will cover the tow, the diagnosis and that 1 repair if you choose to have any additional work done, that would be up to you and an out of pocket expense She advised oh, thank you so much I advised i will reach back out to you once it is completed She advised ok, thank you <<<Jul 14 2016 2 13 21 000PM entered by SVCRM User Program Management/Client Server>>>Called Mike Sm I advised Per Peter P go ahead and repair the cap I advised him of what you said but I told him that since we towed the vehicle their if no repairs are made, we have to tow it back He advised She has a rental vehicle, that she is paying for does this have to be a warranty pricing I advised She would be responsible for the rental Yes, it would be warranty pricing send me the completed RO for the diagnosis and the repair of the cap and I will send you an auth code He advised ok, I will do that <<<Jul 14 2016 2 08 05 000PM entered by SVCRM User Program Management/Client Server>>>e mail to Peter P From Pate, Terry <(><<)>tpate@jaguarlandrover.com> Date Thu, Jul 14, 2016 at 11 42 AM Subject Re Roberts SAJWA0FA9AH [REDACTED] To Pochapsky, Peter <(><<)>ppochaps@jaguarlandrover.com> OK, great. I will do that. Thanks <<<Jul 14 2016 2 01 57 000PM entered by SVCRM User Program Management/Client Server>>>e mail from Peter P From Pochapsky, Peter <(><<)>ppochaps@jaguarlandrover.com> Date Thu, Jul 14, 2016 at 11 35 AM Subject Re [REDACTED] SAJWA0FA9AH [REDACTED] To Pate, Terry <(><<)>tpate@jaguarlandrover.com> If the smell is from a defective gas cap, pay for the cap. It is cheaper than the tow. <<<Jul 14 2016 1 28 23 000PM entered by SVCRM User Program Management/Client Server>>>e mail to PeterP From Pate, Terry <(><<)>tpate@jaguarlandrover.com> Date Thu, Jul 14, 2016 at 11 21 AM Subject Re [REDACTED] SAJWA0FA9AH [REDACTED] To Pochapsky, Peter <(><<)>ppochaps@jaguarlandrover.com> Peter, Ok, I will let the retailer know any repairs are out of pocket for the customer. 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Pochapsky, Peter <(><<)>ppochaps@jaguarlandrover.com> Date Thu, Jul 14, 2016 at 11 10 AM Subject Re [REDACTED] SAJWA0FA9AH [REDACTED] To Pate, Terry <(><<)>tpate@jaguarlandrover.com> TP, we covered tow and diag. that's good. <<<Jul 14 2016 10 53 34 000AM entered by SVC RM User Program Management/Client Server>>>e mail to Peter P From Pate, Terry <(><<)>tpate@jaguarlandrover.com> Date Thu, Jul 14, 2016 at 10 52 AM Subject [REDACTED] SAJWA0FA9AH [REDACTED] To Peter Pochapsky <(><<)>ppochaps@jaguarlandrover.com> Peter, You requested this case # [REDACTED] be re opened and the vehicle towed to the retailer. Her complaint was she thought she had a recall on the vehicle and the vehicle smelled like gas. I had the vehicle towed to LR Morris County. After diagnosis, they found the following The fuel smell is because the fuel cap on the fuel tank for the fuel pump was cracked and someone glued it. See picture. There is also a list of problems on the car. Thank you" Mike Rose Service manager I asked Mike if there was anything on the list JLR should be concerned about or is it just maintenance that she has not done He stated mostly maintenance. So, I wanted to see if you wanted to do anything else for her or if the customer is responsible from here on out We are already paying for the tow and the diagnosis fee. Please advise, <<<Jul 18 2016 4 54 40 000PM entered by SVC RM User Program Management/Client Server>>>Received VM from SM Mike He advised he has everything for [REDACTED] needs auth code <<<Jul 18 2016 5 02 27 000PM entered by SVC RM User Program Management/Client Server>>>e mail to SM Mike From Pate, Terry <(><<)>tpate@jaguarlandrover.com> Date Mon, Jul 18, 2016 at 4 53 PM Subject Re [REDACTED] To Mike Rose <(><<)>mikero@paulmiller.com> Hi Mike, Received your VM. Please send me the completed warranty invoice and I will send you an auth code. Thanks, <<<Jul 18 2016 5 48 59 000PM entered by SVC RM User Program Management/Client Server>>>e mail to SM Mike R From Pate, Terry <(><<)>tpate@jaguarlandrover.com> Date Mon, Jul 18, 2016 at 5 37 PM Subject Re [REDACTED] To Mike Rose <(><<)>mikero@paulmiller.com> Mike, I need the completed RO Please e mail that. Thanks, <<<Jul 18 2016 6 01 06 000PM entered by SVC RM User Program Management/Client Server>>>From Workflow System <(><<)>WF BATCH@jaguarlandrover.com> Date Mon, Jul 18, 2016 at 5 55 PM Subject Activity [REDACTED] created for CRC Case [REDACTED] To sroumant@jaguarlandrover.com, tpate@jaguarlandrover.com For the CRC Case [REDACTED] Fuel System the Follow up Goodwill Activity [REDACTED] Fuel System has been Created/Updated by the Employee Terry Pate Status of the Activity is Awaiting Approval <<<Jul 19 2016 9 40 27 000AM entered by SVC RM User Program Management/Client Server>>>Received RO attached to case <<<Jul 19 2016 10 32 49 000AM entered by SVC RM User Program Management/Client Server>>>Completed GW sent to admin for processing auth code <<<Jul 19 2016 2 32 31 000PM entered by SVC RM User Program Management/Client Server>>>e mail to SM attached Auth code to case From Pate, Terry <(><<)>tpate@jaguarlandrover.com> Date Tue, Jul 19, 2016 at 2 30 PM Subject Re [REDACTED] To Mike Rose <(><<)>mikero@paulmiller.com> Attached please find the Goodwill Request form and Authorization code, per the new Goodwill process. Please use the DDW Claiming portion of this form to submit your claim for reimbursement. If you have any questions please reference service bulletin 6 266NAS / SGI15 10 JAGUAR LAND ROVER RETAILER EMPOWERMENT PROGRAM. Thank you, <<<Jul 22 2016 10 41 27 000AM entered by SVC RM User Program Management/Client Server>>>Called customer left message I advised wanted to verify vehicle repaired and back my contact info <<<Jul 18 2016 5 47 03 000PM entered by SVC RM User Program Management/Client Server>>>e mail from Mike Rose From Mike Rose <(><<)>mikero@paulmiller.com> Date Mon, Jul 18, 2016 at 5 20 PM Subject RE [REDACTED] To Pate, Terry <(><<)>tpate@jaguarlandrover.com> Cc Mike Rose <(><<)>mikero@paulmiller.com> Terry The fuel pump repair is complete on the [REDACTED] Car. Vin# SAJWA0FA9AH [REDACTED]. The total for the fuel pump on line A of RO# [REDACTED] IS \$1075.15. The key remote the customer declined last visit finally failed. We told the customer that they need 2 new remotes. The vehicle cannot be driven or used at all at this time. The customer told us that it was all getting paid for by Jaguar. I hope that is true because I had to program 2 new remotes in order to test the fuel pump and get the vehicle off the lift. the key programming will only allow 2 remotes to be programmed and since the customer doesn't have another remote we had to program 2 remotes. Total for line F is \$888.44. Total months in service is 82. Miles 107,364. Please send over an auth code for a total of \$1963.59. Thank you" Mike Rose Service manager <<<Jul 8 2016 4 01 54 000PM entered by SVC RM User Program Management/Client Server>>>e mail from SM Mike From Mike Rose <(><<)>mikero@paulmiller.com> Date Fri, Jul 8, 2016 at 3 44 PM Subject Re [REDACTED] To Pate, Terry <(><<)>tpate@jaguarlandrover.com> Ok I'll advise them. They came in expecting a loaner <<<Jul 13 2016 5 00 48 000PM entered by SVC RM User Program Management/Client Server>>>e mail to SM _ Mike From Pate, Terry <(><<)>tpate@jaguarlandrover.com> Date Wed, Jul 13, 2016 at 5 00 PM Subject Re R [REDACTED] To Mike Rose <(><<)>mikero@paulmiller.com> Hi Mike, Checking to see if you have completed the diagnosis Thanks, <<<Jul 14 2016 10 26 43 000AM entered by SVC RM User Program Management/Client Server>>>e mail from Mike Sm From Mike Rose <(><<)>mikero@paulmiller.com> Date Thu, Jul 14, 2016 at 8 21 AM Subject RE [REDACTED] To Pate, Terry <(><<)>tpate@jaguarlandrover.com> Hello Terry. Yes, sorry I was out yesterday taking care of my sick wife and kids. The fuel smell is because the fuel cap on the fuel tank for the fuel pump was cracked and someone glued it. See picture. There is also a list of problems on the car. Thank you" Mike Rose Service manager <<<Jul 22 2016 10 40 22 000AM entered by SVC RM User Program Management/Client Server>>>Called customer left message I advised wanted to verify vehicle repaired and back my contact info 2nd attempt sending no

contact e mail <<<Jun 27 2016 11 20 58 000AM entered by SVC RM User Program Management/Client Server>>>CUSTOMER MAILED IN A LETTER *PLEASE SEE ATTACHED <<<Jun 27 2016 1 42 54 000PM entered by SVC RM User Program Management/Client Server>>>Warranty Coverage Per DDW Policy Expires Odometer Deductible CORROSION WARRANTY 20 Sep 2015 999999 EMISSIONS WARRANTY 20 Sep 2017 80000 PAINT WARRANTY 20 Sep 2013 999999 SERVICE ITEMS WARRANTY 20 Sep 2010 12500 STANDARD FACTORY WARRANTY 20 Sep 2013 50000 <<<Jul 14 2016 2 28 23 000PM entered by SVC RM User Program Management/Client Server>>>e mail to Peter P From Pate, Terry <(><<>)tpate@jaguarlandrover.com> Date Thu, Jul 14, 2016 at 11 21 AM Subject Re [REDACTED] SAJWA0FA9AH [REDACTED] To Pochapsky, Peter <(><<>)ppochaps@jaguarlandrover.com> Peter, Ok, I will let the retailer know any repairs are out of pocket for the customer. 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Please advise, <<<Jul 20 2016 9 26 23 000AM entered by SVC RM User Program Management/Client Server>>>Called customer left message I advised wanted to verify vehicle repaired and back my contact info <<<Jun 27 2016 4 06 14 000PM entered by SVC RM User Program Management/Client Server>>>Recall info per DDW Open Field Service Actions Code FSA Message J069 TAKATA PASSENGER AIRBAGS Claimed Field Service Actions Code Actioned By K061X 28 Dec 2010 Manhattan Jaguar [REDACTED] 30 Apr 2010 Manhattan Jaguar [REDACTED] 11 Dec 2009 Manhattan Jaguar [REDACTED] 11 Dec 2009 Manhattan Jaguar [REDACTED] 16 Jul 2009 Manhattan Jaguar/NYC <<<Jun 27 2016 1 59 44 000PM entered by SVC RM User Program Management/Client Server>>>Research Per Topixs no recalls on vehicle for fuel leak recall for takata airbags is listed J016B 11 Dec 2009 Manhattan Jaguar/NYC (Fuel Transfer Tube) <<<Jun 27 2016 1 57 05 000PM entered by SVC RM User Program Management/Client Server>>>Per AWS nothing listed <<<Jul 7 2016 10 06 13 000AM entered by SVC RM User Program Management/Client Server>>>Email from PP from Pochapsky, Peter <(><<>)ppochaps@jaguarlandrover.com> to Corrales, Anna Lisa <(><<>)acorral8@jaguarlandrover.com> cc Hauk, Danielle <(><<>)dhauk1@jaguarlandrover.com>, Carey, Danielle <(><<>)dcarey1@jaguarlandrover.com>, Timothy Fleming <(><<>)tflemin4@jaguarlandrover.com> date Thu, Jul

7, 2016 at 10 04 AM subject Re [REDACTED]; 2010 Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover.com.20150623.gappssmtp.com Important mainly because of the people in the conversation. CRC Case [REDACTED] Fuel System Terry Pate was the rep. responsible. Please re open the case and offer to tow the vehicle to an authorized retailer for inspection. If we can get the vehicle service history form the customer that would also be beneficial. This may not be possible as the vehicle has had 3 owners. <<<Jul 7 2016 11 08 17 000AM entered by SVC RM User Program Management/Client Server>>>Called customer I advised we would like to get your vehicle over to one of our retailer s to look at the fuel system for inspection we will pay for the tow to the retailer Let me call RSA to set up the tow with you She advised thank you address has changed to [REDACTED] Jersey City NJ. [REDACTED] cont# [REDACTED] mileage 104,000 miles smells like gas, do not want to drive Called RSA spoke to Travis we set up RSA to pick up vehicle and take to Morris County I advised customer I will touch base with Morris County and Call her with diagnosis and next steps She advised ok, thank you <<<Jul 7 2016 11 18 48 000AM entered by SVC RM User Program Management/Client Server>>>Called SM Mike Rose Secretary stated he was in a meeting I advised please tell him that I am having a vehicle towed there today I am requesting he diagnose the vehicle for fuel system issue smells like gas have him call me for all the details provided contact info <<<Jul 7 2016 12 44 24 000PM entered by SVC RM User Program Management/Client Server>>>Received call from Sm Mike Rose He advised received message I advised case re opened per executive We are paying to have the vehicle towed in it will be there today the vehicle has a gas smell and the customer states that there is a recall on her vehicle I looked in DDW, Topix and do not see any recall per her vin# we are asking that you diagnose the vehicle and make sure that their isn't anything that is a manufacturer defect in regards to the fuel system He advised she has been here i time back in February she had the gear shift nob replaced we recommended her service somethings for the transmission but she declined I will pull the RO and send it to you We are swamped here and will not be able to get the vehicle diagnosed until Wednesday who is paying for the diagnosis I advised I guess we are , send me the bill were paying for the tow also let me know what you find out He advised I will <<<Jul 7 2016 12 47 20 000PM entered by SVC RM User Program Management/Client Server>>>e mail from SM _ Mike R attached RO to case From Mike Rose <(><<)>mikero se@paulmiller.com> Date Thu, Jul 7, 2016 at 12 19 PM Subject Roberts To Pate, Terry <(><<)>tpate@jaguarlandrover.com> Cc Mike Rose <(><<)>mikero se@paulmiller.com> Terry, Thanks for the call. [REDACTED] was in on 2/8/16 for a shifter replacement. This was her only visit with us. We had recommended trans cooler lines, a hose that was making her check engine light come on, rear brakes, sunroof repair, service and tire pressure sensor. She had declined it all. Attached her invoice. Ill update you when we look at the car. Thank you" <<<Jul 8 2016 3 22 17 000PM entered by SVC RM User Program Management/Client Server>>>e mail from Sm Mike From Mike Rose <(><<)>mikero se@paulmiller.com> Date Fri, Jul 8, 2016 at 1 35 PM Subject RE [REDACTED] To Pate, Terry <(><<)>tpate@jaguarlandrover.com> Terry Is CRC or goodwill paying for a loaner for this customer Thank you" Mike Rose <<<Jul 8 2016 3 24 08 000PM entered by SVC RM User Program Management/Client Server>>>e mail to Sm Mike From Pate, Terry <(><<)>tpate@jaguarlandrover.com> Date Fri, Jul 8, 2016 at 2 08 PM Subject Re [REDACTED] To Mike Rose <(><<)>mikero se@paulmiller.com> No, i wasn't advised to pay for a loaner. Also, the customer told me she couldn't drive it and it was parked. So, if we hadn't offered to look into her vehicle, it would be sitting, parked. <<<Jul 14 2016 2 24 02 000PM entered by SVC RM User Program Management/Client Server>>>e mail from Peter P From Pochapsky, Peter <(><<)>ppochaps@jaguarlandrover.com> Date Thu, Jul 14, 2016 at 11 10 AM Subject Re [REDACTED] SAJWA0FA9AH [REDACTED] To Pate, Terry <(><<)>tpate@jaguarlandrover.com> TP, we covered tow and diag. that's good. <<<Jul 25 2016 10 44 58 000AM entered by SVC RM User Program Management/Client Server>>>e mail undeliverable mailing hard copy closing case From Mail Delivery Subsystem <(><<)>mailer daemon@googlemail.com> Date Mon, Jul 25, 2016 at 9 40 AM Subject Delivery Status Notification (Failure) To tpate@jaguarlandrover.com Delivery to the following recipient failed permanently [REDACTED]@yahoo.com <<<Jul 25 2016 10 42 03 000AM entered by SVC RM User Program Management/Client Server>>>no contact e mail sent From Pate, Terry <(><<)>tpate@jaguarlandrover.com> Date Mon, Jul 25, 2016 at 9 40 AM Subject Jaguar Land Rover NA, LLC. To [REDACTED]@yahoo.com Dear [REDACTED] REF [REDACTED] VIN SAJWA0FA9AH [REDACTED] Thank you for contacting Jaguar Land Rover North America, LLC. I have tried to contact you by phone but have been unsuccessful. I am sorry that you have experienced concerns with your 2010 Jaguar XF. Jaguar Morris County has assured me that your vehicle has been repaired, and is operating properly at this time. If this is not the case or if this matter was not handled to your satisfaction, feel free to contact me at 1 800 452 4827, option 9, extension 1309033 and I will do my utmost to resolve your concerns. Thank you for contacting us and providing us the opportunity to be of assistance. Please be advised responses to this e mail will not be monitored. Sincerely, <<<Jul 22 2016 11 40 22 000AM entered by SVC RM User Program Management/Client Server>>>Called customer left message I advised wanted to verify vehicle repaired and back my contact info 2nd attempt sending no contact e mail <<<Jul 20 2016 10 26 23 000AM entered by SVC RM User Program Management/Client Server>>>Called customer left message I advised wanted to verify vehicle repaired and back my contact info <<<Jul 19 2016 3 32 31 000PM entered by SVC RM User Program Management/Client Server>>>e mail to SM attached Auth code to case From Pate, Terry <(><<)>tpate@jaguarlandrover.com> Date Tue, Jul 19, 2016 at 2 30 PM Subject Re

To Mike Rose <(<<<)mikerose@paulmiller.com> Attached please find the Goodwill Request form and Authorization code, per the new Goodwill process. Please use the DDW Claiming portion of this form to submit your claim for reimbursement. If you have any questions please reference service bulletin 6 266NAS / SGI15 10 JAGUAR LAND ROVER RETAILER EMPOWERMENT PROGRAM. Thank you, <<<Jul 19 2016 11 32 49 000AM entered by SVCARM User Program Management/Client Server>>>Completed GW sent to admin for processing auth code <<<Jul 19 2016 10 40 27 000AM entered by SVCARM User Program Management/Client Server>>>Received RO attached to case <<<Jul 18 2016 7 01 06 000PM entered by SVCARM User Program Management/Client Server>>>From Workflow System <(<<<)WF BATCH@jaguarlandrover.com> Date Mon, Jul 18, 2016 at 5 55 PM Subject Activity created for CRC Case To sroumant@jaguarlandrover.com, tpate@jaguarlandrover.com For the CRC Case Fuel System the Follow up Goodwill Activity Fuel System has been Created/Updated by the Employee Terry Pate Status of the Activity is Awaiting Approval <<<Jul 18 2016 6 48 59 000PM entered by SVCARM User Program Management/Client Server>>>e mail to SM Mike R From Pate, Terry <(<<<)tpate@jaguarlandrover.com> Date Mon, Jul 18, 2016 at 5 37 PM Subject Re To Mike Rose <(<<<)mikerose@paulmiller.com> Mike, I need the completed RO Please e mail that. Thanks, <<<Jul 18 2016 6 47 03 000PM entered by SVCARM User Program Management/Client Server>>>e mail from Mike Rose From Mike Rose <(<<<)mikerose@paulmiller.com> Date Mon, Jul 18, 2016 at 5 20 PM Subject RE To Pate, Terry <(<<<)tpate@jaguarlandrover.com> Cc Mike Rose <(<<<)mikerose@paulmiller.com> Terry The fuel pump repair is complete on the Car. Vin# SAJWA0FA9AH The total for the fuel pump on line A of RO# IS \$1075.15. The key remote the customer declined last visit finally failed. We told the customer that they need 2 new remotes. The vehicle cannot be driven or used at all at this time. The customer told us that it was all getting paid for by Jaguar. I hope that is true because I had to program 2 new remotes in order to test the fuel pump and get the vehicle off the lift. the key programming will only allow 2 remotes to be programmed and since the customer doesn't have another remote we had to program 2 remotes. Total for line F is \$888.44. Total months in service is 82. Miles 107,364. Please send over an auth code for a total of \$1963.59. Thank you" Mike Rose Service manager <<<Jul 18 2016 6 02 27 000PM entered by SVCARM User Program Management/Client Server>>>e mail to SM Mike From Pate, Terry <(<<<)tpate@jaguarlandrover.com> Date Mon, Jul 18, 2016 at 4 53 PM Subject Re To Mike Rose <(<<<)mikerose@paulmiller.com> Hi Mike, Received your VM. Please send me the completed warranty invoice and I will send you an auth code. Thanks, <<<Jul 18 2016 5 54 40 000PM entered by SVCARM User Program Management/Client Server>>>Received VM from SM Mike He advised he has everything for needs auth code <<<Jun 27 2016 12 59 44 000PM entered by SVCARM User Program Management/Client Server>>>Research Per Topix no recalls on vehicle for fuel leak recall for takata airbags is listed J016B 11 Dec 2009 Manhattan Jaguar/ NYC (Fuel Transfer Tube) <<<Jun 27 2016 3 06 14 000PM entered by SVCARM User Program Management/Client Server>>>Recall info per DDW Open Field Service Actions Code FSA Message J069 TAKATA PASSENGER AIRBAGS Claimed Field Service Actions Code Actioned By K061X 28 Dec 2010 Manhattan Jaguar 30 Apr 2010 Manhattan Jaguar 11 Dec 2009 Manhattan Jaguar 11 Dec 2009 Manhattan Jaguar 16 Jul 2009 Manhattan Jaguar/NYC <<<Jul 14 2016 11 34 39 000AM entered by SVCARM User Program Management/Client Server>>>e mail from Mike Sm From Mike Rose <(<<<)mikerose@paulmiller.com> Date Thu, Jul 14, 2016 at 10 11 AM Subject RE Roberts To Pate, Terry <(<<<)tpate@jaguarlandrover.com> Mostly maintenance Thank you" Mike Rose

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0FA9AH	Engine Serial Number	
Model Year	2010	Engine Description	4.2L DAMB NA V8 GAS AJV8 JAG
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	15-Jun-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	21-Sep-2009
Build Country Code		Transmission Serial Number	
Mileage	107378	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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[Contact CDR HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	chassis-steering—	Symptom	damage-cracked/fractured/split
Commodity	chassis-steering—	Symptom	field service action
Commodity	chassis-steering—	Symptom	mod-child related
Commodity	chassis-steering—	Symptom	mod-driving condition-while towing
Commodity	chassis-steering—	Symptom	mod-vehicle towed in
Commodity	chassis-steering—	Symptom	separation
Commodity	chassis-wheel assy-tires-	Symptom	administrative cost
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-vehicle towed in
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fire
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-child related
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	unknown—	Symptom	administrative cost
Commodity	unknown—	Symptom	damage-cracked/fractured/split
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	separation
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	19	Tread Category Description	tires

Report Details

Source Claim Key		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-Oct-2016
Version Series Code	VS DG	Load Date	05-Oct-2016
Causal Part Prefix-Base-Suffix	- -	Dealer Code	J5544
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR CHERRY HILL
Non Causal Part Prefix-Base-Suffix		Dealer City	CHERRY HILL
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code	10000	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8564245300
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Oct 4 2016 1 05 07 000PM entered by SVC RM User Program Management/Client Server>>>ISSUE Customer States Vehicle smells of gas. The dealer says their is a leak in the fuel flange near the gas tank. I didn't spend \$80, 000 for a vehicle to put my wife and child in danger. This vehicle is a fire hazzard. I don't understand why this isn't a recall for my vehicle and has been for other vehicles. REQUEST Customer Requests Assistance with the repair. ADVISED I Advised Recalls are vin specific. Recall are mandated by NHTSA. I will contact the retailer to speak with the SM in regards to your concerns. I will contact you in 2 business days with a follow up. <<<Oct 4 2016 1 30 43 000PM entered by SVC RM User Program Management/Client Server>>>PER DDW Warranty Cover Policy Expires Distance Deductible CORROSION WARRANTY 29 Oct 2015 999999 EMISSIONS WARRANTY 29 Oct 2017 80000 PAINT WARRANTY 29 Oct 2013 999999 SERVICE ITEMS WARRANTY 29 Oct 2010 12500 STANDARD FACTORY WARRANTY 29 Oct 2013 50000 <<<Oct 4 2016 1 42 22 000PM entered by SVC RM User Program Management/Client Server>>>PER AWS NO RELEVANT INFORMATION FOUND <<<Oct 7 2016 5 06 54 000PM entered by SVC RM User Program Management/Client Server>>>CALLED JAGUAR CHERRY HILL Spoke with SM Mike who stated Vehicle was picked up the other day. Vehicle was towed back in due to a clip that popped off. From what I know customer googled the issue with the Fuel Flang and found it was known issue for this vehicle. ADVISED We can't googled information into consideration when seeking whether to assist a customer in anyway. What type of customer is this customer. Has serviced and maintained the vehicle regularly at the dealership SM STEVE Yes, customer has done all his services here even changed the tires here. Customer was offered a 10% discount on the repair. ADVISED Asked for a copy of the RO so I can see if there is any reimbursement that customer could be provided. Provided my e mail address. <<<Oct 7 2016 5 09 23 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER Left a message I have spoken with the SM in regards to his vehicle. I am being sent over the RO for recent repair will speak with the appropriate parties to see if there would be any reimbursement that I could provide. Should you need to reach me. Please feel free to contact me. Left my contact information and hours in the office. <<<Oct 7 2016 5 16 06 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER Left a message I have spoken with the SM in regards to his vehicle. I am being sent over the RO for recent repair will speak with the appropriate parties to see if there would be any reimbursement that I could provide. Should you need to reach me. Please feel free to contact me. Left my contact information and hours in the office. <<<Oct 25 2016 7 36 02 000PM entered by SVC RM User Program Management/Client Server>>>ATTACHING AND SENDING OLC <<<Oct 12 2016 6 08 44 000PM entered by SVC RM User Program Management/Client Server>>>PROCESSED OLC REQUEST FOR \$500.00 <<<Oct 12 2016 5 29 54 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER Informed customer that I have discussed his request to be reimbursed for the repair to his Fuel Flange with the appropriate parties. I am not able to reimburse customer for the repair. But I can offer customer OLC in the amount of \$500 to use at the dealer for future repairs. CUSTOMER STATES That sound good. However when would this coupon expire ADVISED The coupon does not have a expiration date and they can be used at any retailer. CUSTOMER STATES That sounds good, thank you. <<<Oct 10 2016 2 15 42 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED A CALL FROM JAGUAR CHERRY HILL Lorraine stated that customer called her this morning asked her to call me. ADVISED That I had spoken with SA Mike last week was informed vehicle has come back in since customer picked up. Apparently a clip popped off. I did ask for a copy of the RO to see if there was any assistance customer could be provided. No sure if anything could be done since vehicle is out of warranty. Provided fax number that RO should be sent to. <<<Oct 7 2016 5 56 25 000PM entered by SVC RM User Program Management/Client Server>>>CUSTOMER RETURNED CALL Customer stated Maybe I should not deal with you or the service dept anymore. I should just let my attorney handle this. ADVISED If you have an attorney represent you I will no longer be able to discuss the case with you. CUSTOMER STATES I haven't spoken with an attorney yet, Its Friday. This is ridiculous my wife and child could have been hurt in this vehicle. Due to this recall. The vehicle has been towed back in 3 times after each repair. ADVISED As for today's return to the retailer the SM has informed me that this was due to a clip that popped off. SM has informed me that a 10% discount was provided. Once I get the RO from the retailer I will review it with my manager. Once a decision has been made I will give you a call. CUSTOMER STATES The dealer said they gave me a discount. How dare them say that it was a coupon that everyone gets. ADVISED I will be in next week once I have had a chance to review the RO. <<<Oct 4 2016 12 50 00 000PM entered by SVC RM User Program Management/Client Server>>>.
CQIS Recommendation	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0FA4AH	Engine Serial Number	
Model Year	2010	Engine Description	4.2L DAMB NA V8 GAS AJV8 JAG
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	23-Jun-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	30-Oct-2009
Build Country Code		Transmission Serial Number	
Mileage	35521	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	unknown--	Symptom	field service action
Commodity	unknown--	Symptom	latching-does not latch/close
Commodity	unknown--	Symptom	latching-does not release/open
Commodity	unknown--	Symptom	nvh-noisy operation
Commodity	unknown--	Symptom	sticks/binds/grabs
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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-May-2017
Version Series Code	VS DJ	Load Date	03-May-2017
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J4498
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR THORNHILL
Non Causal Part Prefix-Base-Suffix		Dealer City	THORNHILL
Non Causal Part Numbers		Dealer State/Province	ON
Fault Code	110	Dealer Country	CAN
Diagnostic Trouble Code		Dealer Phone Number	9058890080
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer
Comment

Technician Comment	<<<May 2 2017 11 21 17 000AM entered by SVCRM User Program Management/Client Server>>>Open Field Service Actions Code FSA Message J059 CRACKED FUEL TANK FLANGE <<<May 8 2017 4 42 43 000PM entered by SVCRM User Program Management/Client Server>>>Called customer [REDACTED] . could not leave voicemail . somebody pick up the phone and hung up . will follow on the 10th <<<May 4 2017 5 29 38 000PM entered by SVCRM User Program Management/Client Server>>>Called customer [REDACTED] . left voicemail with contact information to return call . will follow up on the 8th <<<May 2 2017 3 15 19 000PM entered by SVCRM User Program Management/Client Server>>>Called customer [REDACTED] . left voicemail with contact information to return call <<<May 2 2017 3 10 58 000PM entered by SVCRM User Program Management/Client Server>>>Called dealer in Thornhill 3058890080 Helen the receptionist for service department stated . another phone number for customer [REDACTED] <<<May 2 2017 2 43 40 000PM entered by SVCRM User Program Management/Client Server>>>Research DDW for customer phone number but was not complete Driver Name [REDACTED] Address [REDACTED] Toronto ON [REDACTED] THORNHILL ON [REDACTED] Telephone [REDACTED] and try CRM for potential matches [REDACTED] ... not found <<<May 2 2017 2 17 59 000PM entered by SVCRM User Program Management/Client Server>>>Called customer 2 times [REDACTED] . busy sound <<<May 2 2017 10 21 17 000AM entered by SVCRM User Program Management/Client Server>>>Open Field Service Actions Code FSA Message J059 CRACKED FUEL TANK FLANGE <<<May 2 2017 10 21 09 000AM entered by SVCRM User Program Management/Client Server>>>PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 26 Feb 2016 999999 PAINT WARRANTY 26 Feb 2014 80000 SERVICE ITEMS WARRANTY 26 Feb 2011 20000 STANDARD FACTORY WARRANTY 26 Feb 2014 80000 <<<May 2 2017 8 32 09 000AM entered by SVCRM User Program Management/Client Server>>>Email from PP from Pochapsky, Peter <(><<)>ppochaps@jaguarlandrover.com> to Kobylarz, John <(><<)>jkobyla1@jaguarlandrover.com>, Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> cc Colin Newbold <(><<)>cnewbold@jaguarlandrover.com>, James Patterson <(><<)>JPATTERS@jaguarlandrover.com>, Clarke, Alan (A.K.) <(><<)>aclark43@jaguarlandrover.com> date Fri, Apr 28, 2017 at 3 06 PM subject Re J059 Completed mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED] .gappssmtp.com Important mainly because of the people in the conversation. Danielle, Will you please open a case for each of these VINs and assign them to a rep. The customer must be advised that their vehicle requires safety recall J059 (replacement of fuel outlet mounting flange) and that they should schedule an appointment with their retailer to get it completed immediately. SAJXA0GB7AI [REDACTED] SAJXA0JCXAM [REDACTED] Note Canadian Customers thanks Peter Pochapsky Customer Service Division Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 Phone 201 818 8077 Mobile [REDACTED] E mail ppochaps@jaguarlandrover.com Jaguar USA.com LandRoverUSA.com On Fri, Apr 28, 2017 at 2 41 PM, Kobylarz, John <(><<)>jkobyla1@jaguarlandrover.com> wrote Colin, Peter Can I please get some help and customer outreach for these 2 VINs in Canada They have J059 recall open and so far neither has had the repair. Transport Canada is asking why we have not closed these yet (open about 1 year). Please let me know if you can call them or otherwise reach these customers. Thank you. John Kobylarz Automotive Safety Office T +1 201 818 8034 M [REDACTED] Jaguar Land Rover North America, LLC 555 MacArthur Boulevard, Mahwah, NJ 07430 USA JaguarUSA.com LandRoverUSA.com Forwarded message From Patterson, James <(><<)>jpatters@jaguarlandrover.com> Date Fri, Apr 28, 2017 at 2 01 PM Subject J059 Completed To John Kobylarz <(><<)>jkobyla1@jaguarlandrover.com> SAJXA0GB7AI [REDACTED] SAJXA0JCXAM [REDACTED] Jim Patterson Safety Compliance Engineer T +1.201.818.8425 REQUEST Corporate contact <<<May 11 2017 7 57 32 000PM entered by SVCRM User Program Management/Client Server>>>Called customer [REDACTED] . left voicemail with contact information to return call <<<May 2 2017 9 32 09 000AM entered by SVCRM User Program Management/Client Server>>>Email from PP from Pochapsky, Peter <(><<)>ppochaps@jaguarlandrover.com> to Kobylarz, John <(><<)>jkobyla1@jaguarlandrover.com>, Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> cc Colin Newbold <(><<)>cnewbold@jaguarlandrover.com>, James Patterson <(><<)>JPATTERS@jaguarlandrover.com>, Clarke, Alan (A.K.) <(><<)>aclark43@jaguarlandrover.com> date Fri, Apr 28, 2017 at 3 06 PM subject Re J059 Completed mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED] .gappssmtp.com Important mainly because of the people in the conversation. Danielle, Will you please open a case for each of these VINs and assign them to a rep. The customer must be advised that their vehicle requires safety recall J059 (replacement of fuel outlet mounting flange) and that they should schedule an appointment with their retailer to get it completed immediately. SAJXA0GB7AI [REDACTED] SAJXA0JCXAM [REDACTED] Note Canadian Customers thanks Peter Pochapsky Customer Service Division Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 Phone 201 818 8077 Mobile [REDACTED] E mail ppochaps@jaguarlandrover.com Jaguar USA.com LandRoverUSA.com On Fri, Apr 28, 2017 at 2 41 PM, Kobylarz, John <(><<)>jkobyla1@jaguarlandrover.com> wrote Colin, Peter Can I please get some help and customer outreach for these 2 VINs in Canada They have J059 recall open and so far neither has had the repair. Transport Canada is asking why we have not closed these yet (open about 1 year). Please let me know if you can call them or otherwise reach these customers. Thank you. John Kobylarz Automotive Safety Office T +1 201 818 8034 M + [REDACTED] Jaguar Land Rover North America, LLC 555 MacArthur Boulevard, Mahwah, NJ 07430 USA JaguarUSA.com LandRoverUSA.com Forwarded message From Patterson, James <(><<)>jpatters@jaguarlandrover.com> Date Fri, Apr 28, 2017 at 2 01 PM Subject J059 Completed To John Kobylarz
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<(<<<)jkobylal@jaguarlandrover.com> SAJXA0GB7AI [REDACTED] SAJXA0JCXAM [REDACTED] Jim Patterson Safety Compliance Engineer T +1.201.818.8425
 REQUEST Corporate contact <<<May 2 2017 3 17 59 000PM entered by SVCRM User Program Management/Client Server>>>Called customer 2 times
 [REDACTED] . busy sound <<<May 2 2017 3 43 40 000PM entered by SVCRM User Program Management/Client Server>>>Research DDW for customer
 phone number but was not complete Driver Name [REDACTED] Address [REDACTED]
 [REDACTED] Toronto ON [REDACTED] THORNHILL ON [REDACTED] Telephone [REDACTED] and try CRM for potential matches [REDACTED] ...
 not found <<<May 2 2017 4 10 58 000PM entered by SVCRM User Program Management/Client Server>>>Called dealer in Thornhill 3058890080 Helen the
 receptionist for service department stated . another phone number for customer [REDACTED] <<<May 2 2017 4 15 19 000PM entered by SVCRM User
 Program Management/Client Server>>>Called customer [REDACTED] . left voicemail with contact information to return call <<<May 4 2017 6 29 38 000PM
 entered by SVCRM User Program Management/Client Server>>>Called customer [REDACTED] . left voicemail with contact information to return call . will
 follow up on the 8th <<<May 8 2017 5 42 43 000PM entered by SVCRM User Program Management/Client Server>>>Called customer [REDACTED] . could
 not leave voicemail . somebody pick up the phone and hung up . will follow on the 10th <<<May 11 2017 8 57 32 000PM entered by SVCRM User Program
 Management/Client Server>>>Called customer [REDACTED] . left voicemail with contact information to return call <<<May 11 2017 9 29 11 000PM entered
 by SVCRM User Program Management/Client Server>>>Mail a No contact letter to customer <<<May 2 2017 11 21 09 000AM entered by SVCRM User
 Program Management/Client Server>>>PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 26 Feb 2016 999999
 PAINT WARRANTY 26 Feb 2014 80000 SERVICE ITEMS WARRANTY 26 Feb 2011 20000 STANDARD FACTORY WARRANTY 26 Feb 2014 80000

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJXA0GB7AI [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	16-Feb-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	27-Feb-2010
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECL Record		Source Code	CAT'S
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	unknown--	Symptom	field service action
Commodity	unknown--	Symptom	latching-does not latch/close
Commodity	unknown--	Symptom	latching-does not release/open
Commodity	unknown--	Symptom	sticks/binds/grabs
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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-May-2017
Version Series Code	VS DI	Load Date	03-May-2017
Causal Part Prefix- Base - Suffix	- -	Dealer Code	UNKNOW
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code	110	Dealer Country	CAN
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<May 2 2017 8 41 50 000AM entered by SVCRM User Program Management/Client Server>>>Email from PP from Pochapsky, Peter <(><<)>ppochaps@jaguarlandrover.com> to Kobylarz, John <(><<)>jkobyla1@jaguarlandrover.com>, Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> cc Colin Newbold <(><<)>cnewbold@jaguarlandrover.com>, James Patterson <(><<)>JPATTERS@jaguarlandrover.com>, Clarke, Alan (A.K.) <(><<)>aclark43@jaguarlandrover.com> date Fri, Apr 28, 2017 at 3 06 PM subject Re J059 Completed mailed by jaguarlandrover.com signed by jaguarlandrover.com [REDACTED].gappssmtp.com Important mainly because of the people in the conversation Danielle, Will you please open a case for each of these VINs and assign them to a rep. The customer must be advised that their vehicle requires safety recall J059 (replacement of fuel outlet mounting flange) and that they should schedule an appointment with their retailer to get it completed immediately. SAJXA0GB7A1 [REDACTED] SAJXA0JCXAM [REDACTED] Note Canadian Customers thanks Peter Pochapsky Customer Service Division Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 Phone 201 818 8077 Mobile [REDACTED] E mail ppochaps@jaguarlandrover.com Jaguar USA.com LandRoverUSA.com On Fri, Apr 28, 2017 at 2 41 PM, Kobylarz, John <(><<)>jkobyla1@jaguarlandrover.com> wrote Colin, Peter Can I please get some help and customer outreach for these 2 VINs in Canada They have J059 recall open and so far neither has had the repair. Transport Canada is asking why we have not closed these yet (open about 1 year). Please let me know if you can call them or otherwise reach these customers. Thank you. John Kobylarz Automotive Safety Office T +1 201 818 8034 M [REDACTED] Jaguar Land Rover North America, LLC 555 MacArthur Boulevard, Mahwah, NJ 07430 USA JaguarUSA.com LandRoverUSA.com Forwarded message From Patterson, James <(><<)>jpatters@jaguarlandrover.com> Date Fri, Apr 28, 2017 at 2 0 1 PM Subject J059 Completed To John Kobylarz <(><<)>jkobyla1@jaguarlandrover.com> SAJXA0GB7A1 [REDACTED] SAJXA0JCXAM [REDACTED] Jim Patterson Safety Compliance Engineer REQUEST Corporate contact <<<May 2 2017 10 03 19 000AM entered by SVCRM User Program Management/Client Server>>>PER DDW CORROSION WARRANTY 25 Mar 2016 999999 PAINT WARRANTY 25 Mar 2014 80000 SERVICE ITEMS WARRANTY 25 Mar 2011 20000 STANDARD FACTORY WARRANTY 25 Mar 2014 80000 <<<May 2 2017 10 03 32 000AM entered by SVCRM User Program Management/Client Server>>>PER DDW Open Field Service Actions Code FSA Message J059 CRACKED FUEL TANK FLANGE <<<May 2 2017 10 19 25 000AM entered by SVCRM User Program Management/Client Server>>>Called customer at [REDACTED] and advised I am contacting about recall Customer stated This is not a good time to talk He is taking his wife to ER <<<May 4 2017 10 25 52 000AM entered by SVCRM User Program Management/Client Server>>>Called customer at [REDACTED] and left a VM with my contact info for call back Wishing everything is alright with [REDACTED] Following up with recall <<<May 2 2017 9 41 50 000AM entered by SVCRM User Program Management/Client Server>>>Email from PP from Pochapsky, Peter <(><<)>ppochaps@jaguarlandrover.com> to Kobylarz, John <(><<)>jkobyla1@jaguarlandrover.com>, Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> cc Colin Newbold <(><<)>cnewbold@jaguarlandrover.com>, James Patterson <(><<)>JPATTERS@jaguarlandrover.com>, Clarke, Alan (A.K.) <(><<)>aclark43@jaguarlandrover.com> date Fri, Apr 28, 2017 at 3 06 PM subject Re J059 Completed mailed by jaguarlandrover.com signed by jaguarlandrover.com [REDACTED].gappssmtp.com Important mainly because of the people in the conversation Danielle, Will you please open a case for each of these VINs and assign them to a rep. The customer must be advised that their vehicle requires safety recall J059 (replacement of fuel outlet mounting flange) and that they should schedule an appointment with their retailer to get it completed immediately. SAJXA0GB7A1 [REDACTED] SAJXA0JCXAM [REDACTED] Note Canadian Customers thanks Peter Pochapsky Customer Service Division Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 Phone 201 818 8077 Mobile [REDACTED] E mail ppochaps@jaguarlandrover.com Jaguar USA.com LandRoverUSA.com On Fri, Apr 28, 2017 at 2 41 PM, Kobylarz, John <(><<)>jkobyla1@jaguarlandrover.com> wrote Colin, Peter Can I please get some help and customer outreach for these 2 VINs in Canada They have J059 recall open and so far neither has had the repair. Transport Canada is asking why we have not closed these yet (open about 1 year). Please let me know if you can call them or otherwise reach these customers. Thank you. 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Customer stated What recall is it Everything is fine I advised I am glad to hear J059 fuel tank flange Please call dealer to make appointment for service Customer stated He will contact dealer this afternoon I advised Great. if there is any issues and dealer is not able to take care, please contact me

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJXA0JCXAM	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	16-Feb-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	26-Mar-2010
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
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Commodity Assignment

Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	Symptom	latching-does not latch/close
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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	05-May-2017
Version Series Code	VS DG	Load Date	09-May-2017
Causal Part Prefix- Base - Suffix	- -	Dealer Code	UNKNOWN
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code	561	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<May 5 2017 6 18 35 000PM entered by SVC CRM User Program Management/Client Server>>>Called Customer @ [REDACTED] Could leave a message due to mailbox not being set up. <<<May 8 2017 1 14 44 000PM entered by SVC CRM User Program Management/Client Server>>>Customer Called Asked customer if the vehicle has been seen by one of our retailers Customer Stated No, not yet. I will make an appointment and will call back. <<<May 8 2017 4 40 08 000PM entered by SVC CRM User Program Management/Client Server>>>Customer Called Back Asked customer if she has set up an appointment to have her vehicle diagnosed Asked customer how long she has owned the vehicle Customer Stated No, she hasn't set up an appointment yet Have owned the vehicle for about 3 years. Saw online that the 5.0 has a open recall for the fuel tank. Advised Recalls are vin specific. I will check to see if there are any open recalls on your vehicle. Checked DDW informed customer that currently the only open recall is the Takata Air Bag recall. Advised customer that the vehicles currently out of warranty and if the vehicle has a fuel leak if its not a mfg defect customer would be responsible for the repair. Advised customer to let the retailer know that she will be bringing the vehicle in for the recall as well. <<<May 5 2017 4 35 17 000PM entered by SVC CRM User Program Management/Client Server>>>Email rec'd 5/4/17 On 5/4/2017 1 42 10 PM, [REDACTED] <(><<[REDACTED]@yahoo.com> wrote Question Topic Relations Case First Name [REDACTED] Last Name [REDACTED] Email [REDACTED]@yahoo.com Phone [REDACTED] Address [REDACTED] City Montgomery State / Province Alabama Zip / Postal Code [REDACTED] Country USA *** Additional Details *** Warranty Type VIN Number Type of Information Change Type of Mailing List Change Language English *** Customer Question *** Just got off of the phone and was quoted 789 dollars to have a faulty flange replaced on my 2010 Jaguar xf. What has really pissed me off is the fact that the part has been recalled on the 2010 5.0 models. Evidently the problem is also on the 4.2 models as well. There is no way that a vehicle about 7 years old should spill gasoline up the street and it not be made a priority by Jaguar. I was riding back from Birmingham the other night and commented about a person flicking a lit cigarette but out of the window. Didn't realize how close i had come to being a statistic.. Going to file a consumer complaint as soon as i figure out the where to begin. <<<May 5 2017 4 38 44 000PM entered by SVC CRM User Program Management/Client Server>>>Responded via email on 5/5/17 Dear [REDACTED], Thank you for contacting the Jaguar Customer Relationship Center. We truly apologize for your inconvenience to date. We would like the opportunity to speak with you and research your situation. To better assist you, I have forwarded your information to our Customer Relationship Representative. Your situation will be researched and you will be followed up with within 2 business days. Your case number is; [REDACTED] If you have any questions or require additional information, please feel free to contact us at, 1 800 452 4827, option 9. Sincerely, Carol Ann Carroll Customer Relationship Center Jaguar Land Rover North America, LLC <<<May 5 2017 5 18 35 000PM entered by SVC CRM User Program Management/Client Server>>>Called Customer @ [REDACTED] Could leave a message due to mailbox not being set up. <<<May 8 2017 12 14 44 000PM entered by SVC CRM User Program Management/Client Server>>>Customer Called Asked customer if the vehicle has been seen by one of our retailers Customer Stated No, not yet. I will make an appointment and will call back. <<<May 5 2017 5 35 17 000PM entered by SVC CRM User Program Management/Client Server>>>Email rec'd 5/4/17 On 5/4/2017 1 42 10 PM, [REDACTED] <(><<[REDACTED]@yahoo.com> wrote Question Topic Relations Case First Name [REDACTED] Last Name [REDACTED] Email [REDACTED]@yahoo.com Phone [REDACTED] Address [REDACTED] City Montgomery State / Province Alabama Zip / Postal Code [REDACTED] Country USA *** Additional Details *** Warranty Type VIN Number Type of Information Change Type of Mailing List Change Language English *** Customer Question *** Just got off of the phone and was quoted 789 dollars to have a faulty flange replaced on my 2010 Jaguar xf. What has really pissed me off is the fact that the part has been recalled on the 2010 5.0 models. Evidently the problem is also on the 4.2 models as well. There is no way that a vehicle about 7 years old should spill gasoline up the street and it not be made a priority by Jaguar. I was riding back from Birmingham the other night and commented about a person flicking a lit cigarette but out of the window. Didn't realize how close i had come to being a statistic.. Going to file a consumer complaint as soon as i figure out the where to begin. <<<May 5 2017 5 38 44 000PM entered by SVC CRM User Program Management/Client Server>>>Responded via email on 5/5/17 Dear [REDACTED], Thank you for contacting the Jaguar Customer Relationship Center. We truly apologize for your inconvenience to date. We would like the opportunity to speak with you and research your situation. To better assist you, I have forwarded your information to our Customer Relationship Representative. Your situation will be researched and you will be followed up with within 2 business days. Your case number is; [REDACTED] If you have any questions or require additional information, please feel free to contact us at, 1 800 452 4827, option 9. Sincerely, Carol Ann Carroll Customer Relationship Center Jaguar Land Rover North America, LLC
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0FA2AH [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	4.2L DAMB NA V8 GAS AJV8 JAG
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	18-Jun-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	30-Sep-2009
Build Country Code		Transmission Serial Number	
Mileage	85000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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[Contact ODR HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
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Commodity Assignment

Commodity	powertrain-engine-fuel system-	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-	Symptom	odor
Commodity	powertrain-engine-fuel system-	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-2017
Version Series Code	VS DQ	Load Date	10-Jun-2017
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5391
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR ORLAND PARK
Non Causal Part Prefix-Base-Suffix		Dealer City	TINLEY PARK
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code	811	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7083420400
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer
Comment

Technician Comment	<<<Jun 9 2017 8 27 21 000AM entered by SVCRM User Program Management/Client Server>>>LATE ENTRY Customer STATES Yesterday I began smelling a very strong gas smell coming from my vehicle I do not know what to do as the vehicle is out of warranty I ADVISED CUSTOMER You will need to have your vehicle towed to your retailer and I will monitor the diagnosis and repair for you Customer STATED OK I am calling them now for the appointment Once the vehicle is there in Service, I will follow up with you accordingly. She also has a Land Rover on the road and I believe her and her husband maintain the vehicle only with your service department Her second vehicle VIN # is SALMF1E40CA[REDACTED]. <<<Jun 9 2017 8 27 31 000AM entered by SVCRM User Program Management/Client Server>>>Per DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 15 Jan 2018 999999 EMISSIONS WARRANTY 15 Jan 2020 80000 PAINT WARRANTY 15 Jan 2017 50000 SERVICE ITEMS WARRANTY 15 Jan 2013 12500 STANDARD FACTORY WARRANTY 15 Jan 2017 50000 Open Field Service Actions Code FSA Message I360 USA <(>&<)> CANADA PLATINUM COVERAGE BRAKE FLUID SERVICE I390 PLATINUM SERVICE 1ST FRONT BRAKE PAD/DISK I392 PLATINUM SERVICE 2ND FRONT BRAKE PAD/DISK I393 PLATINUM SERVICE 2ND REAR BRAKE PAD/DISK <<<Jun 9 2017 8 28 57 000AM entered by SVCRM User Program Management/Client Server>>>Per AWS Nothing concerning fuel tank flange In Service Date 16 Jan 2012 (65 months in service) <<<Jun 9 2017 8 29 25 000AM entered by SVCRM User Program Management/Client Server>>>.From O'Dwyer, Christine [mailto:codwyer@jaguarlandrover.com] Sent Friday, May 26, 2017 8 41 AM To rstoots@iaorlandpark.com Subject SAJWA0HE8BM[REDACTED] / [REDACTED] Appointment being scheduled today Hi Ricky, I just wanted to give you a heads up that this customer reached out to CRC this morning and opened a case with us. Customer STATES Yesterday I began smelling a very strong gas smell coming from my vehicle I do not know what to do as the vehicle is out of warranty I ADVISED CUSTOMER You will need to have your vehicle towed to your retailer and I will monitor the diagnosis and repair for you Customer STATED OK I am calling them now for the appointment Once the vehicle is there in Service, I will follow up with you accordingly. She also has a Land Rover on the road and I believe her and her husband maintain the vehicle only with your service department Her second vehicle VIN # is SALMF1E40CA[REDACTED]. Have a nice memorial day weekend and we'll talk soon. Warmest Regards, C. Bridget O'Dwyer Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, then Option 1, Ext. 1309029 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, then Option 1, Ext. 1309029 F 888 410 1296 Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 JaguarUSA.com LandRoverUSA.com <<<Jun 9 2017 8 30 01 000AM entered by SVCRM User Program Management/Client Server>>>Email from SM Ernie .From Ernie Sandoval <(>&<)>esandoval@iaorlandpark.com> Date 2 June 2017 at 17 40 Subject FW SAJWA0HE8BM[REDACTED] / [REDACTED] / Appointment being scheduled today To codwyer@jaguarlandrover.com Bridget.how are you . We'd like to offer the customer a 100% goodwill contribution Towards the repairs. The vehicle needs a fuel tank flange. This has been a known issue with these cars. There was a recall J027NAS2 which addresses this same issue , however this vehicle did not have the recall for some reason. I can't do a self authorized goodwill since it's been 64 months since new. She has been a good customer since day one and they also own and Range Rover. Please let me know if can issue us an authorization code. The total for the repairs is \$ 272.32. Thank you <<<Jun 9 2017 8 36 11 000AM entered by SVCRM User Program Management/Client Server>>>From O'Dwyer, Christine <(>&<)>codwyer@jaguarlandrover.com> Date 9 June 2017 at 08 35 Subject Re FW SAJWA0HE8BM[REDACTED] / [REDACTED] / Appointment being scheduled today To Ernie Sandoval <(>&<)>esandoval@iaorlandpark.com> Hi Ernie, I apologize for my delay. I'm sure the repair has been completed already and customer is back in the vehicle Please forward me the warranty copy of the RO and I will submit accordingly for you auth code. Warmest Regards, C. Bridget O'Dwyer Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, then Option 1, Ext. 1309029 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, then Option 1, Ext. 1309029 F 888 410 1296 Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 JaguarUSA.com LandRoverUSA.com <<<Jun 13 2017 2 02 40 000PM entered by SVCRM User Program Management/Client Server>>>I called customer @ [REDACTED] I spoke with SM at dealership and I understand that you now have your vehicle back Customer states Yes, thank you Again I just also wanted to make sure Jaguar was aware that the recall should have been placed on this vehicle because that is the part that failed and fuel was in fact leaking The car could have blown up i advised I have forwarded your concern and documented your comments accordingly We did cover the repair for you under goodwill and we are sorry for the inconvenience Customer stated OK Thank you very much for your follow up <<<Jun 13 2017 2 04 24 000PM entered by SVCRM User Program Management/Client Server>>>I called SM Ernie at telephone number we have on file Left detailed message Please send me the RO for this repair so I can get you your CRC auth code I have an email out to you already, so you can just reply to that Or call me with any questions/concerns <<<Jun 14 2017 11 06 35 000AM entered by SVCRM User Program Management/Client Server>>>Email from SM Ernie with RO From Ernie Sandoval <(>&<)>esandoval@iaorlandpark.com> Date 13 June 2017 at 14 02 Subject RE FW SAJWA0HE8BM[REDACTED] / [REDACTED] / Appointment being scheduled today To O'Dwyer, Christine <(>&<)>codwyer@jaguarlandrover.com> Here you go. <<<Jun 14 2017 12 17 10 000PM entered by SVCRM User Program Management/Client Server>>>.From O'Dwyer, Christine <(>&<)>codwyer@jaguarlandrover.com> Date 14 June 2017 at 12 16 Subject CM / SAJWA0HE8BM[REDACTED] / [REDACTED] To C RCGWADM <(>&<)>rcgwadm@jaguarlandrover.com> Warmest Regards, C. Bridget O'Dwyer Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, then Option
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1, Ext. 1309029 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, then Option 1, Ext. 1309029 F 888 410 1296 Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 JaguarUSA.com | LandRoverUSA.com <<<Jun 16 2017 9 07 58 000AM entered by SVCRM User Program Management/Client Server>>>From RCGWADM, C <(><<<>crcgwadm@jaguarlandrover.com> Date 15 June 2017 at 12 56 Subject Re CM / SAJWA0HE8BM [REDACTED] / [REDACTED] To O'Dwyer, Christine <(><<<>codwyer@jaguarlandrover.com> Please convert to pdf before emailing to dealership. Thanks" <<<Jun 9 2017 9 27 21 000AM entered by SVCRM User Program Management/Client Server>>>LATE ENTRY Customer STATES Yesterday I began smelling a very strong gas smell coming from my vehicle I do not know what to do as the vehicle is out of warranty I ADVISED CUSTOMER You will need to have your vehicle towed to your retailer and I will monitor the diagnosis and repair for you Customer STATED OK I am calling them now for the appointment Once the vehicle is there in Service, I will follow up with you accordingly. She also has a Land Rover on the road and I believe her and her husband maintain the vehicle only with your service department Her second vehicle VIN # is SALMF1E40CA [REDACTED] <<<Jun 9 2017 9 27 31 000AM entered by SVCRM User Program Management/Client Server>>>Per DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 15 Jan 2018 999999 EMISSIONS WARRANTY 15 Jan 2020 80000 PAINT WARRANTY 15 Jan 2017 50000 SERVICE ITEMS WARRANTY 15 Jan 2013 12500 STANDARD FACTORY WARRANTY 15 Jan 2017 50000 Open Field Service Actions Code FSA Message I360 USA <(><<<> CANADA PLATINUM COVERAGE BRAKE FLUID SERVICE I390 PLATINUM SERVICE 1ST FRONT BRAKE PAD/DISK I392 PLATINUM SERVICE 2ND FRONT BRAKE PAD/DISK I393 PLATINUM SERVICE 2ND REAR BRAKE PAD/DISK <<<Jun 9 2017 9 28 57 000AM entered by SVCRM User Program Management/Client Server>>>Per AWS Nothing concerning fuel tank flange In Service Date 16 Jan 2012 (65 months in service) <<<Jun 9 2017 9 29 25 000AM entered by SVCRM User Program Management/Client Server>>>.From O'Dwyer, Christine [mailto:codwyer@jaguarlandrover.com] Sent Friday, May 26, 2017 8 41 AM To rstoots@iaorlandpark.com Subject SAJWA0HE8BM [REDACTED] / [REDACTED] / Appointment being scheduled today Hi Ricky, I just wanted to give you a heads up that this customer reached out to CRC this morning and opened a case with us. Customer STATES Yesterday I began smelling a very strong gas smell coming from my vehicle I do not know what to do as the vehicle is out of warranty I ADVISED CUSTOMER You will need to have your vehicle towed to your retailer and I will monitor the diagnosis and repair for you Customer STATED OK I am calling them now for the appointment Once the vehicle is there in Service, I will follow up with you accordingly. She also has a Land Rover on the road and I believe her and her husband maintain the vehicle only with your service department Her second vehicle VIN # is SALMF1E40CA [REDACTED]. Have a nice memorial day weekend and we'll talk soon. Warmest Regards, C. Bridget O'Dwyer Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, then Option 1, Ext. 1309029 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, then Option 1, Ext. 1309029 F 888 410 1296 Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 JaguarUSA.com | LandRoverUSA.com <<<Jun 9 2017 9 30 01 000AM entered by SVCRM User Program Management/Client Server>>>Email from SM Ernie .From Ernie Sandoval <(><<<>esandoval@iaorlandpark.com> Date 2 June 2017 at 17 40 Subject FW SAJWA0HE8BM [REDACTED] / [REDACTED] / Appointment being scheduled today To codwyer@jaguarlandrover.com Bridget.how are you . We'd like to offer the customer a 100% goodwill contribution Towards the repairs. The vehicle needs a fuel tank flange. This has been a known issue with these cars. There was a recall J027NAS2 which addresses this same issue , however this vehicle did not have the recall for some reason. I can't do a self authorized goodwill since it's been 64 months since new. She has been a good customer since day one and they also own and Range Rover. Please let me know if can issue us an authorization code. The total for the repairs is \$ 272.32. Thank you <<<Jun 9 2017 9 36 11 000AM entered by SVCRM User Program Management/Client Server>>>From O'Dwyer, Christine <(><<<>codwyer@jaguarlandrover.com> Date 9 June 2017 at 08 35 Subject Re FW SAJWA0HE8BM [REDACTED] / [REDACTED] / Appointment being scheduled today To Ernie Sandoval <(><<<>esandoval@iaorlandpark.com> Hi Ernie, I apologize for my delay. I'm sure the repair has been completed already and customer is back in the vehicle Please forward me the warranty copy of the RO and I will submit accordingly for you auth code. Warmest Regards, C. Bridget O'Dwyer Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, then Option 1, Ext. 1309029 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, then Option 1, Ext. 1309029 F 888 410 1296 Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 JaguarUSA.com | LandRoverUSA.com <<<Jun 13 2017 3 02 40 000PM entered by SVCRM User Program Management/Client Server>>>I called customer @ [REDACTED] I spoke with SM at dealership and I understand that you now have your vehicle back Customer states Yes, thank you Again I just also wanted to make sure Jaguar was aware that the recall should have been placed on this vehicle because that is the part that failed and fuel was in fact leaking The car could have blown up i advised I have forwarded your concern and documented your comments accordingly We did cover the repair for you under goodwill and we are sorry for the inconvenience Customer stated OK Thank you very much for your follow up <<<Jun 13 2017 3 04 24 000PM entered by SVCRM User Program Management/Client Server>>>I called SM Ernie at telephone number we have on file Left detailed message Please send me the RO for this repair so I can get you your CRC auth code I have an email out to you already, so you can just reply to that Or call me with any questions/concerns <<<Jun 14 2017 12 06 35 000PM entered by SVCRM User Program Management/Client Server>>>Email from SM Ernie with RO From Ernie Sandoval <(><<<>esandoval@iaorlandpark.com> Date 13 June 2017 at 14 02 Subject RE FW

SAJWA0HE8BM / / Appointment being scheduled today To O'Dwyer, Christine <(<<<)codwyer@jaguarlandrover.com> Here you go. <(<<<Jun 14 2017 1 17 10 000PM entered by SVCRM User Program Management/Client Server>>>).From O'Dwyer, Christine <(<<<)codwyer@jaguarlandrover.com> Date 14 June 2017 at 12 16 Subject CM / SAJWA0HE8BM / To C RCGWADM <(<<<)crcgwadm@jaguarlandrover.com> Warmest Regards, C. Bridget O'Dwyer Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, then Option 1, Ext. 1309029 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, then Option 1, Ext. 1309029 F 888 410 1296 Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 JaguarUSA.com | LandRoverUSA.com <(<<<Jun 16 2017 10 07 58 000AM entered by SVCRM User Program Management/Client Server>>>).From RCGWADM, C <(<<<)crcgwadm@jaguarlandrover.com> Date 15 June 2017 at 12 56 Subject Re CM / SAJWA0HE8BM / To O'Dwyer, Christine <(<<<)codwyer@jaguarlandrover.com> Please convert to pdf before emailing to dealership. Thanks" <(<<<Jun 16 2017 10 13 00 000AM entered by SVCRM User Program Management/Client Server>>>).CRC auth code to SM Ernie via email .From O'Dwyer, Christine <(<<<)codwyer@jaguarlandrover.com> Date 16 June 2017 at 09 12 Subject CRC auth code / / SAJWA0HE8BM / To Ernie Sandoval <(<<<)esandoval@iaorlandpark.com> Attached please find the Goodwill Request form and Authorization Code, per the Goodwill process. Please use the DDW Claiming portion of this form to submit your claim for reimbursement. If you have any questions, please reference Service Bulletin 6 266NAS / SGI15 10 Jaguar Land Rover Retailer Empowerment program. Warmest Regards, C. Bridget O'Dwyer Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, then Option 1, Ext. 1309029 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, then Option 1, Ext. 1309029 F 888 410 1296 Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 JaguarUSA.com | LandRoverUSA.com <(<<<Jun 16 2017 1 31 50 000PM entered by SVCRM User Program Management/Client Server>>>). Customer called CRC She originally asked for instructions on how to get her vehicle fixed as she was smelling fuel In working with the SM he asked that we cover this repair 100% goodwill \$272.32 The vehicle needed a fuel tank flange. This has been a known issue with these cars. There was a recall J027NAS2 which addresses this same issue , however this vehicle did not have the recall for some reason. Covered repair and vehicle is back with customer operating as intended Solving case CRC auth code sent to retailer

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0HE8BM	Engine Serial Number	
Model Year	2011	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	27-May-2010	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	16-Jan-2012
Build Country Code		Transmission Serial Number	
Mileage	34677	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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.

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	chassis-service brakes—	Symptom	field service action
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	field service action
Commodity	powertrain-engine—	Symptom	calibration-issue/re-flash
Commodity	powertrain-engine—	Symptom	field service action
Commodity	powertrain-engine-electronic engine control-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	07	Tread Category Description	fuel system

Report Details

Source Claim Key		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-Sep-2017
Version Series Code	VS DQ	Load Date	02 -Oct-2017
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5786
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR NORTH SCOTTSDALE
Non Causal Part Prefix-Base-Suffix		Dealer City	PHOENIX
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code	35	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4805384200
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Sep 29 2017 10 40 16 000AM entered by SVCRM User Program Management/Client Server>>>From Bryan, Carolyn <(><<)>cbryan3@jaguarlandrover.com> Date 29 September 2017 at 10 39 Subject Jaguar Land Rover NA LLC To [REDACTED]@gmail.com Hello [REDACTED] Your case number is [REDACTED] Regards Carolyn E Bryan Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309008 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309008 F 888 410 0938 <<<Sep 29 2017 10 37 35 000AM entered by SVCRM User Program Management/Client Server>>>AS PER AWS No related issue <<<Sep 29 2017 10 36 45 000AM entered by SVCRM User Program Management/Client Server>>>SERVICE ACTION I392 PLATINUM SERVICE 2ND FRONT BRAKE PAD/DISK J056 REPROGRAM ENGINE CONTROL MODULE <<<Sep 29 2017 10 36 13 000AM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Cover Policy Expires Distance Deductible CORROSION WARRANTY 08 Aug 2016 999999 JAGUAR SELECT CPO JSE 08 Aug 2016 100000 PAINT WARRANTY 08 Aug 2015 50000 SERVICE ITEMS WARRANTY 08 Aug 2011 12500 STANDARD FACTORY WARRANTY 08 Aug 2015 50000 <<<Sep 29 2017 10 34 40 000AM entered by SVCRM User Program Management/Client Server>>>Customer Stated his garage ha smell like fuel He has had previous vehicle that has an issue with the fuel tank There is a recall and wanted to know if it was perform on his vehicle Will take to the vehicle to the retailer The recall number is J059 The vehicle was purchase used The vehicle is service at the retailer REQUEST Wants assistance with the repair ADVISED I research to the retailer I will follow up in two business days The J059 is a bulletin not a recall When the vehicle is out of warranty the bulletin does not apply We can look in to GW <<<Oct 3 2017 4 16 58 000PM entered by SVCRM User Program Management/Client Server>>>SA Allan called in He advised the J059 does not apply to the customer The first time they saw the vehicle was 2015 The customer brakes was GW The customer has done his service at the retailer The current repair is for the Tank field flank Advised What is the cost of the reapiir Allan For the customer its \$409.81 The warranty price is \$344.81 Advised Send over the warranty price in case Provide my email address <<<Oct 3 2017 4 23 04 000PM entered by SVCRM User Program Management/Client Server>>>Called the customer at [REDACTED] Advised i am calling to follow up on your case I spoke to Allan he advised your vehicle does not fall under the J059 As I have explained recalls are vin specific, it only affect the 2010 Customer Thats not what he told me earlier The recall said it was 2010 and 2011 I am not eating this cost lets get him online Advised Allen stated customer pay is \$409.81 I can send you a \$200 OLC You would be responsible for the other hald Customer My part would be \$209.81 Advised that's correct Can i verify your address Custmer Can it be sent to the retailer Do I have to wait to pick up my vehicle Advised That's up to you and the retailer it can only be mailed to you The case will be close once its mailed Customer ok <<<Oct 4 2017 10 09 10 000AM entered by SVCRM User Program Management/Client Server>>> Forwarded message From Davis,Alan <(><<)>ADavis@penskeautomotive.com> Date 3 October 2017 at 15 19 Subject CASE [REDACTED] To cbryan3@jaguarlandrover.com <(><<)>cbryan3@jaguarlandrover.com> 19.55.24 0.60 86.99.78 0.20 TOTAL .80 X140.03 =\$112.03 PARTS \$173.40 LABOR \$112.03 TOTAL \$285.43 Thank you, Alan Davis Service Consultant Jaguar Land Rover North Scottsdale Penske Automotive Group adavis@penskeautomotive.com Direct (480) 538 4197 Main (480) 538 4100 Fax (480) 538 4105 cid image001. [REDACTED] <<<Oct 4 2017 10 10 26 000AM entered by SVCRM User Program Management/Client Server>>>From Bryan, Carolyn <(><<)>cbryan3@jaguarlandrover.com> Date 4 October 2017 at 10 07 Subject Re CASE [REDACTED] To Davis,Alan <(><<)>ADavis@penskeautomotive.com> Allan Sorry for the delay. I advised the customer we would not cover the repair. I offer him a \$200 OLC which will be requested and mailed to the customer. I did advised the customer of the \$409.81 payment amount Regards <<<Oct 4 2017 10 18 48 000AM entered by SVCRM User Program Management/Client Server>>>Req OLC <<<Oct 13 2017 6 17 55 000PM entered by SVCRM User Program Management/Client Server>>>Re submit OLC <<<Oct 24 2017 1 12 10 000PM entered by SVCRM User Program Management/Client Server>>>Mailed OLC
CQIS Recommendation	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0HE7BM[REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2011	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	30-Jun-2010	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	09-Aug-2010
Build Country Code		Transmission Serial Number	
Mileage	73494	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	unknown-	Symptom	field service action
Commodity	unknown-	Symptom	no keyword found
Commodity	unknown-	Symptom	nvh-noisy operation
Commodity	unknown-	Symptom	sticks/binds/grabs
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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-Nov-2017
Version Series Code	VS DI	Load Date	04-Dec-2017
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	I10	Dealer Country	CAN
Diagnostic Trouble Code		Dealer Phone Number	9058451443
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Dec 5 2017 10 58 28 000AM entered by SVCRM User Program Management/Client Server>>>From Ho, Jim <(<<<>)jho1@jaguarlandrover.com> Date 5 December 2017 at 10 58 Subject No Contact Email To [REDACTED] REF [REDACTED] VIN SAJXA0JCXAM [REDACTED] Dear [REDACTED] Thank you for contacting Jaguar Cars. I am sorry that you have concerns with your 2010 XF. 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 1 800 668 6257, option 9, extension (1309036). Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. Sincerely, <<<Dec 1 2017 3 53 30 000PM entered by SVCRM User Program Management/Client Server>>>Called customer at [REDACTED] and left a VM with my contact info for call back We spoke in May about his recall that is still not done. Please call dealer to make appointment for the service <<<Nov 29 2017 11 37 04 000AM entered by SVCRM User Program Management/Client Server>>>Called customer at [REDACTED] and left a VM with my contact info for call back <<<Nov 29 2017 11 34 42 000AM entered by SVCRM User Program Management/Client Server>>>Open Field Service Actions Code FSA Message J059 CRACKED FUEL TANK FLANGE <<<Nov 29 2017 11 34 32 000AM entered by SVCRM User Program Management/Client Server>>>Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 25 Mar 2016 999999 PAINT WARRANTY 25 Mar 2014 80000 SERVICE ITEMS WARRANTY 25 Mar 2011 20000 STANDARD FACTORY WARRANTY 25 Mar 2014 80000 <<<Nov 29 2017 10 58 25 000AM entered by SVCRM User Program Management/Client Server>>>PLEASE LOOK INTO STATUS OF RECALL <<<Nov 29 2017 10 58 17 000AM entered by SVCRM User Program Management/Client Server>>>CUSTOMER ADVISED HE WOULD GET THE RECALL COMPLETED, EMAIL FROM ALAN CLARK from Clarke, Alan <(<<<>)aclark43@jaguarlandrover.com> to Carey, Danielle <(<<<>)dcarey1@jaguarlandrover.com> cc Pochapsky, Peter <(<<<>)ppochaps@jaguarlandrover.com>, Kobylarz, John <(<<<>)jkobylal@jaguarlandrover.com>, James Patterson <(<<<>)JPATTERS@jaguarlandrover.com>, Joanne Luckasavitch <(<<<>)jrea2@jaguarlandrover.com> date Wed, Nov 29, 2017 at 10 24 AM subject Re J059 Completed mailed by jaguarlandrover.com signed by jaguarlandrover.com [REDACTED] [REDACTED].com security Standard encryption (TLS) Learn more Important mainly because of your interaction with messages in the conversation. What is the status of the two CRC case opened as detailed below. Both vehicles still show J059 safety recall still open. Thanks Alan Clarke Critical Concerns Specialist, Product Investigation <<<Nov 29 2017 10 57 40 000AM entered by SVCRM User Program Management/Client Server>>>PLEASE SEE PREVIOUS CASE [REDACTED]
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJXA0JCXAM [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF

Body Cab Style	Unknown	Drive Line	Unknown
Production Date	16-Feb-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	26-Mar-2010
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
Commodity Assignment			
Commodity	body-exterior-exterior trim/moldings-	Symptom	adhesive/sealer failure/missing
Commodity	body-exterior-exterior trim/moldings-	Symptom	administrative cost
Commodity	body-exterior-exterior trim/moldings-	Symptom	battery-dead/weak
Commodity	body-exterior-exterior trim/moldings-	Symptom	damage-cracked/fractured/split
Commodity	body-exterior-exterior trim/moldings-	Symptom	function-malfunction/inoperative
Commodity	body-exterior-exterior trim/moldings-	Symptom	function-shuts off
Commodity	body-exterior-exterior trim/moldings-	Symptom	function-stays on
Commodity	body-exterior-exterior trim/moldings-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-driving condition-at start up
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-driving condition-engine-cold
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-driving condition-over bump(s)
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	mod-intermittent/random
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-weather-cold
Commodity	body-exterior-exterior trim/moldings-	Symptom	nvh-noisy operation
Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-glass-backglass-	Symptom	adhesive/sealer failure/missing
Commodity	body-glass-backglass-	Symptom	administrative cost
Commodity	body-glass-backglass-	Symptom	battery-dead/weak
Commodity	body-glass-backglass-	Symptom	damage-cracked/fractured/split
Commodity	body-glass-backglass-	Symptom	function-malfunction/inoperative
Commodity	body-glass-backglass-	Symptom	function-operates too slowly
Commodity	body-glass-backglass-	Symptom	function-shuts off
Commodity	body-glass-backglass-	Symptom	function-stays on
Commodity	body-glass-backglass-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-glass-backglass-	Symptom	mod-driving condition-at start up
Commodity	body-glass-backglass-	Symptom	mod-driving condition-engine-cold
Commodity	body-glass-backglass-	Symptom	mod-driving condition-over bump(s)
Commodity	body-glass-backglass-	Symptom	mod-driving condition-while driving
Commodity	body-glass-backglass-	Symptom	mod-indicator light/warning chime on
Commodity	body-glass-backglass-	Symptom	mod-intermittent/random
Commodity	body-glass-backglass-	Symptom	mod-location-interior
Commodity	body-glass-backglass-	Symptom	mod-location-trunk
Commodity	body-glass-backglass-	Symptom	mod-weather-cold
Commodity	body-glass-backglass-	Symptom	nvh-noisy operation
Commodity	body-interior-headlining-	Symptom	adhesive/sealer failure/missing
Commodity	body-interior-headlining-	Symptom	administrative cost
Commodity	body-interior-headlining-	Symptom	battery-dead/weak
Commodity	body-interior-headlining-	Symptom	damage-cracked/fractured/split
Commodity	body-interior-headlining-	Symptom	function-malfunction/inoperative
Commodity	body-interior-headlining-	Symptom	function-shuts off
Commodity	body-interior-headlining-	Symptom	function-stays on
Commodity	body-interior-headlining-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	body-interior-headlining-	Symptom	mod-driving condition-at start up
Commodity	body-interior-headlining-	Symptom	mod-driving condition-engine-cold
Commodity	body-interior-headlining-	Symptom	mod-driving condition-over bump(s)
Commodity	body-interior-headlining-	Symptom	mod-driving condition-while driving
Commodity	body-interior-headlining-	Symptom	mod-indicator light/warning chime on
Commodity	body-interior-headlining-	Symptom	mod-intermittent/random
Commodity	body-interior-headlining-	Symptom	mod-location-interior
Commodity	body-interior-headlining-	Symptom	mod-weather-cold
Commodity	body-interior-headlining-	Symptom	nvh-noisy operation
Commodity	body-interior-headlining-	Symptom	start-hard to start
Commodity	body-interior-headlining-	Symptom	start-will not start
Commodity	body-interior-instrument panel/console/glove box-	Symptom	adhesive/sealer failure/missing
Commodity	body-interior-instrument panel/console/glove box-	Symptom	administrative cost
Commodity	body-interior-instrument panel/console/glove box-	Symptom	battery-dead/weak
Commodity	body-interior-instrument panel/console/glove box-	Symptom	damage-cracked/fractured/split
Commodity	body-interior-instrument panel/console/glove box-	Symptom	function-malfunction/inoperative
Commodity	body-interior-instrument panel/console/glove box-	Symptom	function-operates too slowly
Commodity	body-interior-instrument panel/console/glove box-	Symptom	function-shuts off
Commodity	body-interior-instrument panel/console/glove box-	Symptom	function-stays on
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-driving condition-at start up
Commodity	body-interior-instrument panel/console/glove box-	Symptom	mod-driving condition-engine-cold
Commodity	body-interior-instrument panel/console/glove box-	Symptom	mod-driving condition-over bump(s)
Commodity	body-interior-instrument panel/console/glove box-	Symptom	mod-driving condition-while driving
Commodity	body-interior-instrument panel/console/glove box-	Symptom	mod-indicator light/warning chime on
Commodity	body-interior-instrument panel/console/glove box-	Symptom	mod-intermittent/random
Commodity	body-interior-instrument panel/console/glove box-	Symptom	mod-location-interior
Commodity	body-interior-instrument panel/console/glove box-	Symptom	mod-weather-cold
Commodity	body-interior-instrument panel/console/glove box-	Symptom	nvh-noisy operation

Commodity	body-interior-instrument panel/console/glove box-	Symptom	start-hard to start
Commodity	body-interior-instrument panel/console/glove box-	Symptom	start-will not start
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	adhesive/sealer failure/missing
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	administrative cost
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	damage-cracked/fractured/split
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-malfunction/inoperative
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-operates too slowly
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-shuts off
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	function-stays on
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 start up
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-engine-cold
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-driving condition-over bump(s)
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-location-trunk
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	mod-weather-cold
Commodity	body-structure/sheetmetal-trunk/hatch-	Symptom	nvh-noisy operation
Commodity	chassis-steering—	Symptom	adhesive/sealer failure/missing
Commodity	chassis-steering—	Symptom	administrative cost
Commodity	chassis-steering—	Symptom	battery-dead/weak
Commodity	chassis-steering—	Symptom	damage-cracked/fractured/split
Commodity	chassis-steering—	Symptom	function-malfunction/inoperative
Commodity	chassis-steering—	Symptom	function-shuts off
Commodity	chassis-steering—	Symptom	function-stays on
Commodity	chassis-steering—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-steering—	Symptom	mod-driving condition-at start up
Commodity	chassis-steering—	Symptom	mod-driving condition-engine-cold
Commodity	chassis-steering—	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-steering—	Symptom	mod-driving condition-while driving
Commodity	chassis-steering—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-steering—	Symptom	mod-intermittent/random
Commodity	chassis-steering—	Symptom	mod-location-interior
Commodity	chassis-steering—	Symptom	mod-weather-cold
Commodity	chassis-steering—	Symptom	nvh-noisy operation
Commodity	chassis-steering—	Symptom	start-hard to start
Commodity	chassis-steering—	Symptom	start-will not start
Commodity	electrical-accessories/entertainment-sound system-	Symptom	adhesive/sealer failure/missing
Commodity	electrical-accessories/entertainment-sound system-	Symptom	administrative cost
Commodity	electrical-accessories/entertainment-sound system-	Symptom	battery-dead/weak
Commodity	electrical-accessories/entertainment-sound system-	Symptom	damage-cracked/fractured/split
Commodity	electrical-accessories/entertainment-sound system-	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment-sound system-	Symptom	function-operates too slowly
Commodity	electrical-accessories/entertainment-sound system-	Symptom	function-shuts off
Commodity	electrical-accessories/entertainment-sound system-	Symptom	function-stays on
Commodity	electrical-accessories/entertainment-sound system-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-accessories/entertainment-sound system-	Symptom	mod-driving condition-at start up
Commodity	electrical-accessories/entertainment-sound system-	Symptom	mod-driving condition-engine-cold
Commodity	electrical-accessories/entertainment-sound system-	Symptom	mod-driving condition-over bump(s)
Commodity	electrical-accessories/entertainment-sound system-	Symptom	mod-driving condition-while driving
Commodity	electrical-accessories/entertainment-sound system-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-accessories/entertainment-sound system-	Symptom	mod-intermittent/random
Commodity	electrical-accessories/entertainment-sound system-	Symptom	mod-location-interior
Commodity	electrical-accessories/entertainment-sound system-	Symptom	mod-location-trunk
Commodity	electrical-accessories/entertainment-sound system-	Symptom	mod-weather-cold
Commodity	electrical-accessories/entertainment-sound system-	Symptom	start-hard to start
Commodity	electrical-accessories/entertainment-sound system-	Symptom	start-will not start
Commodity	electrical-instrument/display—	Symptom	adhesive/sealer failure/missing
Commodity	electrical-instrument/display—	Symptom	administrative cost
Commodity	electrical-instrument/display—	Symptom	battery-dead/weak
Commodity	electrical-instrument/display—	Symptom	damage-cracked/fractured/split
Commodity	electrical-instrument/display—	Symptom	engine power-stall
Commodity	electrical-instrument/display—	Symptom	function-malfunction/inoperative
Commodity	electrical-instrument/display—	Symptom	function-operates too slowly
Commodity	electrical-instrument/display—	Symptom	function-shuts off
Commodity	electrical-instrument/display—	Symptom	function-stays on
Commodity	electrical-instrument/display—	Symptom	gauge error-fuel
Commodity	electrical-instrument/display—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-instrument/display—	Symptom	mod-driving condition-at start up
Commodity	electrical-instrument/display—	Symptom	mod-driving condition-engine-cold
Commodity	electrical-instrument/display—	Symptom	mod-driving condition-over bump(s)
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-weather-cold
Commodity	electrical-instrument/display—	Symptom	nvh-noisy operation
Commodity	electrical-instrument/display—	Symptom	start-hard to start
Commodity	electrical-instrument/display—	Symptom	start-will not start
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	field service action
Commodity	electrical-start charge-battery-	Symptom	adhesive/sealer failure/missing
Commodity	electrical-start charge-battery-	Symptom	administrative cost
Commodity	electrical-start charge-battery-	Symptom	battery-dead/weak
Commodity	electrical-start charge-battery-	Symptom	charge-low/no/under

Commodity	electrical-start charge-battery-	Symptom	damage-cracked/fractured/split
Commodity	electrical-start charge-battery-	Symptom	engine power-stall
Commodity	electrical-start charge-battery-	Symptom	function-malfunction/inoperative
Commodity	electrical-start charge-battery-	Symptom	function-stays on
Commodity	electrical-start charge-battery-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-at start up
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-engine-cold
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-over bump(s)
Commodity	electrical-start charge-battery-	Symptom	mod-driving condition-while driving
Commodity	electrical-start charge-battery-	Symptom	mod-indicator light/warning chime on
Commodity	electrical-start charge-battery-	Symptom	mod-intermittent/random
Commodity	electrical-start charge-battery-	Symptom	mod-weather-cold
Commodity	electrical-start charge-battery-	Symptom	nvh-noisy operation
Commodity	electrical-start charge-battery-	Symptom	start-hard to start
Commodity	electrical-start charge-battery-	Symptom	start-will not start
Commodity	powertrain-engine—	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	adhesive/sealer failure/missing
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	battery-dead/weak
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	engine power-stall
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-shuts off
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-stays on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	gauge error-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-at start up
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-engine-cold
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-over bump(s)
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-intermittent/random
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-location-trunk
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-weather-cold
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	start-hard to start
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	start-will not start
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	function-shuts off
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	13	Tread Category Description	visibility
Tread Category Code	16	Tread Category Description	structure

Report Details

Source Claim Key		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-Apr-2018
Version Series Code	VS DQ	Load Date	14 -Apr-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5310
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR TULSA
Non Causal Part Prefix-Base-Suffix		Dealer City	TULSA
Non Causal Part Numbers		Dealer State/Province	OK
Fault Code	10000	Dealer Country	USA
Diagonsitic Trouble Code		Dealer Phone Number	9186654294
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	
Customer Comment			

Technician Comment	<<<Apr 10 2018 5 11 26 000PM entered by SVCRM User Program Management/Client Server>>>Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 18 Jun 2016 999999 Per DDW Per DDW Per DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 18 Jun 2016 999999 EMISSIONS WARRANTY 18 Jun 2018 80000 PAINT WARRANTY 18 Jun 2014 50000 SERVICE ITEMS WARRANTY 18 Jun 2011 12500 STANDARD FACTORY WARRANTY 18 Jun 2014 50000 <<<Apr 10 2018 5 13 07 000PM entered by SVCRM User Program Management/Client Server>>>Per AWS SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RV 03 11 09 19 06 10 J0617 USA 0 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code I999 Labor Hrs 1.8 Labor Cost 190.8 Material Cost 0 Total Cost 215.8 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 02 DEC 2009 DIST (Mile) 6 Cust Comments PERFORM P.D.I Tech Comments CPMLETED PDI INSPECTION SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RV 03 11 09 19 06 10 J0617 USA 1 7W15 * C2P20372 * S09 S09 V17 JJ3 28 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code S07 Labor Hrs 1.4 Labor Cost 161 Material Cost 326.59 Total Cost 487.59 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 22 JUN 2010 DIST(Mile) 236 Cust Comments CUSTOMER STATES BACK UP CAMARA IS NOT DISPLAYING PROPERLY; NOT EVEN SHOWING THE PICTURE FUZZY HE SAYS.... Tech Comments CHECK AND FOUND CAMERA IS FUSSY AND GLASS OVER IS CLEAR AND CHECK AND HAS NO CODES IN REAR PARKING AID SYSTEM AND REMOVE REAR TRUNK TRIM AND IS PLUGED IN AND SWAP OUT CAMERA AND TRYED ON OTHER CAR AND IS FUSSY ALSO ON THAT NEW CAR AND SWAPED OUT CAMERA AND REFIT TRIM AND REPLACED PLASTIC CLIPS AND RETAINERS AND NOW IS WORKING FINE SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RV 03 11 09 19 06 10 J0617 USA 7 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code K061 Labor Hrs .8 Labor Cost 92 Material Cost 5.63 Total Cost 97.63 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 12 JAN 2011 DIST(Mile) 8225 Cust Comments K061X RECALL HAVE EXAUST SHELID IN SOTCK FOR CARC/S Tech Comments REPLACE THE S/C HEAT SHELID AND RESEAL THE REAR WINDOW. SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RV 03 11 09 19 06 10 J0617 USA 13 5Q02 * * * SXX SXX V00 * * AWS Cl aim Key [REDACTED] Doc # [REDACTED] Trx Code J018 Labor Hrs 1.2 Labor Cost 138 Material Cost 103.64 Total Cost 241.64 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 22 JUN 2011 DIST(Mile) 13429 Cust Comments J018D J018 POWER STEERING PIPE INSPECTIONC/S Tech Comments NEC TO REPLACE THE HIGH PRESSURE HOSE. 5.0 L. OPTION D SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RV 03 11 09 19 06 10 J0617 USA 13 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code I215 Labor Hrs .9 Labor Cost 103.5 Material Cost 26.25 Total Cost 187.17 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 22 JUN 2011 DIST(Mile) 13429 Cust Comments PERFORM RECOMMENDED MILEAGE/MONTH MENU PACKAGE PER JAGUAR MAINTENANCE SCHEDULE. Tech Comments COMPLETED MILEAGE/MONTH MENU PACKAGE. SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RV 03 11 09 19 06 10 J0617 USA 19 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code K098 Labor Hrs .4 Labor Cost 46.8 Material Cost 0 Total Cost 46.8 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 16 DEC 2011 DIST(Mile) 20272 Cust Comments K098D VERIFY SERVICE ACTION K098 APPLIES TO THIS VEHICLE. TO ENSURE CERTAIN XF VEHICLES ARE EQUIPPED WITH THE VERY LATEST SOFTWARE TO ENHANCE THE OWNERSHIP EXPERIENCE, A LIMITED NUMBER OF Tech Comments ENTER A FOR OPTIONS. PROGRAMED BOTH IPK AND ICM PER SERVICE ACTION. SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RV 03 11 09 19 06 10 J0617 USA 19 * * * * SXX SXX V99 EF1 82 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code ZZLA Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 40 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 16 DEC 2011 DIST(Mile) 20272 Cust Comments PROVIDED RENTAL CAR TO CUSTOMER.IN HOUSE XF LUNAR GREY STK#R17 8J.... Tech Comments IN HOUSE RENTAL SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RV 03 11 09 19 06 10 J0617 USA 19 6U03 * C2Z11575 * S08 S08 V74 BY5 33 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 1.5 Labor Cost 175.5 Material Cost 6.77 Total Cost 182.27 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 22 DEC 2011 DIST(Mile) 20487 Cust Comments CUSTOMER STATES SOP IS IN PLEASE CHECK AND ADVISEC/SUPDATED 12/22/11 INSTALL ORDERED RETAINERS; THEY'RE IN(CUSTOMER STATES RATTILING NOISES COMING FROM FRONT AREA OF SUNROOF/HEADLIN Tech Comments NECESSARY TO INSTALL BOTH FRONT RECTANULAR BLACK HEADLINER RETAINERS IN FRONT OF THE SUN ROOF AND ONE YELLOW CLIP. RAOD TEST AND NO NOISES ARE PRESENT. PERVIOUS DIAG DROVE CAR AND FOUND WHEN DRIVING OVER BUMPS THERE IS A DISTINCT RATTLE FROM FRONT OF HEADLINER ABOVE OVERHEAD CONSOLE. LOWERED FRONT OF HEADLINER AND FOUND 2 RETAINERS BROKEN. REMOVED BROKEN RETAINERS AND WHEN I MANIPULATED HEADLINER SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RV 03 11 09 19 06 10 J0617 USA 29 * * * * SXX SXX V99 EF1 82 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code ZZLA Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 135 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 12 OCT 2012 DIST(Mile) 30843 Cust Comments CUSTOMER HAS BEEN SUPPLIED WITH A RENTAL VEHICLEIN HOUSE XF BLACK STK#R230J.... Tech Comments IN HOUSE RENTAL SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RV 03 11 09 19 06 10 J0617 USA 29 7A01 * IBATT * S11 S11 V52 MU2 28 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E83 Labor Hrs .5 Labor Cost 58.5 Material Cost 0 Total Cost 197.67 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 12 OCT 2012 DIST(Mile) 30843 Cust Comments CUSTOMER STATES AT TIMES LATELY IN THE MORNING FROM COLD START, HE SAYS WON'T START. CHARGES THE BATTERY THEN STARTS FINE. THE TRIANGLE WARNING SYMBOL COMES ON, ALONG WITH SHUTTING DOWN A Tech Comments I FOUND WHILE STARTING THE CAR CRANKED SLOWLY. I TESTED THE BATTERY AND FOUND IT HAS FAILED THE GR 1, 186L2 TJKSO D9W I REPLACED THE BATTERY AND FOUND ALL SYSTEMS WORKING PROPERLY. NOTE IF THE IGNITION IS SWITCHED ON AND THE ENGINE IS NOT RUNNING THE CAR WILL SHUT DOWN CERTAIN FUNCTIONS AND AUDIO IN ORDER TO PREOTECT BATTERY VOLTAGE. SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC
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C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 32 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code J027 Labor Hrs .9 Labor Cost 110.7 Material Cost 111.64 Total Cost 222.34 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 11 JAN 2013 DIST(Mile) 33676 Cust Comments J027C RECALL K027 FUEL TANK FLANGC/S Tech Comments REPLACED FUEL TANK FLANGE, SEAL, AND CLEARED CODES PER K027 RECALL. SAJWA0HE5AM [REDACTED] 2V C/2Z J C <<<Apr 12 2018 11 56 32 000AM entered by SVCRM User Program Management/Client Server>>>Email to SM From Cozart, Sabrina <(><<)>scozart@jaguarlandrover.com> Date 12 April 2018 at 11 55 Subject [REDACTED] Case No. [REDACTED] Vin SAJWA0HE5AM [REDACTED] To cdennis@jlrts.com Good Morning, The subject customer has phoned our office and has stated the following JLR has a known defect on a Fuel Outlet Flange Retailer informed me I have fuel leak it's the flange leaking the Fuel Parts and labor costs \$450.00 per dealership REQUEST Customer Request Repair of Fuel Leak at no charge to him if possible I need you to tell me as much as you can regarding the customer's situation. 1) Is the customer a loyal customer 2) Is the vehicle still under warranty 3) Do you have Repair Orders you can send showing loyalty Please advise on all points ASAP /FC C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 40 6U03 * C2Z15 <<<Apr 10 2018 4 13 07 000PM entered by SVCRM User Program Management/Client Server>>>Per AWS SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 0 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code I999 Labor Hrs 1.8 Labor Cost 190.8 Material Cost 0 Total Cost 215.8 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 02 DEC 2009 DIST(Mile) 6 Cust Comments PERFORM P.D.I Tech Comments CPMPLETED PDI INSPECTION SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 1 7W15 * C2P20372 * S09 S09 V17 JJ3 28 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code S07 Labor Hrs 1.4 Labor Cost 161 Material Cost 326.59 Total Cost 487.59 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 22 JUN 2010 DIST(Mile) 236 Cust Comments CUSTOMER STATES BACK UP CAMARA IS NOT DISPLAYING PROPERLY; NOT EVEN SHOWING THE PICTURE FUZZY HE SAYS.... Tech Comments CHECK AND FOUND CAMERA IS FUSSY AND GLASS OVER IS CLEAR AND CHECK AND HAS NO CODES IN REAR PARKING AID SYSTEM AND REMOVE REAR TRUNK TRIM AND IS PLUGED IN AND SWAP OUT CAMERA AND TRYED ON OTHER CAR AND IS FUSSY ALSO ON THAT NEW CAR AND SWAPED OUT CAMERA AND REFIT TRIM AND REPLACED PLASTIC CLIPS AND RETAINERS AND NOW IS WORKING FINE SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 7 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code K061 Labor Hrs .8 Labor Cost 92 Material Cost 5.63 Total Cost 97.63 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 12 JAN 2011 DIST(Mile) 8225 Cust Comments K061X RECALL HAVE EXAUST SHELD IN SOTCK FOR CARC/S Tech Comments REPLACE THE S/C HEAT SHEILD AND RESEAL THE REAR WINDOW. SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 13 5Q02 * * * SXX SXX V00 * * AWS Cl aim Key [REDACTED] Doc # [REDACTED] Trx Code J018 Labor Hrs 1.2 Labor Cost 138 Material Cost 103.64 Total Cost 241.64 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 22 JUN 2011 DIST(Mile) 13429 Cust Comments J018D J018 POWER STEERING PIPE INSPECTION/S Tech Comments NEC TO REPLACE THE HIGH PRESSURE HOSE. 5.0 L. OPTION D SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 13 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code I215 Labor Hrs .9 Labor Cost 103.5 Material Cost 26.25 Total Cost 187.17 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 22 JUN 2011 DIST(Mile) 13429 Cust Comments PERFORM RECOMMENDED MILEAGE/MONTH MENU PACKAGE PER JAGUAR MAINTENANCE SCHEDULE. Tech Comments COMPLETED MILEAGE/MONTH MENU PACKAGE. SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 19 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code K098 Labor Hrs .4 Labor Cost 46.8 Material Cost 0 Total Cost 46.8 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 16 DEC 2011 DIST(Mile) 20272 Cust Comments K098D VERIFY SERVICE ACTION K098 APPLIES TO THIS VEHICLE. TO ENSURE CERTAIN XF VEHICLES ARE EQUIPPED WITH THE VERY LATEST SOFTWARE TO ENHANCE THE OWNERSHIP EXPERIENCE, A LIMITED NUMBER OF Tech Comments ENTER A FOR OPTIONS. PROGRAMED BOTH IPK AND ICM PER SERVICE ACTION. SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 19 * * * * SXX SXX V99 EF1 82 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code ZZLA Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 40 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 16 DEC 2011 DIST(Mile) 20272 Cust Comments PROVIDED RENTAL CAR TO CUSTOMER.IN HOUSE XF LUNAR GREY STK#R17 8J.... Tech Comments IN HOUSE RENTAL SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 19 6U03 * C2Z11575 * S08 S08 V74 BY5 33 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E84 Labor Hrs 1.5 Labor Cost 175.5 Material Cost 6.77 Total Cost 182.27 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 22 DEC 2011 DIST(Mile) 20487 Cust Comments CUSTOMER STATES SOP IS IN PLEASE CHECK AND ADVISEC/SUPDATED 12/22/11 INSTALL ORDERED RETAINERS; THEY'RE IN(CUSTOMER STATES RATTILING NOISES COMING FROM FRONT AREA OF SUNROOF/HEADLIN Tech Comments NECESSARY TO INSTALL BOTH FRONT RECTANULAR BLACK HEADLINER RETAINERS IN FRONT OF THE SUN ROOF AND ONE YELLOW CLIP. RAOD TEST AND NO NOISES ARE PRESENT. PERVIOUS DIAG DROVE CAR AND FOUND WHEN DRIVING OVER BUMPS THERE IS A DISTINCT RATTLE FROM FRONT OF HEADLINER ABOVE OVERHEAD CONSOLE. LOWERED FRONT OF HEADLINER AND FOUND 2 RETAINERS BROKEN. REMOVED BROKEN RETAINERS AND WHEN I MANIPULATED HEADLINER SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 29 * * * * SXX SXX V99 EF1 82 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code ZZLA Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 135 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 12 OCT 2012 DIST(Mile) 30843 Cust Comments CUSTOMER HAS BEEN SUPPLIED WITH A RENTAL VEHICLE.IN HOUSE XF BLACK STK#R230J....

Tech Comments IN HOUSE RENTAL SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 29 7A01 * IBATT * S11 S11 V52 MU2 28 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code E83 Labor Hrs .5 Labor Cost 58.5 Material Cost 0 Total Cost 197.67 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 12 OCT 2012 DIST(Mile) 30843 Cust Comments CUSTOMER STATES AT TIMES LATELY IN THE MORNING FROM COLD START, HE SAYS WON'T START. CHARGES THE BATTERY THEN STARTS FINE. THE TRIANGLE WARNING SYMBOL COMES ON, ALONG WITH SHUTTING DOWN A Tech Comments I FOUND WHILE STARTING THE CAR CRANKED SLOWLY. I TESTED THE BATTERY AND FOUND IT HAS FAILED THE GR 1, 186L2 TJKSO D9W I REPLACED THE BATTERY AND FOUND ALL SYSTEMS WORKING PROPERLY. NOTE IF THE IGNITION IS SWITCHED ON AND THE ENGINE IS NOT RUNNING THE CAR WILL SHUT DOWN CERTAIN FUNCTIONS AND AUDIO IN ORDER TO PRETECT BATTERY VOLTAGE. SAJWA0HE5AM [REDACTED] 2V C/2Z J C/FC C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 32 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code J027 Labor Hrs .9 Labor Cost 110.7 Material Cost 111.64 Total Cost 222.34 Dlr Cd Sub Cd J0617 JA Name JAGUAR MINNEAPOLIS Ph 763 2222200 St MN Ctry Cd USA Reg Cd JA Repr Date 11 JAN 2013 DIST(Mile) 33676 Cust Comments J027C RECALL K027 FUEL TANK FLANGC/S Tech Comments REPLACED FUEL TANK FLANGE, SEAL, AND CLEARED CODES PER K027 RECALL. SAJWA0HE5AM [REDACTED] 2V C/2Z J C <<<Apr 10 2018 4 11 26 000PM entered by SVC RM User Program Management/Client Server>>>Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 18 Jun 2016 999999 Per DDW Per DDW Per DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 18 Jun 2016 999999 EMISSIONS WARRANTY 18 Jun 2018 80000 PAINT WARRANTY 18 Jun 2014 50000 SERVICE ITEMS WARRANTY 18 Jun 2011 12500 STANDARD FACTORY WARRANTY 18 Jun 2014 50000 <<<Apr 10 2018 4 09 40 000PM entered by SVC RM User Program Management/Client Server>>>ISSUE Customer States JLR has a known defect on a Fuel Outlet Flange Retailer informed me I have fuel leak it's the flange leaking the Fuel Parts and labor costs \$450.00 per dealership REQUEST Customer Request Repair of Fuel Leak at no charge to him if possible ADVISE I Advised A case will be opened gave case customer their case number JLR may only pay a percentage since vehicle is out of warranty Will revert in 2 business days <<<Apr 25 2018 12 52 58 000PM entered by SVC RM User Program Management/Client Server>>>4/25 Per SM via phone customer is a loyal customer. Will do a GW activity for \$500 <<<Apr 10 2018 5 09 40 000PM entered by SVC RM User Program Management/Client Server>>>ISSUE Customer States JLR has a known defect on a Fuel Outlet Flange Retailer informed me I have fuel leak it's the flange leaking the Fuel Parts and labor costs \$450.00 per dealership REQUEST Customer Request Repair of Fuel Leak at no charge to him if possible ADVISE I Advised A case will be opened gave case customer their case number JLR may only pay a percentage since vehicle is out of warranty Will revert in 2 business days <<<Apr 25 2018 1 52 58 000PM entered by SVC RM User Program Management/Client Server>>>4/25 Per SM via phone customer is a loyal customer. Will do a GW activity for \$500 <<<Apr 20 2018 2 11 56 000PM entered by SVC RM User Program Management/Client Server>>>4/20/18 rom Cozart, Sabrina <(><<)>scozart@jaguarlandrover.com> Date 20 April 2018 at 13 10 Subject [REDACTED] SAJWA0HE5AM [REDACTED] Case No. [REDACTED] To Craig Dennis <(><<)>cdennis@jlr t ulsa.com> Hello, The last we spoke, you were going to send me an email from your retailer ship stating they were no known defects regarding the Fuel Outlet Flange and the subject customer is loyal. Could you please provide that email ASAP as we here at JLR would like to close this case out with providing the customer with \$500.00 in Owner Loyalty Certificates. I thank you in advance for your quick response. Regards, <<<Apr 19 2018 2 11 00 000PM entered by SVC RM User Program Management/Client Server>>>4/20/18 retailer sending me an email advising that customer is loyal and there was a known defect. Issue customer a \$500 OLC upon receipt of email. <<<Apr 19 2018 2 01 07 000PM entered by SVC RM User Program Management/Client Server>>>Customer requested rep, I advised She was not available He stated Retailer told him we were covering something He wanted to know if that was correct I advised There was no notes showing that I will let Sabrina know so she can get back to you today He stated Could you transfer me to her voicemail I advised I will <<<Apr 13 2018 1 51 49 000PM entered by SVC RM User Program Management/Client Server>>>Email to SM From Cozart, Sabrina <(><<)>scozart@jaguarlandrover.com> Date 13 April 2018 at 12 50 Subject [REDACTED] Case No. [REDACTED] Vin SAJWA0HE5AM [REDACTED] To cdennis@jlr t ulsa.com Hello, From what I understand the vehicle is there now being repaired. So the OLC's I talked about will not work for the customer you'll have to send me a bill and I'll have to get approval to pay you. What I must know is the warranty rates for labor and parts for this fuel leak. Customer said he was quoted \$450.00 for parts <(>&<)> labor but I don't think this the warranty rate. Please advise today. Regards, ***** <<<Apr 13 2018 1 34 59 000PM entered by SVC RM User Program Management/Client Server>>>customer called spoke to customer customer stated; I would like to speak to Sabrina I stated; okay. ** transferred customer to rep ** <<<Apr 13 2018 12 16 06 000PM entered by SVC RM User Program Management/Client Server>>>Email from SM From Craig Dennis <(><<)>cdennis@jlr t ulsa.com> Date 12 April 2018 at 12 26 Subject RE [REDACTED] Case No. [REDACTED] Vin SAJWA0HE5AM [REDACTED] To Cozart, Sabrina <(><<)>scozart@jaguarlandrover.com> He purchased the car in November of last year and the car is out of any type of warranty. He did do a Oil Change service with us Craig Dennis Service Manager Jaguar Land Rover Tulsa cdennis@jlr t ulsa.com [REDACTED] Phone (918) 665 4341 Fax <<<Apr 12 2018 12 56 32 000PM entered by SVC RM User Program Management/Client Server>>>Email to SM From Cozart, Sabrina <(><<)>scozart@jaguarlandrover.com> Date 12 April 2018 at 11 55 Subject [REDACTED] Case No. [REDACTED] Vin SAJWA0HE5AM [REDACTED] To cdennis@jlr t ulsa.com Good Morning, The

subject customer has phoned our office and has stated the following JLR has a known defect on a Fuel Outlet Flange Retailer informed me I have fuel leak it's the flange leaking the Fuel Parts and labor costs \$450.00 per dealership REQUEST Customer Request Repair of Fuel Leak at no charge to him if possible I need you to tell me as much as you can regarding the customer's situation. 1) Is the customer a loyal customer 2) Is the vehicle still under warranty 3) Do you have Repair Orders you can send showing loyalty Please advise on all points ASAP /FC C/DQ C/B BP C/VQ C/RY 03 11 09 19 06 10 J0617 USA 40 6U03 * C2Z15 <<<Apr 13 2018 11 16 06 000AM entered by SVCRM User Program Management/Client Server>>>Email from SM From Craig Dennis <(><<)>cdennis@jlrutlsa.com> Date 12 April 2018 at 12 26 Subject RE [REDACTED] Case No. [REDACTED] Vin SAJWA0HE5AM [REDACTED] To Cozart, Sabrina <(><<)>scozart@jaguarlandrover.com> He purchased the car in November of last year and the car is out of any type of warranty. He did do a Oil Change service with us Craig Dennis Service Manager Jaguar Land Rover Tulsa cdennis@jlrutlsa.com [REDACTED] Phone (918) 665 4341 Fax <<<Apr 13 2018 12 34 59 000PM entered by SVCRM User Program Management/Client Server>>>customer called spoke to customer customer stated; I would like to speak to Sabrina I stated; okay. ** transferred customer to rep ** <<<Apr 13 2018 12 51 49 000PM entered by SVCRM User Program Management/Client Server>>>Email to SM From Cozart, Sabrina <(><<)>scozart@jaguarlandrover.com> Date 13 April 2018 at 12 50 Subject [REDACTED] Case No. [REDACTED] Vin SAJWA0HE5AM [REDACTED] To cdennis@jlrutlsa.com Hello, From what I understand the vehicle is there now being repaired. So the OLC's I talked about will not work for the customer you'll have to send me a bill and I'll have to get approval to pay you. What I must know is the warranty rates for labor and parts for this fuel leak. Customer said he was quoted \$450.00 for parts <(>&<)> labor but I don't think this the warranty rate. Please advise today. Regards, ***** <<<Apr 19 2018 1 01 07 000PM entered by SVCRM User Program Management/Client Server>>>Customer requested rep, I advised She was not available He stated Retailer told him we were covering something He wanted to know if that was correct I advised There was no notes showing that I will let Sabrina know so she can get back to you today He stated Could you transfer me to her voicemail I advised I will <<<Apr 19 2018 1 11 00 000PM entered by SVCRM User Program Management/Client Server>>>4/20/18 retailer sending me an email advising that customer is loyal and there was a known defect. Issue customer a \$500 OLC upon receipt of email. <<<Apr 20 2018 1 11 56 000PM entered by SVCRM User Program Management/Client Server>>>4/20/18 rom Cozart, Sabrina <(><<)>scozart@jaguarlandrover.com> Date 20 April 2018 at 13 10 Subject [REDACTED] SAJWA0HE5AM [REDACTED] Case No. [REDACTED] To Craig Dennis <(><<)>cdennis@jlrutlsa.com> Hello, The last we spoke, you were going to send me an email from your retailer ship stating they were no known defects regarding the Fuel Outlet Flange and the subject customer is loyal. Could you please provide that email ASAP as we here at JLR would like to close this case out with providing the customer with \$500.00 in Owner Loyalty Certificates. I thank you in advance for your quick response. Regards,

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0HE5AM [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	3.0L OHC SGBI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	03-Nov-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Jun-2010
Build Country Code		Transmission Serial Number	
Mileage	101833	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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.

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	unknown---	Symptom	field service action
Commodity	unknown---	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical

Report Details

Source Claim Key		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-2018
Version Series Code	VS DJ	Load Date	03-May-2018
Causal Part Prefix- Base - Suffix	-	Dealer Code	J5786
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR NORTH SCOTTSDALE
Non Causal Part Prefix-Base-Suffix		Dealer City	PHOENIX
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4805384200
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Concern Driven Reporting

Report Detail

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ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-2018
Version Series Code	VS DG	Load Date	30-Jun-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5305
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR ST. LOUIS
Non Causal Part Prefix-Base-Suffix		Dealer City	CREVE COEUR
Non Causal Part Numbers		Dealer State/Province	MO
Fault Code	811	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3149198232
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Jun 27 2018 3 49 54 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE vehicle has a strong fuel smell called the retailer plaza motors I went online and found the same issue I have purchased 7 vehicles from them REQUEST I would like the issue addressed I ADVISE You have to get the vehicle into the retailer <<<Jun 27 2018 3 56 09 000PM entered by SVCRM User Program Management/Client Server>>>PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 11 Mar 2016 999999 EMISSIONS WARRANTY 11 Mar 2018 80000 PAINT WARRANTY 11 Mar 2014 50000 SERVICE ITEMS WARRANTY 11 Mar 2011 12500 STANDARD FACTORY WARRANTY 11 Mar 2014 50000 <<<Jun 27 2018 4 01 08 000PM entered by SVCRM User Program Management/Client Server>>>PER AWS NO RELATED ISSUES <<<Jun 27 2018 4 01 44 000PM entered by SVCRM User Program Management/Client Server>>>SENT E MAIL Forwarded message From Rochester, Rena <(><<<)>rroches1@jaguarlandrover.com> Date 27 June 2018 at 15 51 Subject Case # [REDACTED] To [REDACTED] Hello [REDACTED] Per our conversation here is your case # [REDACTED] Please reach out once the vehicle is at the retailer. <<<Jul 2 2018 10 14 38 000AM entered by SVCRM User Program Management/Client Server>>>RECEIVED E MAIL Forwarded message From Brian Werthmuller <(><<<)>bwerthmuller@plazamotors.com> Date 2 July 2018 at 09 35 Subject Plaza Land Rover / Jaguar Service To rroches1@jaguarlandrover.com <(><<<)>rroches1@jaguarlandrover.com> Hello, this is Brian at Plaza Land Rover St. Louis. I have customer [REDACTED] vehicle in my service dept. for a fuel leak. 2010 Jaguar XF. She has requested that I contact you with case # [REDACTED] The parts that are needed for the repair are the fuel pump mounting flange and gasket. Part #'s are C2D25076 C2Z7361 You can contact me at [REDACTED] <<<Jul 2 2018 10 17 38 000AM entered by SVCRM User Program Management/Client Server>>>SENT E MAIL Forwarded message From Rochester, Rena <(><<<)>rroches1@jaguarlandrover.com> Date 2 July 2018 at 10 16 Subject Re Plaza Land Rover / Jaguar Service To Brian Werthmuller <(><<<)>bwerthmuller@plazamotors.com> Hello Brian May I have a complete history on the customer,also does she do servicing there and do you think she is a good candidate for good will. Please advise. <<<Jul 6 2018 8 17 34 000AM entered by SVCRM User Program Management/Client Server>>>RECEIVED E MAIL Forwarded message From [REDACTED] <(><<<)> [REDACTED]> Date 5 July 2018 at 14 22 Subject Re Case # [REDACTED] To Rochester, Rena <(><<<)>rroches1@jaguarlandrover.com> Hi Rena, Earlier this week Plaza Motors diagnosis confirmed crack in Fuel tank. Brian service rep said he was calling you. I am now without a car and anxious to get this defect resolved. Thanks [REDACTED]
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0FAXAH [REDACTED]	Engine Serial Number	[REDACTED]
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Model Year	2010	Engine Description	4.2L DAMB NA V8 GAS AJV8 JAG
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	05-Sep-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	12-Mar-2010
Build Country Code		Transmission Serial Number	
Mileage	58956	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-restraints-airbags-	Symptom	damage-cracked/fractured/split
Commodity	body-restraints-airbags-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-transmission-	Symptom	damage
Commodity	powertrain-transmission-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-transmission-	Symptom	field service action
Commodity	powertrain-transmission-	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-transmission-	Symptom	function-malfunction/inoperative
Commodity	powertrain-transmission-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-transmission-	Symptom	mod-location-interior
Commodity	powertrain-transmission-	Symptom	odor
Commodity	unknown-	Symptom	field service action
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	10	Tread Category Description	powertrain
Tread Category Code	14	Tread Category Description	airbags

Report Details

Source Claim Key		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-Jul-2018
Version Series Code	VS DJ	Load Date	28-Jul-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5398
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR GREENSBORO
Non Causal Part Prefix-Base-Suffix		Dealer City	GREENSBORO
Non Causal Part Numbers		Dealer State/Province	NC
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3362991500
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Jul 25 2018 2 28 01 000PM entered by SVC RM User Program Management/Client Server>>>EMAIL FROM KV from Kathleen Viccaro <(><<<)>kviccaro@jaguarlandrover.com> to Danielle Carey <(><<<)>dcarey1@jaguarlandrover.com> date Wed, Jul 25, 2018 at 11 02 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic. Hello Dani, Would you mind handling this You can add it to the correspondence log for your numbers... 5 cases to Mike B and 5 cases to Shaniqua. If you have any questions, please let me know. Thanks" Kathleen Viccaro Customer Relationship Center Operations Supervisor T Land Rover 1 800 637 6837. Option 9. Extension 1309003 T Jaguar 1 800 452 4827. Option 9. Extension 1309003 F 888 410 0938 Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 JaguarUSA.com LandRoverUSA.com Our privacy policy can be accessed at http //www.landrover.com/us/en/lr/privacy policy/privacy policy/ <(>&<)> http //www.jaguar.com/us/en/legal/privacy_policy Forwarded message From Giordano, Marc <(><<<)>mgiordan@jaguarlandrover.com> Date Wed, Jul 25, 2018 at 10 52 AM Subject Re J059 Recall cracked fuel tank flange Jaguar XF To Kathleen Viccaro <(><<<)>kviccaro@jaguarlandrover.com> Cc Ruth, Jennifer <(><<<)>jruth@jaguarlandrover.com>, Heather Baez <(><<<)>hbaez@jaguarlandrover.com> Since we are approaching the transition, we would like these to go to Mike and Shaniqua. Please have admin opening the case place the entire e mail from Alan Clarke in the case notes. Thanks" On Wed, Jul 25, 2018 at 10 28 AM, Kathleen Viccaro <(><<<)>kviccaro@jaguarlandrover.com> wrote There are 5 Sr. Reps how about 2 each Kathleen Viccaro Customer Relationship Center Operations Supervisor T Land Rover 1 800 637 6837. Option 9. Extension 1309003 T Jaguar 1 800 4 52 4827. Option 9. Extension 1309003 F 888 410 0938 Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 JaguarUSA.com LandRoverUSA.com Our privacy policy can be accessed at http //www.landrover.com/us/en/lr/privacy policy/privacy policy/ <(>&<)> http //www.jaguar.com/us/en/legal/privacy_policy On Wed, Jul 25, 2018 at 9 02 AM, Ruth, Jennifer <(><<<)>jruth@jaguarlandrover.com> wrote Hello, Alan needs 10 customers reached out to. Thoughts on splitting between Mike <(>&<)> Shaniqua Thanks" Jennifer Fontanazza Client Relationship Manager Customer Relationship Center T +1.201.818.8371 F +1.888 410 0938 E jruth@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 JaguarUSA.com LandRoverUSA.com Please consider the environment before printing this e mail. 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 Forwarded message From Clarke, Alan <(><<<)>aclark43@jaguarlandrover.com> Date Tue, Jul 24, 2018 at 11 59 PM Subject J059 Recall cracked fuel tank flange Jaguar XF To Jennifer Ruth <(><<<)>jruth@jaguarlandrover.com> Jennifer , there are 10 open USA VIN in this recall. We mailed the owners but not getting the required response. Can we have CRC attempt to make contact with the customers to help make service appointments Key message The customer must be advised that their vehicle requires safety recall J059 (replacement of fuel outlet mounting flange) and that they should schedule an appointment wi th their retailer to get it completed immediately. The repair is free of charge to the customer. CRC to assist owner with appointments if required. I have attached the service bulletin for relevant info. including Q <(>&<)> A. Key points to communicate to customers Q3 Can you tell me more about what is wrong with the vehicles A Engineering analysis of the entire fuel system revealed that the fuel system operating pressures of 5.0L gasoline engine XF vehicles may exceed the design specification under certain operating conditions. The CCRG agreed that this increased system pressure could give rise to the fuel tank fuel outlet mounting flange to crack in potential high stress areas. Q4 How would the customer become aware of potentially having this concern A Customers will notice a fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster is illuminated, and/or liquid fuel is on the ground. Q5 Does this concern affect vehicle safety A Jaguar Land Rover has determined that escaping liquid fuel could lead to an increased risk of fire in the presence of a suitable ignition source. Happy to discuss how we can execute this. SAJWA0GBXA1[REDACTED] SAJWA0GB0A1[REDACTED] SAJWA0GB3A1[REDACTED] SAJWA0GB7A1[REDACTED] SAJWA0GB8A1[REDACTED] SAJWA0GB9A1[REDACTED] SAJWA0HB3A1[REDACTED] SAJWA0JCXA1[REDACTED] SAJWA0JC1A1[REDACTED] SAJWA0JC9A1[REDACTED] Thanks . Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 M +1 [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com LandRoverUSA.com Marc Giordano Operations Manager, Customer Relationship Center Jaguar Land Rover North America, LLC, 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 Office 201 818 8029 Mobile [REDACTED] Fax 888 410 0938 E mail mgiordan@jaguarlandrover.com Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 Jaguar USA.com LandRoverUSA.com REQUEST CORPORATE CONTACT <<<Jul 27 2018 5 40 53 000PM entered by SVC RM User Program Management/Client Server>>>called customer [REDACTED] please call back later <<<Jul 26 2018 3 14 22 000PM entered by SVC RM User Program Management/Client Server>>>called customer [REDACTED] please call back later <<<Jul 26 2018 2 43 09 000PM entered by SVC RM User Program Management/Client Server>>>AS PER AWS no similar issues <<<Jul 26 2018 2 43 00 000PM entered by SVC RM User Program Management/Client Server>>>AS PER DDW Warranty Cover Policy Expires Distance Deductible CORROSION WARRANTY 16 Jul 2015 999999 EMISSIONS WARRANTY 28 Dec 2017 80000 PAINT WARRANTY 16 Jul 2012
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50000 SERVICE ITEMS WARRANTY 16 Jul 2010 12500 STANDARD FACTORY WARRANTY 16 Jul 2013 50000 Open Field Service Actions Code FSA Message I215 JAGUAR 2010 MY 15K SERVICE J059 CRACKED FUEL TANK FLANGE J069 TAKATA PASSENGER AIRBAGS <<<Jul 25 2018 1 30 25 000PM entered by SVCRM User Program Management/Client Server>>>*UNSURE OF RETAILER <<<Jul 25 2018 1 28 01 000PM entered by SVCRM User Program Management/Client Server>>>EMAIL FROM KV from Kathleen Viccaro <(><<>kviccaro@jaguarlandrover.com> to Danielle Carey <(><<>dcarey1@jaguarlandrover.com> date Wed, Jul 25, 2018 at 11 02 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED] [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic. Hello Dani, Would you mind handling this You can add it to the correspondence log for your numbers... 5 cases to Mike B and 5 cases to Shaniqua. If you have any questions, please let me know. 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Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 | M [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com | LandRoverUSA.com Marc Giordano Operations Manager, Customer Relationship Center Jaguar Land Rover North America, LLC, 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 Office 201 818 8029 Mobile [REDACTED] Fax 888 410 0938 E mail mgiordan@jaguarlandrover.com Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 Jaguar USA.com | LandRoverUSA.com REQUEST CORPORATE CONTACT <<<Jul 25 2018 2 30 25 000PM entered by SVCRM User Program Management/Client Server>>>*UNSURE OF RETAILER <<<Jul 26 2018 3 43 00 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Cover Policy Expires Distance Deductible CORROSION WARRANTY 16 Jul 2015 999999 EMISSIONS WARRANTY 28 Dec 2017 80000

PAINT WARRANTY 16 Jul 2012 50000 SERVICE ITEMS WARRANTY 16 Jul 2010 12500 STANDARD FACTORY WARRANTY 16 Jul 2013 50000 Open Field Service Actions Code FSA Message I215 JAGUAR 2010 MY 15K SERVICE J059 CRACKED FUEL TANK FLANGE J069 TAKATA PASSENGER AIRBAGS <<<Aug 7 2018 11 55 17 000AM entered by SVCRM User Program Management/Client Server>>>SENT PHYSICAL LETTER <<<Jul 31 2018 1 54 41 000PM entered by SVCRM User Program Management/Client Server>>>called customer [REDACTED] please call back later <<<Aug 7 2018 12 55 17 000PM entered by SVCRM User Program Management/Client Server>>>SENT PHYSICAL LETTER <<<Jul 31 2018 2 54 41 000PM entered by SVCRM User Program Management/Client Server>>>called customer [REDACTED] please call back later <<<Jul 27 2018 6 40 53 000PM entered by SVCRM User Program Management/Client Server>>>called customer [REDACTED] please call back later <<<Jul 26 2018 4 14 22 000PM entered by SVCRM User Program Management/Client Server>>>called customer [REDACTED] please call back later <<<Jul 26 2018 3 43 09 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS no similar issues

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GBXAI [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGBTNA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	30-Jan-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	17-Jul-2009
Build Country Code		Transmission Serial Number	
Mileage	136503	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-exterior trim/moldings-	Symptom	damage-cracked/fractured/split
Commodity	body-exterior-exterior trim/moldings-	Symptom	field service action
Commodity	body-exterior-exterior trim/moldings-	Symptom	mod-driving condition-while driving
Commodity	body-exterior-paint-paint moldings/trim	Symptom	field service action
Commodity	body-exterior-paint-paint moldings/trim	Symptom	mod-driving condition-while driving
Commodity	body-restraints-airbags-	Symptom	damage-cracked/fractured/split
Commodity	body-restraints-airbags-	Symptom	field service action
Commodity	body-restraints-airbags-	Symptom	mod-driving condition-while driving
Commodity	electrical-accessories/entertainment--	Symptom	field service action
Commodity	electrical-accessories/entertainment--	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-transmission--	Symptom	damage
Commodity	powertrain-transmission--	Symptom	damage-cracked/fractured/split
Commodity	powertrain-transmission--	Symptom	field service action
Commodity	powertrain-transmission--	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-transmission--	Symptom	function-malfunction/inoperative
Commodity	powertrain-transmission--	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-transmission--	Symptom	mod-location-interior
Commodity	powertrain-transmission--	Symptom	odor
Commodity	unknown--	Symptom	field service action
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	07	Tread Category Description	fuel system
Tread Category Code	10	Tread Category Description	powertrain
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	14	Tread Category Description	airbags
Tread Category Code	27	Tread Category Description	lane departure
Tread Category Code	28	Tread Category Description	backover prevention system

Report Details

Source Claim Key		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-Jul-2018
Version Series Code	VS DJ	Load Date	28-Jul-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5349
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR BETHESDA
Non Causal Part Prefix-Base-Suffix		Dealer City	NORTH BETHESDA
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3014247000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer
Comment

Technician Comment	<<<Jul 26 2018 12 12 41 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Basic Details VIN WA0GB0AL [REDACTED] In Use Date 15 May 2009 Distance At Last Claim 38191 Miles Description XF 5.0 Premium Luxury 2010 MY, Portfolio Pack JNA only Despatched Date 15 Apr 2009 CSO Number [REDACTED] Sold Date 19 Oct 2009 Sold By 05544 Jaguar Cherry Hill Seller ID *****9999 Paint Lunar Grey . Trim Colour Warm Charcoal (Main cabin colour) Warranty Cover Open Field Service Actions Code FSA Message J059 CRACKED FUEL TANK FLANGE J069 TAKATA PASSENGER AIRBAGS <<<Jul 26 2018 12 12 59 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS no similar issues <<<Jul 26 2018 12 14 22 000PM entered by SVCRM User Program Management/Client Server>>>called customer [REDACTED] person picked up and advised not the customer and doesn't have this vehicle <<<Jul 26 2018 12 26 55 000PM entered by SVCRM User Program Management/Client Server>>>SENT EMAIL From Batog, Mikhail <(><<)>mbatog@jaguarlandrover.com> Date Thu, Jul 26, 2018 at 11 26 AM Subject Jaguar Case [REDACTED] To [REDACTED]@yahoo.com Hello, I have tried to reach out to you via the number we have on file, [REDACTED] and was advised that this is not a valid number for you. Can you please provide a number for us to update in our system Thank you, <<<Jul 27 2018 6 24 19 000PM entered by SVCRM User Program Management/Client Server>>>SENT EMAIL From Batog, Mikhail <(><<)>mbatog@jaguarlandrover.com> Date Fri, Jul 27, 2018 at 5 24 PM Subject Re Jaguar Case [REDACTED] To [REDACTED] <(><<)>[REDACTED]@yahoo.com> Hello, I am just following up to see if you would like to provide a phone number. Thank you, <<<Jul 31 2018 5 00 46 000PM entered by SVCRM User Program Management/Client Server>>>SENT NO CONTACT From Batog, Mikhail <(><<)>mbatog@jaguarlandrover.com> Date Tue, Jul 31, 2018 at 4 00 PM Subject Re Jaguar Case [REDACTED] To Mike Ghannam <(><<)>[REDACTED]@yahoo.com> REF [REDACTED] VIN SAJWA0GB0AI [REDACTED] Dear [REDACTED], I have tried to contact you by phone but have been unsuccessful. Please feel free to contact me at (1 800 452 4827 / 1 800 637 6837), option 9, extension (1309039). I look forward to hearing from you. Please be advised responses to this email will not be monitored. Sincerely, <<<Jul 25 2018 3 13 01 000PM entered by SVCRM User Program Management/Client Server>>>***UNSURE OF RETAILER <<<Jul 25 2018 3 11 50 000PM entered by SVCRM User Program Management/Client Server>>>EMAIL FROM KV from Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> date Wed, Jul 25, 2018 at 11 02 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED] [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic Hello Dani, Would you mind handling this You can add it to the correspondence log for your numbers... 5 cases to Mike B and 5 cases to Shaniqua. If you have any questions, please let me know. Thanks" Kathleen Viccaro Customer Relationship Center Operations Supervisor T Land Rover 1 800 637 6837. Option 9. Extension 1309003 T Jaguar 1 800 452 4827. Option 9. Extension 1309003 F 888 410 0938 Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 JaguarUSA.com LandRoverUSA.com Our privacy policy can be accessed at http://www.landrover.com/us/en/lr/privacy-policy/privacy-policy/ <(>&<)> http://www.jaguar.com/us/en/legal/privacy-policy Forwarded message From Giordano, Marc <(><<)>mgiordan@jaguarlandrover.com> Date Wed, Jul 25, 2018 at 10 52 AM Subject Re J059 Recall cracked fuel tank flange Jaguar XF To Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com> Cc Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com>, Heather Baez <(><<)>hbaez@jaguarlandrover.com> Since we are approaching the transition, we would like these to go to Mike and Shaniqua. Please have admin opening the case place the entire e mail from Alan Clarke in the case notes. 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Thank you Forwarded message From Clarke, Alan <(><<)>aclark43@jaguarlandrover.com> Date Tue, Jul 24, 2018 at 11 59 PM Subject J059 Recall cracked fuel tank flange Jaguar XF To Jennifer Ruth <(><<)>jruth@jaguarlandrover.com> Jennifer, there are 10 open USA VIN in this recall. We remailed the owners but not getting the required response. Can we have CRC attempt to make contact with the customers to help make service appointments Key message The customer must be advised that their vehicle requires safety recall J059 (replacement of fuel outlet mounting flange) and that they should schedule an appointment with their retailer to get it completed immediately. The
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repair is free of charge to the customer. CRC to assist owner with appointments if required. I have attached the service bulletin for relevant info. including Q <(>&<)> A. Key points to communicate to customers Q3 Can you tell me more about what is wrong with the vehicles A Engineering analysis of the entire fuel system revealed that the fuel system operating pressures of 5.0L gasoline engine XF vehicles may exceed the design specification under certain operating conditions. The CCRG agreed that this increased system pressure could give rise to the fuel tank fuel outlet mounting flange to crack in potential high stress areas. Q4 How would the customer become aware of potentially having this concern A Customers will notice a fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster is illuminated, and/or liquid fuel is on the ground. Q5 Does this concern affect vehicle safety A Jaguar Land Rover has determined that escaping liquid fuel could lead to an increased risk of fire in the presence of a suitable ignition source. Happy to discuss how we can execute this. SAJWA0GBXAI [REDACTED] SAJWA0GB0AI [REDACTED] SAJWA0GB3AI [REDACTED] SAJWA0GB7AI [REDACTED] SAJWA0GB8AI [REDACTED] SAJWA0GB9AI [REDACTED] SAJWA0HB3AI [REDACTED] SAJWA0JCXAM [REDACTED] SAJWA0JC1AM [REDACTED] SAJWA0JC9AM [REDACTED] T.thanks . Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 | M + [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com | LandRoverUSA.com Marc Giordano Operations Manager, Customer Relationship Center Jaguar Land Rover North America, LLC, 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 Office 201 818 8029 Mobile [REDACTED] Fax 888 410 0938 E mail mgiordan@jaguarlandrover.com Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 Jaguar USA.com | LandRoverUSA.com REQUEST CORPORATE CONTACT <<<Jul 27 2018 5 24 19 000PM entered by SVC RM User Program Management/Client Server>>>SENT EMAIL From Batog, Mikhail <(><<)>mbatog@jaguarlandrover.com> Date Fri, Jul 27, 2018 at 5 24 PM Subject Re Jaguar Case [REDACTED] To [REDACTED] <(><<)>[REDACTED]@yahoo.com> Hello, I am just following up to see if you would like to provide a phone number. Thank you, <<<Jul 25 2018 2 11 50 000PM entered by SVC RM User Program Management/Client Server>>>EMAIL FROM KV from Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> date Wed, Jul 25, 2018 at 11 02 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover.com [REDACTED] .com security Standard encryption (TLS) Learn more Important according to Google magic Hello Dani, Would you mind handling this You can add it to the correspondence log for your numbers... 5 cases to Mike B and 5 cases to Shaniqua. If you have any questions, please let me know. Thanks" Kathleen Viccaro Customer Relationship Center Operations Supervisor T Land Rover 1 800 637 6837. Option 9. Extension 1309003 T Jaguar 1 800 452 4827. Option 9. Extension 1309003 F 888 410 0938 Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 JaguarUSA.com | LandRoverUSA.com Our privacy policy can be accessed at http //www.landrover.com/us/en/lr/privacy policy/privacy policy/ <(>&<)> http //www.jaguar.com/us/en/legal/privacy_policy Forwarded message From Giordano, Marc <(><<)>mgiordan@jaguarlandrover.com> Date Wed, Jul 25, 2018 at 10 52 AM Subject Re J059 Recall cracked fuel tank flange Jaguar XF To Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com> Cc Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com>, Heather Baez <(><<)>hbaez@jaguarlandrover.com> Since we are approaching the transition, we would like these to go to Mike and Shaniqua. Please have admin opening the case place the entire e mail from Alan Clarke in the case notes. 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CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB0AI	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	15-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	15-Sep-2009
Build Country Code		Transmission Serial Number	
Mileage	80051	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-restraints-airbags-	Symptom	damage-cracked/fractured/split
Commodity	body-restraints-airbags-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-transmission-	Symptom	damage
Commodity	powertrain-transmission-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-transmission-	Symptom	field service action
Commodity	powertrain-transmission-	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-transmission-	Symptom	function-malfunction/inoperative
Commodity	powertrain-transmission-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-transmission-	Symptom	mod-location-interior
Commodity	powertrain-transmission-	Symptom	odor
Commodity	unknown-	Symptom	field service action
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	10	Tread Category Description	powertrain
Tread Category Code	14	Tread Category Description	airbags

Report Details

Source Claim Key		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-Jul-2018
Version Series Code	VS DJ	Load Date	28-Jul-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5528
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR HOUSTON NORTH
Non Causal Part Prefix-Base-Suffix		Dealer City	HOUSTON
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8322492000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Jul 25 2018 2 16 32 000PM entered by SVCRM User Program Management/Client Server>>>EMAIL FROM KV from Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> date Wed, Jul 25, 2018 at 11 02 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic. Hello Dani, Would you mind handling this You can add it to the correspondence log for your numbers... 5 cases to Mike B and 5 cases to Shaniqua. If you have any questions, please let me know. Thanks" Kathleen Viccaro Customer Relationship Center Operations Supervisor T Land Rover 1 800 637 6837. Option 9. Extension 1309003 T Jaguar 1 800 452 4827. Option 9. Extension 1309003 F 888 410 0938 Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 JaguarUSA.com LandRoverUSA.com Our privacy policy can be accessed at http //www.landrover.com/us/en/lr/privacy policy/privacy policy/ <(>&<)> http //www.jaguar.com/us/en/legal/privacy_policy Forwarded message From Giordano, Marc <(><<)>mgiordan@jaguarlandrover.com> Date Wed, Jul 25, 2018 at 10 52 AM Subject Re J059 Recall cracked fuel tank flange Jaguar XF To Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com> Cc Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com>, Heather Baez <(><<)>hbaez@jaguarlandrover.com> Since we are approaching the transition, we would like these to go to Mike and Shaniqua. Please have admin opening the case place the entire e mail from Alan Clarke in the case notes. 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Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 M +1 (301) 509 1563 E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com LandRoverUSA.com Marc Giordano Operations Manager, Customer Relationship Center Jaguar Land Rover North America, LLC, 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 Office 201 818 8029 Mobile [REDACTED] Fax 888 410 0938 E mail mgiordan@jaguarlandrover.com Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 Jaguar USA.com LandRoverUSA.com REQUEST CORPORATE CONTACT <<<Jul 25 2018 2 17 37 000PM entered by SVCRM User Program Management/Client Server>>>*UNSURE OF RETAILER <<<Jul 26 2018 10 52 39 000AM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Cover Policy Expires Distance Deductible CORROSION WARRANTY 08 Oct 2015 999999 PAINT WARRANTY 08 Oct 2013 50000 SERVICE ITEMS WARRANTY 08 Oct 2010 12500 STANDARD FACTORY WARRANTY 08 Oct 2013 50000 Open Field Service Actions Code FSA Message J059 CRACKED FUEL TANK FLANGE J069 TAKATA PASSENGER AIRBAGS <<<Jul 26 2018 10 52 50 000AM entered by SVCRM User Program Management/Client Server>>>AS PER AWS no similar issues <<<Jul 26 2018 10 58 52
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000AM entered by SVC CRM User Program Management/Client Server>>>Called customer [REDACTED] i advised you have 2 recalls they need to be done as they are safety recalls he advised was only aware of 1 Huston north is the retailer near him i advised do you need a number for them or do you want them to call you to set up the appointment he advised will take their number provided number i advised please get them done as soon as possible he advised he will <<<Jul 25 2018 3 16 32 000PM entered by SVC CRM User Program Management/Client Server>>>EMAIL FROM KV from Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> date Wed, Jul 25, 2018 at 11 02 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED] [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic. 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Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 | M [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com | LandRoverUSA.com Marc Giordano Operations Manager, Customer Relationship Center Jaguar Land Rover North America, LLC, 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 Office 201 818 8029 Mobile [REDACTED] Fax 888 410 0938 E mail mgiordan@jaguarlandrover.com Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 Jaguar USA.com | LandRoverUSA.com REQUEST CORPORATE CONTACT <<<Jul 25 2018 3 17 37 000PM entered by SVC CRM User Program Management/Client Server>>>*>UNSURE OF RETAILER <<<Jul 26 2018 11 52 39 000AM entered by SVC CRM User Program Management/Client Server>>>AS PER DDW

Warranty Cover Policy Expires Distance Deductible CORROSION WARRANTY 08 Oct 2015 999999 PAINT WARRANTY 08 Oct 2013 50000 SERVICE ITEMS WARRANTY 08 Oct 2010 12500 STANDARD FACTORY WARRANTY 08 Oct 2013 50000 Open Field Service Actions Code FSA Message J059 CRACKED FUEL TANK FLANGE J069 TAKATA PASSENGER AIRBAGS <<<Jul 26 2018 11 52 50 000AM entered by SVCRM User Program Management/Client Server>>>AS PER AWS no similar issues <<<Jul 26 2018 11 58 52 000AM entered by SVCRM User Program Management/Client Server>>>Called customer [REDACTED] i advised you have 2 recalls they need to be done as they are safety recalls he advised was only aware of 1 Huston north is the retailer near him i advised do you need a number for them or do you want them to call you to set up the appointment he advised will take their number provided number i advised please get them done as soon as possible he advised he will

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB3AI [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	15-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	09-Oct-2009
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
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[Contact CDR/HELP](#)

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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 2004 quarterly releases.

ECL Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-transmission	Symptom	damage
Commodity	powertrain-transmission	Symptom	damage-cracked/fractured/split
Commodity	powertrain-transmission	Symptom	field service action
Commodity	powertrain-transmission	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-transmission	Symptom	function-malfunction/inoperative
Commodity	powertrain-transmission	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-transmission	Symptom	mod-location-interior
Commodity	powertrain-transmission	Symptom	odor
Commodity	unknown	Symptom	field service action
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	10	Tread Category Description	powertrain

Report Details

Source Claim Key		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-Jul-2018
Version Series Code	VS DJ	Load Date	28-Jul-2018
Causal Part Prefix- Base - Suffix	-	Dealer Code	J5618
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	HENNESSY JAGUAR
Non Causal Part Prefix-Base-Suffix		Dealer City	ATLANTA
Non Causal Part Numbers		Dealer State/Province	GA
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4042615700
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer
Comment

Technician Comment	th their retailer to get it completed immediately. The repair is free of charge to the customer. CRC to assist owner with appointments if required. I have attached the service bulletin for relevant info. including Q <(>&<)> A. Key points to communicate to customers Q3 Can you tell me more about what is wrong with the vehicles A Engineering analysis of the entire fuel system revealed that the fuel system operating pressures of 5.0L gasoline engine XF vehicles may exceed the design specification under certain operating conditions. The CCRG agreed that this increased system pressure could give rise to the fuel tank fuel outlet mounting flange to crack in potential high stress areas. Q4 How would the customer become aware of potentially having this concern A Customers will notice a fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster is illuminated, and/or liquid fuel is on the ground. 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Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 M +1 (301) 509 1563 E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com LandRoverUSA.com Marc Giordano Operations Manager, Customer Relationship Center Jaguar Land Rover North America, LLC, 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 Office 201 818 8029 Mobile Fax 888 410 0938 E mail mgiordan@jaguarlandrover.com Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 Jaguar USA.com LandRoverUSA.com REQUEST CORPORATE CONTACT <<<Jul 26 2018 11 15 07 000AM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT AND LEFT VOICEMAIL Left my contact information <<<Jul 27 2018 2 02 53 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT AND LEFT VOICEMAIL Left my contact information <<<Jul 30 2018 4 58 02 000PM entered by SVCRM User Program Management/Client Server>>>No email on file for customer <<<Aug 1 2018 11 52 26 000AM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT AND SPOKE TO CUSTOMER'S HUSBAND Calling in regards to your wife's vehicle theres a recall in ergards to the fuel mounting flange we recommend you take the vehicle in immediately to get repaired Customer's husband states we dont drive the car we recently just purchased a new Range Rover The Jaguar has been in our garage I advised I understand, but we do recommend that you take the vehicle in ASAP Customer states I will make an appointment to take the vehicle in Thank you <<<Jul 25 2018 2 23 14 000PM entered by SVCRM User Program Management/Client Server>>>EMAIL FROM KV from Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> date Wed, Jul 25, 2018 at 11 02 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com .com security Standard encryption (TLS) Learn more Important according to Google magic. Hello Dani, Would you mind handling this You can add it to the correspondence log for your numbers... 5 cases to Mike B and 5 cases to Shaniqua. If you have any questions, please let me know. Thanks" Kathleen Viccaro Customer Relationship Center Operations Supervisor T Land Rover 1 800 637 6837. Option 9. Extension 1309003 T Jaguar 1 800 452 4827. Option 9. Extension 1309003 F 888 410 0938 Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 JaguarUSA.com LandRoverUSA.com Our privacy policy can be accessed at http //www. landrover.com/us/en/lr/privacy policy/privacy policy/ <(>&<)> http //www.jaguar.com/us/en/legal/privacy_policy Forwarded message From Giordano, Marc <(><<)>mgiordan@jaguarlandrover.com> Date Wed, Jul 25, 2018 at 10 52 AM Subject Re J059 Recall cracked fuel tank flange Jaguar XF To Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com> Cc Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com>, Heather Baez <(> <<)>hbaze@jaguarlandrover.com> Since we are approaching the transition, we would like these to go to Mike and Shaniqua. Please have admin opening the case place the entire e mail from Alan Clarke in the case notes. 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Thank you Forwarded message From Clarke, Alan <(><<)>aclark43@jaguarlandrover.com> Date Tue, Jul 24, 2018 at 11 59 PM Subject J059 Recall cracked fuel tank flange Jaguar XF To Jennifer Ruth
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<(><<)>jruth@jaguarlandrover.com> Jennifer , there are 10 open USA VIN in this recall. We remailed the owners but not getting the required response. Can we have CRC attempt to make contact with the customers to help make service appointments Key message The customer must be advised that their vehicle requires safety recall J059 (replacement of fuel outlet mounting flange) and that they should schedule an appointment with their retailer to get it completed immediately. The repair is free of charge to the customer. CRC to assist owner with appointments if required. I have attached the service bulletin for relevant info. including Q <(><<)> A. Key points to communicate to customers Q3 Can you tell me more about what is wrong with the vehicles A Engineering analysis of the entire fuel system revealed that the fuel system operating pressures of 5.0L gasoline engine XF vehicles may exceed the design specification under certain operating conditions. 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Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 | M [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com | LandRoverUSA.com Marc Giordano Operations Manager, Customer Relationship Center Jaguar Land Rover North America, LLC, 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 Office 201 818 8029 Mobile [REDACTED] Fax 888 410 0938 E mail mgiordan@jaguarlandrover.com Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 Jaguar USA.com | LandRoverUSA.com REQUEST CORPORATE CONTACT <<<Jul 26 2018 10 15 07 000AM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] AND LEFT VOICEMAIL Left my contact information <<<Jul 27 2018 1 02 53 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] AND LEFT VOICEMAIL Left my contact information <<<Jul 25 2018 3 23 14 000PM entered by SVC RM User Program Management/Client Server>>>EMAIL FROM KV from Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> date Wed, Jul 25, 2018 at 11 02 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover.com [REDACTED] [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic. 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Extension 1309003 F 888 410 0938 Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 JaguarUSA.com | LandRoverUSA.com Our privacy policy can be accessed at http //www.landrover.com/us/en/lr/privacy_policy/privacy_policy/ <(><<)> http //www.jaguar.com/us/en/legal/privacy_policy Forwarded message From Giordano, Marc <(><<)>mgiordan@jaguarlandrover.com> Date Wed, Jul 25, 2018 at 10 52 AM Subject Re J059 Recall cracked fuel tank flange Jaguar XF To Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com> Cc Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com>, Heather Baez <(><<)>hbaez@jaguarlandrover.com> Since we are approaching the transition, we would like these to go to Mike and Shaniqua. Please have admin opening the case place the entire e mail from Alan Clarke in the case notes. 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	of fuel outlet mounting flange) and that they should schedule an appointment wi
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB7AI	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGD1 NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	15-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	15-Oct-2009
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
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Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
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Commodity	powertrain-transmission	Symptom	odor
Commodity	unknown	Symptom	field service action
Commodity	unknown	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	10	Tread Category Description	powertrain

Report Details

Source Claim Key		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-Jul-2018
Version Series Code	VS DJ	Load Date	28-Jul-2018
Causal Part Prefix-Base-Suffix	- -	Dealer Code	J5618
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	HENNESSY JAGUAR
Non Causal Part Prefix-Base-Suffix		Dealer City	ATLANTA
Non Causal Part Numbers		Dealer State/Province	GA
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4042615700
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Jul 30 2018 5 16 39 000PM entered by SVCRM User Program Management/Client Server>>>Safety Recall AJ133 Cracked Fuel Pump Flange AFFECTED VEHICLE RANGE Model Model Year VIN Assembly Plant Applicability XF (X250) 2010 [REDACTED] [REDACTED] Castle Bromwich V8 5.0L Petrol/V8 S/C 5.0L Petrol MARKETS NAS CONDITION SUMMARY Situation Customers have reported fuel odor or liquid fuel on the ground. On investigation, retailer technicians are finding that the fuel outlet flange mounted in the fuel tank is cracked. Where a crack is present in the flange, customers are most likely to detect this condition when the vehicle is static from the outside of the vehicle. In extreme circumstances there could be a pool of fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire. <<<Jul 30 2018 5 12 30 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Open Field Service Actions Code FSA Message I215 JAGUAR 2010 MY 15K SERVICE J059 CRACKED FUEL TANK FLANGE Claimed Field Service Actions Code Actioned By J069C 28 Feb 2018 Jaguar Dallas K107J 14 Sep 2012 Jaguar West Chester J017C 09 Sep 2010 Bergen Jaguar K037C 16 Sep 2009 Bergen Jaguar I999F 12 Mar 2009 JLR Technical Center (09762) <<<Jul 26 2018 11 47 10 000AM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] AND ADVISED Calling in regards to your vehicle vehicle has a recall recall in regards to fuel mounting flange part needs to be replaced we highly recommend that you call your local Jaguar dealer to schedule an appointment Or I can call retailer if you would like me to Customer states I will call the dealership today thank you so much <<<Jul 26 2018 11 43 33 000AM entered by SVCRM User Program Management/Client Server>>>RECEIVED CALL FROM CUSTOMER SHE STATED She received a call from one of our reps and is returning her call I ADVISED The rep that contacted you has stepped away from her desk at the moment I can let her know that you called so she can give you a call back SHE STATED Can you tell her to call my desk Provided desk number [REDACTED] <<<Jul 26 2018 11 13 13 000AM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] AND LEFT VOICEMAIL Left my contact information <<<Jul 25 2018 3 31 41 000PM entered by SVCRM User Program Management/Client Server>>>**UNSURE OF RETAILER <<<Jul 25 2018 3 29 49 000PM entered by SVCRM User Program Management/Client Server>>>EMAIL FROM KV from Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> date Wed, Jul 25, 2018 at 11 02 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED] [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic Hello Dani, Would you mind handling this You can add it to the correspondence log for your numbers... 5 cases to Mike B and 5 cases to Shaniqua. 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Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 | M E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ. 07495 JaguarUSA.com | LandRoverUSA.com Marc Giordano Operations Manager, Customer Relationship Center Jaguar Land Rover North America, LLC, 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 Office 201 818 8029 Mobile Fax 888 410 0938 E mail mgiordan@jaguarlandrover.com Jaguar Land Rover North America, LLC 555 Mac Arthur Blvd. Mahwah, NJ 07430 Jaguar USA.com | LandRoverUSA.com REQUEST CORPORATE CONTACT <<<Jul 26 2018 10 13 13 000AM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT AND LEFT VOICEMAIL Left my contact information <<<Jul 25 2018 2 31 41 000PM entered by SVC RM User Program Management/Client Server>>>***UNSURE OF RETAILER <<<Jul 25 2018 2 29 49 000PM entered by SVC RM User Program Management/Client Server>>>EMAIL FROM KV from Kathleen Viccaro <(>&<)>kviccaro@jaguarlandrover.com> to Danielle Carey <(>&<)>dcarey1@jaguarlandrover.com> date Wed, Jul 25, 2018 at 11 02 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover.com .com security Standard encryption (TLS) Learn more Important according to Google magic Hello Dani, Would you mind handling this You can add it to the correspondence log for your numbers... 5 cases to Mike B and 5 cases to Shaniqua. If you have any questions, please let me know. Thanks" Kathleen Viccaro Customer Relationship Center Operations Supervisor T Land Rover 1 800 637 6837. Option 9. Extension 1309003 T Jaguar 1 800 452 4827. Option 9. Extension 1309003 F 888 410 0938 Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 JaguarUSA.com | LandRoverUSA.com Our privacy policy can be accessed at http //www.landrover.com/us/en/lr/privacy policy/privacy policy/ <(>&<)> http //www.jaguar.com/us/en/legal/privacy_policy Forwarded message From Giordano, Marc <(>&<)>mgiordan@jaguarlandrover.com> Date Wed, Jul 25, 2018 at 10 52 AM Subject Re J059 Recall cracked fuel tank flange Jaguar XF To Kathleen Viccaro <(>&<)>kviccaro@jaguarlandrover.com> Cc Ruth, Jennifer <(>&<)>jruth@jaguarlandrover.com>, Heather Baez <(>&<)>hbaez@jaguarlandrover.com> Since we are approaching the transition, we would like these to go to Mike and Shaniqua. 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CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB9AI [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	30-Jan-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	17-Jul-2009
Build Country Code		Transmission Serial Number	
Mileage	101209	Vehicle Axle Ratio	
Vehicle Restraint Code			

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[Contact CDR HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-restraints-airbags-passenger airbag	Symptom	damage-cracked/fractured/split
Commodity	body-restraints-airbags-passenger airbag	Symptom	field service action
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	damage-cracked/fractured/split
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	field service action
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	field service action
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	loose
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel pump	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-transmission-	Symptom	damage
Commodity	powertrain-transmission-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-transmission-	Symptom	field service action
Commodity	powertrain-transmission-	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-transmission-	Symptom	function-malfunction/inoperative
Commodity	powertrain-transmission-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-transmission-	Symptom	mod-location-interior
Commodity	powertrain-transmission-	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	10	Tread Category Description	powertrain
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	14	Tread Category Description	airbags

Report Details

Source Claim Key		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-Jul-2018
Version Series Code	VS DI	Load Date	28-Jul-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5355
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR WEST CHESTER
Non Causal Part Prefix-Base-Suffix		Dealer City	WEST CHESTER
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6104360600
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Jul 30 2018 5 23 02 000PM entered by SVC RM User Program Management/Client Server>>>Safety Recall AJ133 Cracked Fuel Pump Flange AFFECTED VEHICLE RANGE Model Model Year VIN Assembly Plant Applicability XF (X250) 2010 [REDACTED] [REDACTED] Castle Bromwich V8 5.0L Petrol/V8 S/C 5.0L Petrol MARKETS NAS CONDITION SUMMARY Situation Customers have reported fuel odor or liquid fuel on the ground. On investigation, retailer technicians are finding that the fuel outlet flange mounted in the fuel tank is cracked. Where a crack is present in the flange, customers are most likely to detect this condition when the vehicle is static from the outside of the vehicle. In extreme circumstances there could be a pool of fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire. <<<Jul 30 2018 5 19 14 000PM entered by SVC RM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 18 Sep 2015 999999 EMISSIONS WARRANTY 28 Oct 2018 80000 PAINT WARRANTY 18 Sep 2013 50000 SELECT EDITION 18 Sep 2015 100000 SERVICE ITEMS WARRANTY 18 Sep 2010 12500 STANDARD FACTORY WARRANTY 18 Sep 2013 50000 Open Field Service Actions Code FSA Message I215 JAGUAR 2010 MY 15K SERVICE J059 CRACKED FUEL TANK FLANGE J071 TAKATA PASSENGER AIRBAG Claimed Field Service Actions Code Actioned By K107J 07 Jan 2013 Jaguar Great Neck K061X 10 Feb 2011 Jaguar Great Neck J017C 04 Aug 2010 Jaguar Freeport I999F 31 Mar 2009 JLR Technical Center (09762) <<<Jul 26 2018 11 08 40 000AM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] AND ADVISED Calling in regards to your vehicle Your vehicle requires a safety recall Have you received the notification in the mail Customer states I did receive it but did not get a chance to look at it What is the recall I advised The fuel outlet mounting flange has to be replaced Customer states I noticed that under the fuel cap theres a part thats loose I advised I highly recommend that you contact your local Jaguar retailer to schedule an appointment Customer states I havent called them yet due to the closest retailer being an hour away But i will contact them to schedule the appointment I advised Thank you Will document that you will be taking your vehicle in This recall will be no charge to you <<<Jul 25 2018 3 41 42 000PM entered by SVC RM User Program Management/Client Server>>>EMAIL FROM KV from Kathleen Viccaro <(><<<)>kviccaro@jaguarlandrover.com> to Danielle Carey <(><<<)>dcarey1@jaguarlandrover.com> date Wed, Jul 25, 2018 at 11 02 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED] [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic. 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Extension 1309003 F 888 410 0938 Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 1100 JaguarUSA.com LandRoverUSA.com Our privacy policy can be accessed at http //www.landrover.com/us/en/lr/privacy policy/privacy policy/ <(>&<)> http //www.jaguar.com/us/en/legal/privacy_policy Forwarded message From Giordano, Marc <(><<<)>mgiordano@jaguarlandrover.com> Date Wed, Jul 25, 2018 at 10 52 AM Subject Re J059 Recall cracked fuel tank flange Jaguar XF To Kathleen Viccaro <(><<<)>kviccaro@jaguarlandrover.com> Cc Ruth, Jennifer <(><<<)>jruth@jaguarlandrover.com>, Heather Baez <(><<<)>hbaze@jaguarlandrover.com> Since we are approaching the transition, we would like these to go to Mike and Shaniqua. Please have admin opening the case place the entire e mail from Alan Clarke in the case notes. 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Thank you Forwarded message From Clarke, Alan <(><<<)>aclark43@jaguarlandrover.com> Date Tue, Jul 24, 2018 at 11 59 PM Subject J059 Recall cracked fuel tank flange Jaguar XF To Jennifer Ruth <(><<<)>jruth@jaguarlandrover.com> Jennifer , there are 10 open USA VIN in this recall. We remailed the owners but not getting the required response. Can we have CRC attempt to make contact with the customers to help make service appointments Key message The customer must be advised that their vehicle requires safety recall J059 (replacement of fuel outlet mounting flange) and that they should schedule an appointment wi th their retailer to get it completed immediately. The repair is free of charge to the customer. CRC to assist owner
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CQIS Recommendations

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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	SAJWA0JC1AM	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	06-Mar-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Sep-2009
Build Country Code		Transmission Serial Number	
Mileage	46901	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	unknown---	Symptom	field service action
Commodity	unknown---	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	14	Tread Category Description	airbags

Report Details

Source Claim Key		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	05-Sep-2018
Version Series Code	VS DI	Load Date	08-Sep-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5782
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	HORNBURG JAGUAR SANTA MONICA
Non Causal Part Prefix-Base-Suffix		Dealer City	SANTA MONICA
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	10000	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3107525100
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Sep 5 2018 10 43 53 000AM entered by SVC RM User Program Management/Client Server>>>EMAIL FROM JR from Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> cc Marc Giordano <(><<)>mgiordan@jaguarlandrover.com>, Heather Baez <(><<)>hbaez@jaguarlandrover.com> date Sep 5, 2018, 10 00 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic. Per PI reach out to customer in regards to recall J059 fuel tank flange. Offer to set up an appointment with the nearest retailer for the customer to complete the recall. Key points to communicate to customers Q3 Can you tell me more about what is wrong with the vehicles A Engineering analysis of the entire fuel system revealed that the fuel system operating pressures of 5.0L gasoline engine XF vehicles may exceed the design specification under certain operating conditions. The CCRG agreed that this increased system pressure could give rise to the fuel tank fuel outlet mounting flange to crack in potential high stress areas. Q4 How would the customer become aware of potentially having this concern A Customers will notice a fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster is illuminated, and/or liquid fuel is on the ground. Q5 Does this concern affect vehicle safety A Jaguar Land Rover has determined that escaping liquid fuel could lead to an increased risk of fire in the presence of a suitable ignition source. Let me know if you have any questions " Thank you, Jennifer Fontanazza Client Relationship Manager Customer Relationship Center T +1.201.818.8371 F +1.888 410 0938 E jruth@jaguarlandrover.com REQUEST CORPORATE CONTACT <<<Sep 5 2018 11 16 18 000AM entered by SVC RM User Program Management/Client Server>>>Per DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 14 Oct 2015 50000 PAINT WARRANTY 14 Oct 2013 100000 SERVICE ITEMS WARRANTY 14 Oct 2010 80000 STANDARD FACTORY WARRANTY 14 Oct 2013 80000 Open Field Service Actions Code FSA Message J059 CRACKED FUEL TANK FLANGE J072 TAKATA PASSENGER AIRBAG <<<Sep 5 2018 11 20 57 000AM entered by SVC RM User Program Management/Client Server>>>Per AWS In service date 05/15/2010 (100 months in service) Nothing pertinent to customers concern <<<Sep 5 2018 11 43 53 000AM entered by SVC RM User Program Management/Client Server>>>EMAIL FROM JR from Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> cc Marc Giordano <(><<)>mgiordan@jaguarlandrover.com>, Heather Baez <(><<)>hbaez@jaguarlandrover.com> date Sep 5, 2018, 10 00 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic. 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I am having a problem saving case notes. (See below print screen.) In addition, the customers telephone number is not valid. Finally, the retailer attached to the case says Hornburg Jaguar Santa Monica but the customer address reads Copperas Cove, TX Please advise how to proceed. <<<Sep 5 2018 5 30 18 000PM entered by SVC RM User Program Management/Client Server>>>Internal email received From Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com> Date Wed, 5 Sep 2018 at 16 21 Subject Re [REDACTED] / [REDACTED] To Christine O'Dwyer <(><<)>codwyer@jaguarlandrover.com> Cc Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> Hello Bridget, My apologies for the delay. I have someone looking a this customer account as it looks like
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a retailer account was updated with customer info. Stay tuned for any updates. Thank you, Jennifer Fontanazza Client Relationship Manager Customer Relationship Center T +1.201.818.8371 | F +1.888.410.0938 E jruth@jaguarlandrover.com <<<Sep 7 2018 2 26 07 000PM entered by SVCRM User Program Management/Client Server>>>I tried to call the number [REDACTED] Rings straight to a fast busy solving case file due to no contact

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0JCXAM [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	21-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	15-Oct-2009
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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	05-Sep-2018
Version Series Code	VS DJ	Load Date	08-Sep-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5618
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	HENNESSY JAGUAR
Non Causal Part Prefix-Base-Suffix		Dealer City	ATLANTA
Non Causal Part Numbers		Dealer State/Province	GA
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4042615700
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment <<<Sep 5 2018 10 34 16 000AM entered by SVCRM User Program Management/Client Server>>>EMAIL FROM JR from Ruth, Jennifer <(><<) >jruth@jaguarlandrover.com> to Danielle Carey <(><<) >dcarey1@jaguarlandrover.com> cc Marc Giordano <(><<) >mgiordan@jaguarlandrover.com>, Heather Baez <(><<) >hbaez@jaguarlandrover.com> date Sep 5, 2018, 10 00 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover.com security Standard encryption (TLS) Learn more Important according to Google magic. Per PI reach out to customer in regards to recall J059 fuel tank flange. Offer to set up an appointment with the nearest retailer for the customer to complete the recall. 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CQIS Recommendation

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB7A[REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	15-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	15-Oct-2009
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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[Contact ODR HELP](#)



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 2004 quarterly releases.

ECL Record		Source Code	CAT'S
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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	05-Sep-2018
Version Series Code	VS DJ	Load Date	08-Sep-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5398
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR GREENSBORO
Non Causal Part Prefix-Base-Suffix		Dealer City	GREENSBORO
Non Causal Part Numbers		Dealer State/Province	NC
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3362991500
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer

Comment

Technician Comment	<<<Sep 5 2018 10 19 12 000AM entered by SVCRM User Program Management/Client Server>>>Email from JR from Ruth, Jennifer <(><<<>jruth@jaguarlandrover.com> to Danielle Carey <(><<<>dcarey1@jaguarlandrover.com> cc Marc Giordano <(><<<>mgiordan@jaguarlandrover.com>, Heather Baez <(><<<>hbaez@jaguarlandrover.com> date Sep 5, 2018, 10 00 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover.com <(><<<> security Standard encryption (TLS) Learn more Important according to Google magic. Key points to communicate to customers Q3 Can you tell me more about what is wrong with the vehicles A Engineering analysis of the entire fuel system revealed that the fuel system operating pressures of 5.0L gasoline engine XF vehicles may exceed the design specification under certain operating conditions. The CCRG agreed that this increased system pressure could give rise to the fuel tank fuel outlet mounting flange to crack in potential high stress areas. Q4 How would the customer become aware of potentially having this concern A Customers will notice a fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster is illuminated, and/or liquid fuel is on the ground. Q5 Does this concern affect vehicle safety A Jaguar Land Rover has determined that escaping liquid fuel could lead to an increased risk of fire in the presence of a suitable ignition source. Let me know if you have any questions " Thank you, Jennifer Fontanazza Client Relationship Manager Customer Relationship Center T +1.201.818.8371 F +1.888 410 0938 E jruth@jaguarlandrover.com <<<Sep 5 2018 10 57 24 000AM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT <(><<<> *Customer not accepting calls* <<<Sep 5 2018 11 04 59 000AM entered by SVCRM User Program Management/Client Server>>>CALLED DEALERSHIP AT (336) 333 9099 SPOKE WITH SA LARRY I STATED Do you have this customer in your system HE STATED We do not have this customer in our system I STATED Thanks for your help <<<Sep 5 2018 11 58 53 000AM entered by SVCRM User Program Management/Client Server>>>EMAILED NO CONTACT EMAIL From Annica Edwards <(><<<>aedwar12@jaguarlandrover.com> Date Wed, 5 Sep 2018 at 11 56 Subject To aedwar12@jaguarlandrover.com <(><<<>aedwar12@jaguarlandrover.com> Please open the attached document. This document was digitally sent to you using an HP Digital Sending device. <<<Sep 5 2018 11 19 12 000AM entered by SVCRM User Program Management/Client Server>>>Email from JR from Ruth, Jennifer <(><<<>jruth@jaguarlandrover.com> to Danielle Carey <(><<<>dcarey1@jaguarlandrover.com> cc Marc Giordano <(><<<>mgiordan@jaguarlandrover.com>, Heather Baez <(><<<>hbaez@jaguarlandrover.com> date Sep 5, 2018, 10 00 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover.com <(><<<> security Standard encryption (TLS) Learn more Important according to Google magic. Key points to communicate to customers Q3 Can you tell me more about what is wrong with the vehicles A Engineering analysis of the entire fuel system revealed that the fuel system operating pressures of 5.0L gasoline engine XF vehicles may exceed the design specification under certain operating conditions. The CCRG agreed that this increased system pressure could give rise to the fuel tank fuel outlet mounting flange to crack in potential high stress areas. Q4 How would the customer become aware of potentially having this concern A Customers will notice a fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster is illuminated, and/or liquid fuel is on the ground. Q5 Does this concern affect vehicle safety A Jaguar Land Rover has determined that escaping liquid fuel could lead to an increased risk of fire in the presence of a suitable ignition source. Let me know if you have any questions " Thank you, Jennifer Fontanazza Client Relationship Manager Customer Relationship Center T +1.201.818.8371 F +1.888 410 0938 E jruth@jaguarlandrover.com <<<Sep 5 2018 11 57 24 000AM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT <(><<<> *Customer not accepting calls* <<<Sep 5 2018 12 04 59 000PM entered by SVCRM User Program Management/Client Server>>>CALLED DEALERSHIP AT <(><<<> SPOKE WITH SA LARRY I STATED Do you have this customer in your system HE STATED We do not have this customer in our system I STATED Thanks for your help <<<Sep 5 2018 12 58 53 000PM entered by SVCRM User Program Management/Client Server>>>EMAILED NO CONTACT EMAIL From Annica Edwards <(><<<>aedwar12@jaguarlandrover.com> Date Wed, 5 Sep 2018 at 11 56 Subject To aedwar12@jaguarlandrover.com <(><<<>aedwar12@jaguarlandrover.com> Please open the attached document. This document was digitally sent to you using an HP Digital Sending device.
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GBXAI	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	30-Jan-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	17-Jul-2009
Build Country Code		Transmission Serial Number	
Mileage	136503	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Concern Driven Reporting

Report Detail

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ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	mod-driving condition-while driving
Commodity	unknown—	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	voltage/current-no electrical power
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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	05-Sep-2018
Version Series Code	VS DJ	Load Date	08-Sep-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5618
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	HENNESSY JAGUAR
Non Causal Part Prefix-Base-Suffix		Dealer City	ATLANTA
Non Causal Part Numbers		Dealer State/Province	GA
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4042615700
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer
Comment

Technician Comment	<<<Sep 5 2018 10 39 01 000AM entered by SVC RM User Program Management/Client Server>>>EMAIL FROM JR from Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> cc Marc Giordano <(><<)>mgiordan@jaguarlandrover.com>, Heather Baez <(><<)>hbaze@jaguarlandrover.com> date Sep 5, 2018, 10 00 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic. Per PI reach out to customer in regards to recall J059 fuel tank flange. Offer to set up an appointment with the nearest retailer for the customer to complete the recall. 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Let me know if you have any questions " Thank you, Jennifer Fontanazza Client Relationship Manager Customer Relationship Center REQUEST CORPORATE CONTACT <<<Sep 5 2018 12 26 48 000PM entered by SVC RM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Open Field Service Actions Code FSA Message I215 JAGUAR 2010 MY 15K SERVICE J059 CRACKED FUEL TANK FLANGE <<<Sep 5 2018 12 37 24 000PM entered by SVC RM User Program Management/Client Server>>>AS PER AWS SAJWA0GB9A1 [REDACTED] 2V C/2Z J C/FC C/DJ * BP C/VQ C/RX 30 01 09 17 07 09 J5684 USA 3 6J15 * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code K037 Labor Hrs .3 Labor Cost 33.9 Material Cost 8.93 Total Cost 42.83 Dlr Cd Sub Cd J5684 JA Name BERGEN JAGUAR Ph 201 4447900 St NJ Ctry Cd USA Reg Cd JA Repr Date 16 SEP 2009 DIST(Mile) 4887 Cust Comments [REDACTED] PLEASE PERFORM THE OPEN FUEL DOOR RECALL Tech Comments COMPLETED THE FUEL DOOR RECALL. <<<Sep 7 2018 4 17 27 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT CALLED CUSTOMER AT [REDACTED] No answer. 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EMAIL TO CUSTOMER from Mack, Carol <(><<)>cmack1@jaguarlandrover.com> to [REDACTED]@hotmail.com bcc Andrew Jersey <(><<)>ajersey@jaguarlandrover.com> date 10 Sep 2018, 17 22 subject JAGUAR LAND ROVER NA. CASE# [REDACTED] mailed by jaguarlandrover.com REF [REDACTED] VIN SAJWA0GB9AI [REDACTED] Dear [REDACTED], Thank you for contacting Jaguar Cars North America). I am sorry that you have concerns with your 2010 XF. 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 1 800 452 4827, option 9, extension 1309058. Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. <<<Sep 10 2018 6 32 55 000PM entered by SVC CRM User Program Management/Client Server>>>Customer called from [REDACTED] Customer stated She was receiving emails and voicemails concerning her case I advised Customer's case agent was trying to get into contact with customer so she could find out if the recall issue was cprrected Customer stated Yes, the service department did re[par] the recall and customer stated that the vehicle has no current issues I advised Will make notes of the conversation we had, and if any new problems arise she should give us a call back <<<Sep 10 2018 5 24 21 000PM entered by SVC CRM User Program Management/Client Server>>>SENT NO CONTACT EMAIL TO CUSTOMER from Mack, Carol <(><<)>cmack1@jaguarlandrover.com> to [REDACTED]@hotmail.com bcc Andrew Jersey <(><<)>ajersey@jaguarlandrover.com> date 10 Sep 2018, 17 22 subject JAGUAR LAND ROVER NA. CASE# [REDACTED] mailed by jaguarlandrover.com REF [REDACTED] VIN SAJWA0GB9AI [REDACTED] Dear [REDACTED], Thank you for contacting Jaguar Cars North America). I am sorry that you have concerns with your 2010 XF. 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 1 800 452 4827, option 9, extension 1309058. Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. <<<Sep 10 2018 5 32 55 000PM entered by SVC CRM User Program Management/Client Server>>>Customer called from [REDACTED] Customer stated She was receiving emails and voicemails concerning her case I advised Customer's case agent was trying to get into contact with customer so she could find out if the recall issue was cprrected Customer stated Yes, the service department did re[par] the recall and customer stated that the vehicle has no current issues I advised Will make notes of the conversation we had, and if any new problems arise she should give us a call back

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB9AI [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	30-Jan-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	17-Jul-2009
Build Country Code		Transmission Serial Number	
Mileage	103611	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-restraints-airbags-	Symptom	damage-cracked/fractured/split
Commodity	body-restraints-airbags-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-transmission-	Symptom	damage
Commodity	powertrain-transmission-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-transmission-	Symptom	field service action
Commodity	powertrain-transmission-	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-transmission-	Symptom	function-malfunction/inoperative
Commodity	powertrain-transmission-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-transmission-	Symptom	mod-location-interior
Commodity	powertrain-transmission-	Symptom	odor
Commodity	unknown-	Symptom	field service action
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	10	Tread Category Description	powertrain
Tread Category Code	14	Tread Category Description	airbags

Report Details

Source Claim Key		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	05-Sep-2018
Version Series Code	VS DJ	Load Date	08-Sep-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5349
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR BETHESDA
Non Causal Part Prefix-Base-Suffix		Dealer City	NORTH BETHESDA
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3014247000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Sep 5 2018 10 23 24 000AM entered by SVCRM User Program Management/Client Server>>>Email from JR from Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> cc Marc Giordano <(><<)>mgiordan@jaguarlandrover.com>, Heather Baez <(><<)>hbaze@jaguarlandrover.com> date Sep 5, 2018, 10 00 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover.com [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic. Per PI reach out to customer in regards to recall J059 fuel tank flange. Offer to set up an appointment with the nearest retailer for the customer to complete the recall. 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Thank you Forwarded message From Clarke, Alan <(><<)>aclark43@jaguarlandrover.com> Date Tue, Sep 4, 2018 at 11 59 PM Subject Re J059 Recall cracked fuel tank flange Jaguar XF To Batog, Mikhail <(><<)>mbatog@jaguarlandrover.com>, Jennifer Ruth <(><<)>jruth@jaguarlandrover.com> We have not managed to get any of these 10 VIN closed in Recall J059 since contact attempts were made late July. I think we will need to try again including helping customers make appointments with their retailers..... Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 M [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com LandRoverUSA.com CONFIDENTIALITY NOTICE This e mail message including attachments, is intended only for the person to whom it is addressed <(>&<)> may contain confidential information. Any unauthorised review; use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e mail and destroy all copies of the original message. On Tue, Jul 31, 2018 at 3 58 PM Batog, Mikhail <(><<)>mbatog@jaguarlandrover.com> wrote Hello, Please see attachment. Cheers, On Tue, Jul 31, 2018 at 1 47 PM, Clarke, Alan <(><<)>aclark43@jaguarlandrover.com> wrote Mike see below for the 10 XF's open in recall J059 fuel tank flange. Thanks Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 M [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com LandRoverUSA.com CONFIDENTIALITY NOTICE This e mail message including attachments, is intended only for the person to whom it is addressed <(>&<)> may contain confidential information. Any unauthorised review; use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e mail and destroy all copies of the original message. Mike Batog Senior Operations Representative Customer Relationship Center T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309039 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309039 F 888 410 0938 Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 JaguarUSA.com LandRoverUSA.com REQUEST Corporate contact <<<Sep 5 2018 3 07 31 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Open Field Service Actions Code FSA Message J059 CRACKED FUEL TANK FLANGE J069 TAKATA PASSENGER AIRBAGS <<<Sep 5 2018 3 08 04 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS no related claim <<<Sep 5 2018 3 11 16 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] I Stated My name is Ashanta With Jaguar Land Rover North America He Stated I no longer own the Jaguar I stated Thank you for updating me I will document that you no longer own the vehicle He Stated Thank you <<<Sep 5 2018 3 17 24 000PM entered by SVCRM User Program Management/Client Server>>>EMAILED ALAN FROM PI From Rose, Ashanta <(><<)>arose9@jaguarlandrover.com> Date Wed, 5 Sep 2018 at 15 17 Subject Recall # J059 (cracked fuel Tank Flange) _ VIN # SAJWA0GB0A1 [REDACTED] To Alan Clarke <(><<)>aclark43@jaguarlandrover.com> Hello Alan, This email is in regards to VIN # SAJWA0GB0A1 [REDACTED] (2010 Jaguar XF) The VIN has the Recall # J059 (cracked fuel Tank Flange). 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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 Forwarded message From Clarke, Alan <[REDACTED]>aclark43@jaguarlandrover.com> Date Tue, Sep 4, 2018 at 11 59 PM Subject Re J059 Recall cracked fuel tank flange Jaguar XF To Batog, Mikhail <[REDACTED]>mbatog@jaguarlandrover.com>, Jennifer Ruth <[REDACTED]>jruth@jaguarlandrover.com> We have not managed to get any of these 10 VIN closed in Recall J059 since contact attempts were made late July. I think we will need to try again including helping customers make appointments with their retailers..... 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CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB0AI [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJI33
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	15-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	15-Sep-2009
Build Country Code		Transmission Serial Number	
Mileage	80051	Vehicle Axle Ratio	
Vehicle Restraint Code			

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-restraints-airbags-	Symptom	damage-cracked/fractured/split
Commodity	body-restraints-airbags-	Symptom	field service action
Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	damage-cracked/fractured/split
Commodity	electrical-instrument/display-odometer/hour-meter-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
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Commodity	powertrain-transmission-	Symptom	damage
Commodity	powertrain-transmission-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-transmission-	Symptom	field service action
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Commodity	powertrain-transmission-	Symptom	function-malfunction/inoperative
Commodity	powertrain-transmission-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-transmission-	Symptom	mod-location-interior
Commodity	powertrain-transmission-	Symptom	odor
Commodity	unknown-	Symptom	field service action
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	10	Tread Category Description	powertrain
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	14	Tread Category Description	airbags

Report Details

Source Claim Key		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	05-Sep-2018
Version Series Code	VS DJ	Load Date	12-Sep-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5528
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR HOUSTON NORTH
Non Causal Part Prefix-Base-Suffix		Dealer City	HOUSTON
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8322492000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Sep 10 2018 12 12 34 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] Not available left voicemail. <<<Sep 10 2018 12 11 38 000PM entered by SVC RM User Program Management/Client Server>>>AS PER AWS No related claims. <<<Sep 10 2018 12 10 51 000PM entered by SVC RM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 08 Oct 2015 50000 PAINT WARRANTY 08 Oct 2013 100000 SERVICE ITEMS WARRANTY 08 Oct 2010 80000 STANDARD FACTORY WARRANTY 08 Oct 2013 80000 Open Field Service Actions Code FSA Message J059 CRACKED FUEL TANK FLANGE J069 TAKATA PASSENGER AIRBAGS Claimed Field Service Actions Code Actioned By K107H 11 Apr 2012 Jaguar Houston North J017B 10 Jan 2011 Jaguar Houston North I215H 21 Apr 2010 Jaguar Houston North <<<Sep 5 2018 10 29 50 000AM entered by SVC RM User Program Management/Client Server>>>EMAIL FROM JR from Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> cc Marc Giordano <(><<)>mgiordan@jaguarlandrover.com>, Heather Baez <(><<)>hbaez@jaguarlandrover.com> date Sep 5, 2018, 10 00 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover.com [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic. Per PI reach out to customer in regards to recall J059 fuel tank flange. Offer to set up an appointment with the nearest retailer for the customer to complete the recall. Key points to communicate to customers Q3 Can you tell me more about what is wrong with the vehicles A Engineering analysis of the entire fuel system revealed that the fuel system operating pressures of 5.0L gasoline engine XF vehicles may exceed the design specification under certain operating conditions. The CCRG agreed that this increased system pressure could give rise to the fuel tank fuel outlet mounting flange to crack in potential high stress areas. Q4 How would the customer become aware of potentially having this concern A Customers will notice a fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster is illuminated, and/or liquid fuel is on the ground. Q5 Does this concern affect vehicle safety A Jaguar Land Rover has determined that escaping liquid fuel could lead to an increased risk of fire in the presence of a suitable ignition source. Let me know if you have any questions " Thank you, Jennifer Fontanazza Client Relationship Manager Customer Relationship Center T +1.201.818.8371 F +1.888 410 0938 E jruth@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 JaguarUSA.com LandRoverUSA.com Please consider the environment before printing this e mail. 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 Forwarded message From Clarke, Alan <(><<)>aclark43@jaguarlandrover.com> Date Tue, Sep 4, 2018 at 11 59 PM Subject Re J059 Recall cracked fuel tank flange Jaguar XF To Batog, Mikhail <(><<)>mbatog@jaguarlandrover.com>, Jennifer Ruth <(><<)>jruth@jaguarlandrover.com> We have not managed to get any of these 10 VIN closed in Recall J059 since contact attempts were made late July. I think we will need to try again including helping customers make appointments with their retailers..... Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 M [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com LandRoverUSA.com CONFIDENTIALITY NOTICE This e mail message including attachments, is intended only for the person to whom it is addressed <(>&<)> may contain confidential information. Any unauthorised review; use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e mail and destroy all copies of the original message. On Tue, Jul 31, 2018 at 3 58 PM Batog, Mikhail <(><<)>mbatog@jaguarlandrover.com> wrote Hello, Please see attachment. Cheers, On Tue, Jul 31, 2018 at 1 47 PM, Clarke, Alan <(><<)>aclark43@jaguarlandrover.com> wrote Mike see below for the 10 XF's open in recall J059 fuel tank flange. Thanks Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 M [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com LandRoverUSA.com CONFIDENTIALITY NOTICE This e mail message including attachments, is intended only for the person to whom it is addressed <(>&<)> may contain confidential information. Any unauthorised review; use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e mail and destroy all copies of the original message. Mike Batog Senior Operations Representative Customer Relationship Center T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309039 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309039 F 888 410 0938 Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 JaguarUSA.com LandRoverUSA.com REQUEST CORPORATE CONTACT <<<Sep 14 2018 9 04 38 000AM entered by SVC RM User Program Management/Client Server>>> Customer unresponsive. Unable to send no contact email no email address provided. <<<Sep 5 2018 11 29 50 000AM entered by SVC RM User Program Management/Client Server>>>EMAIL FROM JR from Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> cc Marc Giordano <(><<)>mgiordan@jaguarlandrover.com>, Heather Baez <(><<)>hbaez@jaguarlandrover.com> date Sep 5, 2018, 10 00 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by
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jaguarlandrover.com signed by jaguarlandrover.com [REDACTED].gappssmtp.com security Standard encryption (TLS) Learn more Important according to Google magic. Per PI reach out to customer in regards to recall J059 fuel tank flange. Offer to set up an appointment with the nearest retailer for the customer to complete the recall. Key points to communicate to customers Q3 Can you tell me more about what is wrong with the vehicles A Engineering analysis of the entire fuel system revealed that the fuel system operating pressures of 5.0L gasoline engine XF vehicles may exceed the design specification under certain operating conditions. The CCRG agreed that this increased system pressure could give rise to the fuel tank fuel outlet mounting flange to crack in potential high stress areas. 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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 Forwarded message From Clarke, Alan <(><<)aclark43@jaguarlandrover.com> Date Tue, Sep 4, 2018 at 11 59 PM Subject Re J059 Recall cracked fuel tank flange Jaguar XF To Batog, Mikhail <(><<)mbatog@jaguarlandrover.com>, Jennifer Ruth <(><<)jruth@jaguarlandrover.com> We have not managed to get any of these 10 VIN closed in Recall J059 since contact attempts were made late July. I think we will need to try again including helping customers make appointments with their retailers..... Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 | M [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com | LandRoverUSA.com CONFIDENTIALITY NOTICE This e mail message including attachments, is intended only for the person to whom it is addressed <(><<) may contain confidential information. Any unauthorised review; use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e mail and destroy all copies of the original message. On Tue, Jul 31, 2018 at 3 58 PM Batog, Mikhail <(><<)mbatog@jaguarlandrover.com> wrote Hello, Please see attachment. Cheers, On Tue, Jul 31, 2018 at 1 47 PM, Clarke, Alan <(><<)aclark43@jaguarlandrover.com> wrote Mike see below for the 10 XF's open in recall J059 fuel tank flange. Thanks Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 | M [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com | LandRoverUSA.com CONFIDENTIALITY NOTICE This e mail message including attachments, is intended only for the person to whom it is addressed <(><<) may contain confidential information. Any unauthorised review; use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e mail and destroy all copies of the original message. Mike Batog Senior Operations Representative Customer Relationship Center T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309039 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 9, Ext. 1309039 F 888 410 0938 Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 JaguarUSA.com | LandRoverUSA.com REQUEST CORPORATE CONTACT <<<Sep 10 2018 1 10 51 000PM entered by SVC RM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 08 Oct 2015 50000 PAINT WARRANTY 08 Oct 2013 100000 SERVICE ITEMS WARRANTY 08 Oct 2010 80000 STANDARD FACTORY WARRANTY 08 Oct 2013 80000 Open Field Service Actions Code FSA Message J059 CRACKED FUEL TANK FLANGE J069 TAKATA PASSENGER AIRBAGS Claimed Field Service Actions Code Actioned By K107H 11 Apr 2012 Jaguar Houston North J017B 10 Jan 2011 Jaguar Houston North I215H 21 Apr 2010 Jaguar Houston North <<<Sep 10 2018 1 11 38 000PM entered by SVC RM User Program Management/Client Server>>>AS PER AWS No related claims. <<<Sep 10 2018 1 12 34 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] Not available left voicemail. <<<Sep 12 2018 1 43 56 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] Not available left voicemail. <<<Sep 14 2018 10 04 38 000AM entered by SVC RM User Program Management/Client Server>>> Customer unresponsive. Unable to send no contact email no email address provided. <<<Sep 12 2018 12 43 56 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] Not available left voicemail.

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB3AI [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	15-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	09-Oct-2009
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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 ODC HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-restraints-airbags-	Symptom	damage-cracked/fractured/split
Commodity	body-restraints-airbags-	Symptom	field service action
Commodity	body-restraints-airbags-passenger airbag	Symptom	damage-cracked/fractured/split
Commodity	body-restraints-airbags-passenger airbag	Symptom	field service action
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	damage-cracked/fractured/split
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	14	Tread Category Description	airbags

Report Details

Source Claim Key		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	05-Sep-2018
Version Series Code	VS DI	Load Date	15-Sep-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5355
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR WEST CHESTER
Non Causal Part Prefix-Base-Suffix		Dealer City	WEST CHESTER
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code	110	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6104360600
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Sep 12 2018 12 37 30 000PM entered by SVCRM User Program Management/Client Server>>>LEFT VM FOR CUSTOMER AT [REDACTED] AND I ADVISED I left a VM last Friday I see that there is a recall on your vehicle Please schedule an appt with your local retailer to perform recall It looks like there are two different recalls cracked flange and airbag Contact information Call if any questions or concerns <<<Sep 7 2018 4 08 46 000PM entered by SVCRM User Program Management/Client Server>>>LEFT VM FOR CUSTOMER AT [REDACTED] AND I ADVISED I see that there is a recall on your vehicle Please schedule an appt with your local retailer to perform recall It looks like there are two different recalls cracked flange and airbag Contact information I will follow up with you in 2 3 business days <<<Sep 7 2018 3 29 39 000PM entered by SVCRM User Program Management/Client Server>>>PER AWS No related claims <<<Sep 7 2018 3 29 28 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 18 Sep 2015 50000 EMISSIONS WARRANTY 28 Oct 2018 12000 PAINT WARRANTY 18 Sep 2013 100000 SELECT EDITION 18 Sep 2015 100000 SERVICE ITEMS WARRANTY 18 Sep 2010 80000 STANDARD FACTORY WARRANTY 18 Sep 2013 80000 Open Field Service Actions Code FSA Message I215 JAGUAR 2010 MY 15K SERVICE J059 CRACKED FUEL TANK FLANGE J071 TAKATA PASSENGER AIRBAG <<<Sep 5 2018 10 47 56 000AM entered by SVCRM User Program Management/Client Server>>>EMAIL FROM JR from Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> cc Marc Giordano <(><<)>mgiordan@jaguarlandrover.com>, Heather Baez <(><<)>hbaez@jaguarlandrover.com> date Sep 5, 2018, 10 00 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED].gappssmtp.com security Standard encryption (TLS) Learn more Important according to Google magic. Per PI reach out to customer in regards to recall J059 fuel tank flange. Offer to set up an appointment with the nearest retailer for the customer to complete the recall. Key points to communicate to customers Q3 Can you tell me more about what is wrong with the vehicles A Engineering analysis of the entire fuel system revealed that the fuel system operating pressures of 5.0L gasoline engine XF vehicles may exceed the design specification under certain operating conditions. The CCRG agreed that this increased system pressure could give rise to the fuel tank fuel outlet mounting flange to crack in potential high stress areas. Q4 How would the customer become aware of potentially having this concern A Customers will notice a fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster is illuminated, and/or liquid fuel is on the ground. Q5 Does this concern affect vehicle safety A Jaguar Land Rover has determined that escaping liquid fuel could lead to an increased risk of fire in the presence of a suitable ignition source. Let me know if you have any questions " Thank you, Jennifer Fontanazza Client Relationship Manager Customer Relationship Center T +1.201.818.8371 F +1.888 410 0938 E jruth@jaguarlandrover.com REQUEST CORPORATE CONTACT <<<Sep 14 2018 12 22 04 000PM entered by SVCRM User Program Management/Client Server>>>SENT NO CONTACT EMAIL FOR CUSTOMER Forwarded message From Hidalgo, Christine <(><<)>chidalgo@jaguarlandrover.com> Date Fri, Sep 14, 2018 at 12 21 PM Subject Case [REDACTED] To <(><<)>[REDACTED]> Hello [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 1 800 452 4827, option 9, extension 1309055 or respond to this email. Thank you for taking the time to bring your concerns to our attention. I look forward to hearing from you. <<<Sep 5 2018 11 47 56 000AM entered by SVCRM User Program Management/Client Server>>>EMAIL FROM JR from Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com> to Danielle Carey <(><<)>dcarey1@jaguarlandrover.com> cc Marc Giordano <(><<)>mgiordan@jaguarlandrover.com>, Heather Baez <(><<)>hbaez@jaguarlandrover.com> date Sep 5, 2018, 10 00 AM subject Fwd J059 Recall cracked fuel tank flange Jaguar XF mailed by jaguarlandrover.com signed by jaguarlandrover com [REDACTED].com security Standard encryption (TLS) Learn more Important according to Google magic. Per PI reach out to customer in regards to recall J059 fuel tank flange. Offer to set up an appointment with the nearest retailer for the customer to complete the recall. Key points to communicate to customers Q3 Can you tell me more about what is wrong with the vehicles A Engineering analysis of the entire fuel system revealed that the fuel system operating pressures of 5.0L gasoline engine XF vehicles may exceed the design specification under certain operating conditions. The CCRG agreed that this increased system pressure could give rise to the fuel tank fuel outlet mounting flange to crack in potential high stress areas. Q4 How would the customer become aware of potentially having this concern A Customers will notice a fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster is illuminated, and/or liquid fuel is on the ground. Q5 Does this concern affect vehicle safety A Jaguar Land Rover has determined that escaping liquid fuel could lead to an increased risk of fire in the presence of a suitable ignition source. 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000PM entered by SVCRM User Program Management/Client Server>>>LEFT VM FOR CUSTOMER AT [REDACTED] AND I ADVISED I left a VM last Friday I see that there is a recall on your vehicle Please schedule an appt with your local retailer to perform recall It looks like there are two different recalls cracked flange and airbag Contact information Call if any questions or concerns <<<Sep 7 2018 5 08 46 000PM entered by SVCRM User Program Management/Client Server>>>LEFT VM FOR CUSTOMER AT [REDACTED] AND I ADVISED I see that there is a recall on your vehicle Please schedule an appt with your local retailer to perform recall It looks like there are two different recalls cracked flange and airbag Contact information I will follow up with you in 2 3 business days <<<Sep 7 2018 4 29 39 000PM entered by SVCRM User Program Management/Client Server>>>PER AWS No related claims <<<Sep 7 2018 4 29 28 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 18 Sep 2015 50000 EMISSIONS WARRANTY 28 Oct 2018 12000 PAINT WARRANTY 18 Sep 2013 100000 SELECT EDITION 18 Sep 2015 100000 SERVICE ITEMS WARRANTY 18 Sep 2010 80000 STANDARD FACTORY WARRANTY 18 Sep 2013 80000 Open Field Service Actions Code FSA Message I215 JAGUAR 2010 MY 15K SERVICE J059 CRACKED FUEL TANK FLANGE J071 TAKATA PASSENGER AIRBAG

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0JCIAM [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	06-Mar-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	19-Sep-2009
Build Country Code		Transmission Serial Number	
Mileage	46901	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-	Symptom	battery-dead/weak
Commodity	powertrain-engine-fuel system-	Symptom	circuit-poor contact/poor ground
Commodity	powertrain-engine-fuel system-	Symptom	damage
Commodity	powertrain-engine-fuel system-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-	Symptom	damage-distorted/warped/wrinkled
Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	Symptom	improper assembly
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	leak-air/dust
Commodity	powertrain-engine-fuel system-	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-	Symptom	loose
Commodity	powertrain-engine-fuel system-	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-	Symptom	mod-indicator light/warning chime on
Commodity	powertrain-engine-fuel system-	Symptom	mod-location-interior
Commodity	powertrain-engine-fuel system-	Symptom	mod-location-under hood
Commodity	powertrain-engine-fuel system-	Symptom	mod-pre delivery
Commodity	powertrain-engine-fuel system-	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-	Symptom	odor
Commodity	powertrain-engine-fuel system-	Symptom	part-missing part
Commodity	powertrain-engine-fuel system-	Symptom	separation
Commodity	powertrain-engine-fuel system-	Symptom	start-will not start
Commodity	powertrain-engine-fuel system-	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	field service action
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	odor
Commodity	powertrain-engine-fuel system-filler neck/cap	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	administrative cost
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	improper assembly
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	part-missing part
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	voltage/current-no electrical power
Significant Event		Verified	Y

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-Oct-2018
Version Series Code	VS DJ	Load Date	15-Oct-2018
Causal Part Prefix-Base-Suffix	- -	Dealer Code	J5368
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR SOUTH BAY
Non Causal Part Prefix-Base-Suffix		Dealer City	TORRANCE
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	811	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3107980550
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Nov 14 2018 4 47 53 000PM entered by SVC RM User Program Management/Client Server>>>Customer Will Moss Retailer J5368 VIN SAJWA0GB2BI Amount \$77.35 RO % of repair 30% AUTH CODE 9003V <<<Oct 25 2018 2 42 22 000PM entered by SVC RM User Program Management/Client Server>>>CALLED JAGUAR SOUTH BAY AT (310) 798 0550 SM Jason not available left voicemail requesting a call back. CALLED BACK Requested Receptionist to page the SM. SPOKE TO SA JUAN I Stated I was calling in regards to he's now stating that the car won't start and he needs a new alternator. I haven't heard anything with the alternator but the car has multiple issues. I Stated I will call back. <<<Oct 25 2018 2 33 44 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED CALL FROM CUSTOMER He Stated Hi Ashley, I'm not doing so good. I Stated I'm sorry to hear that how can I help you. He Stated I came to come pick up my car and now they're telling me I need the alternator replaced the car won't start. The repair is \$1,000.00. The service manager is now asking for the loaner back and insulted me stated that the loaner vehicle smelled like marijuana 'm offended because I work in a homeless shelter and all I had was a cigarette in the car. I brought my car here just had the battery replaced on the 13th and it was running fine now it won't even start. Him and I just got into a screaming match I Stated I'm going to call the service manager now to get further information., He Stated You can call me back at this number I'm sitting here waiting to speak to the general manager. <<<Oct 23 2018 1 29 38 000PM entered by SVC RM User Program Management/Client Server>>>CALLED JAGUAR SOUTHBAY AT (310) 798 0550 Juan not available left voicemail advising we will be assisting ith 30% towards the repair. Contact me back at your earliest convenience <<<Oct 23 2018 1 28 05 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT SPOKE WITH CUSTOMER I Stated I spoke with Juan in service he advised the fuel tank lid needed to be replaced and they only charged you for parts. The initial repair they advised you the seal and tank lid needed to be replaced and your declined the repair and authorized just the seal to be replaced. He Stated They never told me about a and lid and when I left the car was still doing the same thing when I brought it in so they didn't fix anything the seal didn't need to be replaced. I just paid them for something they didn't even fix properly. I Stated I'm not a technician i'm not technically trained on the vehicle our technicians are our eyes and ears at the dealer I can't say what repair was needed for your vehicle I was advised the seal and tank lid needed to be replaced and it was declined. As a one time courtesy we can assist with 30% towards the repair. He Stated How much would that be. I Stated You would be responsible for \$179.90 I will call the dealer and let them know. <<<Oct 23 2018 11 20 00 000AM entered by SVC RM User Program Management/Client Server>>>RECEIVED CALL FROM CUSTOMER He Stated I was following up about my car. I Stated I still haven't heard back from the dealer, I will reach out to them now, and contact you back. <<<Oct 22 2018 1 15 32 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED CALL FROM CUSTOMER SPOKE WITH I Stated Hi how are you. He Stated Not so good. I Stated I'm sorry to hear that did the part not come in. He Stated The part came in but they're trying to charge me \$257.00 for work they didn't even do the first time. The vehicle was ready Friday like you said. They didn't fix what was wrong after I paid the first time. I was pulling off and they saw the gas leaking as I was leaving. When I went to pick up the cart the back seat was down and the battery was dead, I had to go buy another battery. I Stated I just tried reaching out to the service department to check the status of your vehicle and I left a voicemail. I will reach back out to them and get further information and follow up with you. <<<Oct 22 2018 12 51 40 000PM entered by SVC RM User Program Management/Client Server>>>Customer called, trans to rep <<<Oct 22 2018 12 23 50 000PM entered by SVC RM User Program Management/Client Server>>>CALLED JAGUAR SOUTH BAY AT (310) 798 0550 SM <(>&<)> SA Juan not available left voicemail requesting a call back. <<<Nov 19 2018 12 39 39 000PM entered by SVC RM User Program Management/Client Server>>>Customer called seeking to speak to rep regarding case I advised can check to see if rep is available if unavailable is voicemail ok Customer stated yes please Customer transferred to voicemail <<<Nov 20 2018 12 52 49 000PM entered by SVC RM User Program Management/Client Server>>>Customer called for case mgr asked if I could assist as case was solved He stated just had a question for her trans to vm <<<Oct 23 2018 1 08 45 000PM entered by SVC RM User Program Management/Client Server>>>CALLED JAGUAR SOUTH BAY AT (310) 798 0550 SPOKE WITH JUAN I Stated I was calling in regards to I received your voicemail. How much was the repair and what was done. Customer feels he paid for a repair the first time and issue wasn't fixed. He Stated Total is \$257.00 That's for the fuel tank dust cap. The first time he had the seal replaced once the seal was replaced we needed to replace the dust cap. I explained this to him before when he came to pick up the vehicle he didn't have his wallet. I Stated Does he usually service his vehicle there. He Stated No this is the first time we've seen it. I Stated I'm not sure if we can assist I will contact the customer and call you back. <<<Oct 23 2018 1 02 07 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED VOICEMAIL JUAN AT JAGUAR SOUTH BAY He Stated We contacted friday to pick up his vehicle. We replaced the gas tank lid. We only charged him for parts on the repair. Customer stated he was unable to pay for the cost and left the vehicle. I can be reached at <<<Oct 23 2018 11 21 12 000AM entered by SVC RM User Program Management/Client Server>>>CALLED JAGUAR SOUTHBAY AT (310) 798 0550 SM <(>&<)> SA JUAN not available left voicemail requesting a call back. <<<Nov 27 2018 4 12 16 000PM entered by SVC RM User Program Management/Client Server>>>Received call from customer stating I am calling to speak with Ashley I stated I would be glad to help you today May I have your name and address please
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Customer stated [REDACTED] / LOS ANGELES CA [REDACTED] I stated Thank you [REDACTED] May i place you on a brief 2 min hold to see if she is available to take your call If she is not I can send you to her voicemail Customer stated OK, Thank you I messaged Ashley who was another call, I advised Hello [REDACTED] thank you for holding I do appreciate your patience but Ashley said she is stuck on another call with a customer She asked me to place you to her voicemail so she can call you back Customer stated OK thank you I stated Before I transfer you was there anything else I could help you with [REDACTED] Customer stated No that was all thank you I stated Your welcome [REDACTED] and thank you for calling JLR NA Have a nice day Call transferred to Ashley voicemail. <<<Dec 10 2018 11 20 02 000AM entered by SVCRM User Program Management/Client Server>>>Rec'vd call from customer, rep not available, connected to VM. <<<Dec 11 2018 1 42 57 000PM entered by SVCRM User Program Management/Client Server>>>Nicolas from Jaguar Santa Monica called Asked to speak to Ashley case manager He advised the vehicle got towed to my location i never heard back from anybody i advised will transfer call to case manager <<<Oct 25 2018 3 17 57 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] SPOKE WITH CUSTOMER I Stated I just spoke to Jason he stated he doesn't want to work on the vehicle. At this point it's at your discretion if you want to bring it a different Jaguar retailer for repair. He Stated They did something to my alternator, I came in for a gas leak and now the car won't start. Something ain't right I'm bringing this to an attorney. I Stated If that's what you decide that's at your discretion. I apologize your experiencing this. <<<Oct 11 2018 2 29 10 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 29 Jul 2016 50000 JAGUAR SELECT CPO JSE 29 Jul 2016 100000 PAINT WARRANTY 29 Jul 2015 50000 SERVICE ITEMS WARRANTY 29 Jul 2011 80000 STANDARD FACTORY WARRANTY 29 Jul 2015 12500 Open Field Service Actions Code FSA Message I353 USA <(>&<)> CANADA PLATINUM 48 MONTH SERVICE I359 USA <(>&<)> CANADA PLATINUM SERVICE 1ST 2ND WIPER BLADE INSERT I360 USA <(>&<)> CANADA PLATINUM COVERAGE BRAKE FLUID SERVICE I393 PLATINUM SERVICE 2ND REAR BRAKE PAD/DISK J069 TAKATA PASSENGER AIRBAGS <<<Oct 11 2018 2 29 16 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS Dlr Cd Sub Cd J5537 JA Name [REDACTED] / PASADENA Ph [REDACTED] St CA Ctry Cd USA Reg Cd JA Repr Date 10 MAR 2016 DIST(Mile) 92633 Cust Comments OIL FILTER HOUSING LEAKING. OIL SERVICE LIGHT ON. RECOMMEND OIL FILTER HOUSING AND LOF. Tech Comments OIL FILTER HOUSING WARPED, LEAKING OIL. REPLACED OIL FILTER.TOPPEDOFF OIL <(>&<)> CLEANED OIL LEAK AS ST.TIME. RETESTED OK AT THIS TIME. <<<Oct 16 2018 3 53 23 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] SPOKE TO CUSTOMER I Stated I was calling in regards to your case. I understand you were having a gas leak with your 2011 XF. Is the vehicle currently in for service or with you. He Stated It's in service at Jaguar South Bay. It's been repaired already but I had to bring it back because it was doing the same thing. They said it was the O ring but they told me it was the fuel cap. I truly believe it was apart of the recall. I Stated I will reach out to the service manager to get further information regarding your repair. I know when you spoke with the call rep you requested assistance with the repair with you paying for the repair already what are you requesting from Jaguar. He Stated I just want my car back working properly. I Stated I will reach out to the service manager and follow up with you in 2 business days. <<<Oct 18 2018 3 28 59 000PM entered by SVCRM User Program Management/Client Server>>>CALLED JAGUAR SOUTH BAY AT (310) 798 0550 SPOKE JUAN I Stated I was calling in regards to [REDACTED]' vehicle it had a gas leak. He Stated We're waiting for fuel tank dust cap. We ordered it and it was suppose to arrive today but we should receive it tomorrow. I Stated How long would the repair take. He Stated That's a 2 hour job. I Stated Was this the second time the vehicle was in. He Stated It came in for fuel smell and airbag recall another advisor who's no longer with us was working on the vehicle. We replaced the airbag and seal. We recommended to replace the seal and dust cap. He only wanted us to replaced the seal. We replaced the seal and noticed the leak and offered to waived the labor on the repair. He declined the repair. He asked could he drive the vehicle. We advised no it would catch fire and he approved to have the dust cap replaced. I Stated I will follow up with you tomorrow thank you. <<<Oct 18 2018 3 32 02 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] SPOKE WITH CUSTOMER I Stated I was calling with an update regarding you case. I spoke with Juan he stated the part was suppose to come in but they're expecting it tomorrow. Once the part arrives it will only take 2 hours for the repair so it should be all done tomorrow. He Stated Ok that's good to hear. <<<Oct 22 2018 1 23 50 000PM entered by SVCRM User Program Management/Client Server>>>CALLED JAGUAR SOUTH BAY AT (310) 798 0550 SM <(>&<)> SA Juan not available left voicemail requesting a call back. <<<Oct 22 2018 1 51 40 000PM entered by SVCRM User Program Management/Client Server>>>Customer called, trans to rep <<<Oct 22 2018 2 15 32 000PM entered by SVCRM User Program Management/Client Server>>>RECEIVED CALL FROM CUSTOMER SPOKE WITH [REDACTED] I Stated Hi [REDACTED] how are you. He Stated Not so good. I Stated I'm sorry to hear that did the part not come in. He Stated The part came in but they're trying to charge me \$257.00 for work they didn't even do the first time. The vehicle was ready Friday like you said. They didn't fix what was wrong after I paid the first time. I was pulling off and they saw the gas leaking as I was leaving. When I went to pick up the cart the back seat was down and the battery was dead, I had to go buy another battery. I Stated I just tried reaching out to the service department to check the status of your vehicle and I left a voicemail. I will reach back out to them and get further information and follow up with

you. <<<Oct 23 2018 12 20 00 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED CALL FROM CUSTOMER He Stated I was following up about my car. I Stated I still haven't heard back from the dealer, I will reach out to them now, and contact you back. <<<Oct 16 2018 2 53 23 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] SPOKE TO CUSTOMER I Stated I was calling in regards to your case. I understand you were having a gas leak with your 2011 XF. Is the vehicle currently in for service or with you. He Stated It's in service at Jaguar South Bay. It's been repaired already but I had to bring it back because it was doing the same thing. They said it was the O ring but they told me it was the fuel cap. I truly believe it was apart of the recall. I Stated I will reach out to the service manager to get further information regarding your repair. I know when you spoke with the call rep you requested assistance with the repair with you paying for the repair already what are you requesting from Jaguar. He Stated I just want my car back working properly. I Stated I will reach out to the service manager and follow up with you in 2 business days. <<<Oct 18 2018 2 28 59 000PM entered by SVC RM User Program Management/Client Server>>>CALLED JAGUAR SOUTH BAY AT (310) 798 0550 SPOKE JUAN I Stated I was calling in regards to [REDACTED] vehicle it had a gas leak. He Stated We're waiting for fuel tank dust cap. We ordered it and it was suppose to arrive today but we should receive it tomorrow. I Stated How long would the repair take. He Stated That's a 2 hour job. I Stated Was this the second time the vehicle was in. He Stated It came in for fuel smell and airbag recall another advisor who's no longer with us was working on the vehicle. We replaced the airbag and seal. We recommended to replace the seal and dust cap. He only wanted us to replaced the seal. We replaced the seal and noticed the leak and offered to waived the labor on the repair. He declined the repair. He asked could he drive the vehicle. We advised no it would catch fire and he approved to have the dust cap replaced. I Stated I will follow up with you tomorrow thank you. <<<Oct 18 2018 2 32 02 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] SPOKE WITH CUSTOMER I Stated I was calling with an update regarding you case. I spoke with Juan he stated the part was suppose to come in but they're expecting it tomorrow. Once the part arrives it will only take 2 hours for the repair so it should be all done tomorrow. He Stated Ok that's good to hear. <<<Oct 30 2018 11 54 06 000AM entered by SVC RM User Program Management/Client Server>>>trans to rep <<<Oct 30 2018 12 13 48 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED CALL FROM CUSTOMER He Stated I got my back and I looked under my hood. The serpentine belt isn't connected to the pulley. The belt is off. They did this on purpose. As it's a bolt sitting under there My seats are cracked like someone was stepping on the seats. They just did me bad over there. They just over charge me. I Stated If you connect the belt will it start He Stated Yea, it will. I Stated You spoke with the general manager and she stated to contact a lawyer. I would recommend speaking to a lawyer as the general manager advised, if you feel they were doing damage to the car. If you decide to bring it to another location and you do need an alternator you can contact us back. I wouldn't recommend bringing the vehicle back to south bay. I apologize for the inconvenience. He Stated I'm not sure I'll let you know if I have to get an alternator. <<<Oct 30 2018 12 16 31 000PM entered by SVC RM User Program Management/Client Server>>>CALLED LR SOUTH BAY PARTS DEPT AT (310) 798 0550 SPOKE TO GEORGE I Stated I was calling to check the price for an alternator for a 2011 XF He Stated What's the last 8 of the vin I Stated BL [REDACTED] He Stated \$921.20 Part # C2D42135. <<<Oct 11 2018 2 28 52 000PM entered by SVC RM User Program Management/Client Server>>>ISSUE Customer States smelled gasoline in the vehicle while driving on Friday 9/5 looked like there was gas leaking from the bottom of the vehicle had vehicle towed to Jaguar South Bay Wednesday 10/10 did independent research that suggested this was related to a recall that applied to his model and model year SA Sergio advised him that his VIN was not included in the recall and repair would need to be customer pay he has never heard of nor read anywhere anything about recalls being only for certain VINs feels the part is defective and it should be Jaguar's responsibility to fix it purchased the vehicle about a year ago from a third party dealership has only had the vehicle serviced at a third party shop since he has owned it does not know the current mileage has been provided a loaner vehicle currently remains at South Bay intends to get a lawyer if Jaguar does not cover the repair REQUEST Customer Requests coverage of repair on gasoline tank ADVISED I Advised recalls are VIN specific the only open recall on his vehicle is the Takata Airbag recall will ask case manager to review his claim expect follow up within 2 business days provided case number over phone <<<Oct 13 2018 5 34 58 923AM entered by SVC RM User Program Management/Client Server>>>Initial Comment <<<Nov 14 2018 5 31 16 000PM entered by SVC RM User Program Management/Client Server>>>EMAIL TO RETAILER Forwarded message From Scriven, Ashley <(><<>)ascribe1@jaguarlandrover.com> Date 14 November 2018 at 17 30 Subject CRC Authorization Code To Green, Jason <(><<>)greenj4@autonation.com> Hi Jason, Please use the following information to submit your claim for reimbursement. 11/14/2018 21 47 53 LSCOTT5 Customer [REDACTED] Retailer J5368 VIN SAJWA0GB2BL [REDACTED] Amount \$77.35 RO [REDACTED] % of repair 30% AUTH CODE 9003V If you have any questions please reference service bulletin 6 273NAS / SGI15 24 (issue 2) JAGUAR LAND ROVER RETAILER EMPOWERMENT PROGRAM. Thank you, Ashley Scriven Customer Relationship Center Representative T US Land Rover 1 800 637 6837 or Jaguar 1 800 452 4827, Option 9, Ext. 1309053 T Canada Land Rover 1 800 346 3493 or Jaguar 1 800 668 6257, Option 1, Ext. 1309053 F 888 410 0938 Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 <<<Oct 23 2018 2 28 05 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] SPOKE WITH CUSTOMER I Stated I

spoke with Juan in service he advised the fuel tank lid needed to be replaced and they only charged you for parts. The initial repair they advised you the seal and tank lid needed to be replaced and your declined the repair and authorized just the seal to be replaced. He Stated They never told me about a and lid and when I left the car was still doing the same thing when I brought it in so they didn't fix anything the seal didn't need to be replaced. I just paid them for something they didn't even fix properly. I Stated I'm not a technician i'm not technically trained on the vehicle our technicians are our eyes and ears at the dealer I can't say what repair was needed for your vehicle I was advised the seal and tank lid needed to be replaced and it was declined. As a one time courtesy we can assist with 30% towards the repair. He Stated How much would that be. 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I brought my car here just had the battery replaced on the 13th and it was running fine now it won't even start. Him and I just got into a screaming match I Stated I'm going to call the service manager now to get further information., He Stated You can call me back at this number [REDACTED] I'm sitting here waiting to speak to the general manager. <<<Oct 25 2018 3 42 22 000PM entered by SVC RM User Program Management/Client Server>>>CALLED JAGUAR SOUTH BAY AT (310) 798 0550 SM Jason not available left voicemail requesting a call back. CALLED BACK Requested Receptionist to page the SM. SPOKE TO SA JUAN I Stated I was calling in regards to [REDACTED] he's now stating that the car won't start and he needs a new alternator. I haven't heard anything with the alternator but the car has multiple issues. I Stated I will call back. <<<Oct 25 2018 4 02 20 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] SPOKE TO CUSTOMER I Stated Are you outside with the service manager I had them page Jason but he's not available. He Stated He walked off I don't know where he's at. I'm sitting here now with the general manager. I Stated What did they advise you to do. He Stated Jason told me he's not working on my car. They told me I should get an attorney. I Stated I can't really tell you what to do with your vehicle. The retailers are independently owned and operated they can refuse to work on a vehicle. If they continue to work on your car, and not provide a loaner we can reimburse for \$45.00 a day for rental but the car has to be there. I'll try and reach out to Jason again and contact you back. <<<Oct 25 2018 4 14 22 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED CALLED FROM SM JASON He Stated I was returning your call about [REDACTED]. I Stated Could you let me know what's going on he's stating he needs a new alternator. He Stated The customer is very rude and irate he got in my face like close enough for our noses to touch. I Stated Wow, I'm sorry to hear that. He Stated The car was 2nd hand purchased it has 140,000 miles. He brought it in for fuel smell on 10/10/18 There was a recall performed prior. Found the vehicle leaking fuel. We advised the seal and dust cap was leaking and needed to be replaced. Customer declined the dust cap repair, we told him the dust cap needed to be replaced and he agreed to have it repaired. We replaced the dust cap, you guys were assisting with 30% and he's only paying \$180.00. We had to jump the car to get the work done. He came to pick up the vehicle and we couldn't get into the car, the manual key and remote wouldn't work. We had to do an emergency break in to get inside the car. The car wouldn't keep a charge since the alternator is shot. I offered to have the car towed out . I Stated He's stating he was told you don't want to work on the vehicle. Are you going to continue to work on the vehicle. He Stated No I don't want to work on the car. I Stated Has he paid for the initial repair. He Stated Yes. I Stated I need a copy of the final ro to get you paid, can you email me a copy. Do you need have my email or you need it. He Stated Yes, whats your email. I Stated Ascrive1@jaguarlandrover.com <<<Oct 25 2018 4 17 57 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] SPOKE WITH CUSTOMER I Stated I just spoke to Jason he stated he doesn't want to work on the vehicle. 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intends to get a lawyer if Jaguar does not cover the repair REQUEST Customer Requests coverage of repair on gasoline tank ADVISED I Advised recalls are VIN specific the only open recall on his vehicle is the Takata Airbag recall will ask case manager to review his claim expect follow up within 2 business days provided case number over phone <<<Oct 11 2018 1 29 10 000PM entered by SVC RM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 29 Jul 2016 50000 JAGUAR SELECT CPO JSE 29 Jul 2016 100000 PAINT WARRANTY 29 Jul 2015 50000 SERVICE ITEMS WARRANTY 29 Jul 2011 80000 STANDARD FACTORY WARRANTY 29 Jul 2015 12500 Open Field Service Actions Code FSA Message I353 USA <(>&<)> CANADA PLATINUM 48 MONTH SERVICE I359 USA <(>&<)> CANADA PLATINUM SERVICE 1ST 2ND WIPER BLADE INSERT I360 USA <(>&<)> CANADA PLATINUM COVERAGE BRAKE FLUID SERVICE I393 PLATINUM SERVICE 2ND REAR BRAKE PAD/DISK J069 TAKATA PASSENGER AIRBAGS <<<Oct 11 2018 1 29 16 000PM entered by SVC RM User Program Management/Client Server>>>AS PER AWS Dlr Cd Sub Cd J5537 JA Name [REDACTED] / PASADENA Ph [REDACTED] St CA Ctry Cd USA Reg Cd JA Repr Date 10 MAR 2016 DIST(Mile) 92633 Cust Comments OIL FILTER HOUSING LEAKING. OIL SERVICE LIGHT ON. RECOMMEND OIL FILTER HOUSING AND LOF. Tech Comments OIL FILTER HOUSING WARPED,LEAKING OIL. REPLACED OIL FILTER.TOPPEDOFF OIL <(>&<)> CLEANED OIL LEAK AS ST.TIME. RETESTED OK AT THIS TIME. <<<Oct 23 2018 2 08 45 000PM entered by SVC RM User Program Management/Client Server>>>CALLED JAGUAR SOUTH BAY AT (310) 798 0550 SPOKE WITH JUAN I Stated I was calling in regards to [REDACTED] I received your voicemail. How much was the repair and what was done. Customer feels he paid for a repair the first time and issue wasn't fixed. He Stated Total is \$257.00 That's for the fuel tank dust cap. The first time he had the seal replaced once the seal was replaced we needed to replace the dust cap. I explained this to him before when he came to pick up the vehicle he didn't have his wallet. I Stated Does he usually service his vehicle there. He Stated No this is the first time we've seen it. 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I can be reached at [REDACTED] <<<Oct 23 2018 12 21 12 000PM entered by SVC RM User Program Management/Client Server>>>CALLED JAGUAR SOUTHBAY AT (310) 798 0550 SM <(>&<)> SA JUAN not available left voicemail requesting a call back. <<<Nov 12 2018 7 16 27 000PM entered by SVC RM User Program Management/Client Server>>>SUBMITTED RETAILER CREDIT FORM Forwarded message From Google Forms <(><<)>forms receipts noreply@google.com> Date 12 November 2018 at 19 15 Subject Retailer Credit Form To ascrive1@jaguarlandrover.com Google Forms Thanks for filling in Retailer Credit Form Here's what we've received from you Retailer Credit Form This form should be used when providing a retailer credit as goodwill. This goodwill type is most often used when a customer is at a retailer and has not paid for services yet. Prior to filling out your form ensure you have received all necessary approvals <(>&<)> back up. Your email address (ascrive1@jaguarlandrover.com) was recorded when you submitted this form. Customer Name * [REDACTED] Case Number * [REDACTED] Dealer Name * Jaguar South Bay Dealer Code * J5368 Market Number * SM Name * Jason Green SM Email * greenj4@autonation.com Vehicle Information Global VIN (Obtain from DDW Copy <(>&<)> Paste) * SAJWA0GB2BI [REDACTED] Goodwill Info Goodwill Amount (in Dollars) * 77.35 Percentage of total repair cost. * 30% Months In Service (MIS) * Use your MIS Calculator in the W drive. W CAC Training GW Procedure and enter amount here. 100 Goodwill Type * Narrative (i.e.What happened Why are we giving goodwill What are we giving as goodwill) * Vehicle has gas leak dealer replaced the seal as customer was leaving vehicle still leaking dust cap needed to be replaced. Dealer discounted labor assisted customer with 30% goodwill Customer Loyalty Code * Claim Number (RO number) * [REDACTED] Is all of your back up attached to your case and a goodwill activity created * Yes No Create your own Google Form <<<Oct 25 2018 3 14 22 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED CALLED FROM SM JASON He Stated I was returning your call about [REDACTED]. I Stated Could you let me know what's going on he's stating he needs a new alternator. He Stated The customer is very rude and irate he got in my face like close enough for our noses to touch. I Stated Wow, I'm sorry to hear that. He Stated The car was 2nd hand purchased it has 140,000 miles. He brought it in for fuel smell on 10/10/18 There was a recall performed prior. Found the vehicle leaking fuel. We advised the seal and dust cap was leaking and needed to be replaced. Customer declined the dust cap repair, we told him the dust cap needed to be replaced and he agreed to have it repaired. We replaced the dust cap, you guys were assisting with 30% and he's only paying \$180.00. We had to jump the car to get the work done. He came to pick up the vehicle and we couldn't get into the car, the manual key and remote wouldn't work. We had to do an emergency break in to get inside the car. The car wouldn't keep a charge since the alternator is shot. I offered to have the car towed out . I Stated He's stating he was told you don't want to work on the vehicle. Are you going to continue to work on the vehicle. He Stated No I don't want to work on the car. I Stated Has he paid for the initial repair. He Stated Yes. I Stated I need a copy of the final ro to get you paid, can you email me a copy. Do you need have my email or you need it. He Stated Yes, whats your email. I Stated Ascrive1@jaguarlandrover.com <<<Oct 25 2018 3 02 20 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] SPOKE TO CUSTOMER I Stated Are you outside with the service manager I had them page Jason but he's not available. He Stated He walked off I don't know where he's at. I'm sitting here now with the general manager. I

	Stated What did they advise you to do. He Stated Jason told me he's not working on my car. They told me I should get an attorney. I Stated I can't really tell you what to do with your vehicle. The retailers are independently owned and operated they can refuse to work on a vehicle. If they continue to work on your car, and not provide a loaner we can reimburse for \$45.00 a day for rental but the car has to be there. I'll try and reach out to Jason again and contact you back.
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CQIS Recommendations	
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Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB2BI	Engine Serial Number	
Model Year	2011	Engine Description	5.0L OHC SGB1NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	04-May-2010	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Requaired Vehicle	
Build Region		Warranty Start Date	30-Jul-2010
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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.

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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 2004 quarterly releases.

ECL Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	repair-prior repair mentioned
Commodity	powertrain-engine-fuel system-	Symptom	sticks/binds/grabs
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	contaminated/foreign
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	part-missing part
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	sticks/binds/grabs
Significant Event		Verified	Y

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-Nov-2018
Version Series Code	VS C2	Load Date	12 -Nov-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5601
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR CHANTILLY
Non Causal Part Prefix-Base-Suffix		Dealer City	CHANTILLY
Non Causal Part Numbers		Dealer State/Province	VA
Fault Code	811	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7036794000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Nov 26 2018 6 27 06 000PM entered by SVC RM User Program Management/Client Server>>>CHECK REQUEST COMPLETED SENT EMAIL TO CRCGWADM Forwarded message From Vandervolt, Tonya <(><<)>tvander2@jaguarlandrover.com> Date Mon, 26 Nov 2018 at 18 25 Subject GOODWILL [REDACTED] To C RCGWADM <(><<)>crcgwadm@jaguarlandrover.com> Hello All, Please review for goodwill. Regards <<<Nov 21 2018 7 06 02 000PM entered by SVC RM User Program Management/Client Server>>>AS PER DDW ' Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 29 Sep 2018 50000 EMISSIONS WARRANTY 29 Sep 2016 12000 PAINT WARRANTY 29 Sep 2016 50000 SERVICE ITEMS WARRANTY 29 Sep 2013 80000 STANDARD FACTORY WARRANTY 29 Sep 2016 50000 <<<Nov 21 2018 7 03 56 000PM entered by SVC RM User Program Management/Client Server>>>AS PER AWS Nothing related <<<Nov 21 2018 2 04 52 000PM entered by SVC RM User Program Management/Client Server>>>Called customer @ [REDACTED] LEFT MESSAGE FOR CUSTOMER TO CALL BACK I stated Following up with you about your vehicle Case number My contact information <<<Nov 21 2018 1 37 16 000PM entered by SVC RM User Program Management/Client Server>>>Received call from SM Carolyn Carolyn the SM state's Hello [REDACTED] I returning your call That vin was not part of the recall But she did have the issue And she had to pay for it We could not make a claim under warranty I stated Thank you for the update Can you please send me the closed RO over Carolyn the SM state's Sure I can can you give me you contact information I stated My contact information I will follow up with the customer <<<Nov 20 2018 4 17 18 000PM entered by SVC RM User Program Management/Client Server>>>Called customer @ [REDACTED] LEFT MESSAGE FOR CUSTOMER TO CALL BACK I stated Following up with you about your vehicle Case number My contact information <<<Nov 20 2018 4 15 22 000PM entered by SVC RM User Program Management/Client Server>>>Called retailer@(703) 679 4000 LEFT MESSAGE FOR KAREN THE SM I stated Vin number Case number My contact information I just need you to email me the completed RO for this vehicle <<<Nov 15 2018 11 34 22 000AM entered by SVC RM User Program Management/Client Server>>>RECEIVED EMAIL FROM CUSTOMER <<<Nov 9 2018 12 15 48 000PM entered by SVC RM User Program Management/Client Server>>>Customer sent email 11/5 Consline Alert was rec'd on 11/6 . Could not locate in database at that time. Below Customer email Consline Alert Will forward information to UK on case number now that we have located customer. On 11/5/2018 12 12 03 PM, [REDACTED] <(> << [REDACTED]@gmail.com> wrote Question Topic Relations Other First Name [REDACTED] Last Name [REDACTED] Email [REDACTED]@gmail.com Phone [REDACTED] Address [REDACTED] City Manassas Park State / Province Virginia Zip / Postal Code [REDACTED] Country USA *** Additional Details *** Warranty Type VIN Number Type of Information Change Type of Mailing List Change Language English *** Customer Question *** My 2012 Jaguar XF, VIN SAJWA0FBXC [REDACTED] had to have the following service work completed today (11/5/18) Fuel tank flange cracked and leaking gas, replaced tank flange and seal. Leak Checked because I had strong gas fumes in my garage after turning the car off and closing the garage door. Additionally, the fumes were so strong, my next door neighbor smelled the fumes in her townhouse and the fumes could be smell in the 3rd floor of my home. The total cost of the repairs that I had completed today at the Jaguar/Land Rover dealership in Chantilly, VA totaled \$522.39. My issue with having to pay for the repair, is that in 2012 (the same year as my car), there was a recall on certain Jaguar XF's for the same exact issue my car had today, a cracked fuel tank flange that caused gas to leak into the vehicle. I don't understand why all 2012 XF's weren't recalled for the issue considering it happened with approximately 4,195 vehicles. The NHTSA Campaign Number associated with the recall was 12V521000 and the campaign's recall number was J027. I will also be sending an email to the National Highway Traffic Safety Administration because they need to be made aware that the issue with some of your Jaguar's is still an ongoing problem that could result in lives lost. Consline Alert 1874 Post on NHTSA Website Alert # 1874 Topic Damaged Fuel Tank / Fuel smell Issued 06.11.2018 14 08 Model Jaguar XF Location USA Model Year 2012 Sources https://www.nhtsa.gov/recalls nhtsaId=[REDACTED] Postdate 05.11.2018 Views / Likes etc Translated text In 2012 jaguar had a recall on some of their fx model cars due to faulty fuel tank flange issues that could cause the cars to catch fire. The NHTSA campaign # was 12v521000, the recall # was j027 <(>&<)> the potential number of units affected was 4,195. In the document I've enclosed, you'll see that my vehicle had the exact same issue with the oil leak and cracked fuel tank flange that other cars were recalled for in 2012. I initially noticed a strong fuel smell in my garage after turning the car off and closing the garage door about 1 weeks ago. My next door neighbor also complained that she smelled the gas fumes in her house last week, but noticed that they went away after i removed my car from the garage and parked it outside. I checked jaguar's website and asked my jaguar service advisor if there was a recall on my vehicle because i'd previously read about the fuel tank flange recall, but both sources did not confirm a recall on my car. I called jaguar this morning while at the dealership waiting for my car to be serviced, and was told that they recall was vin specific <(>&<)> it was indeed for the same exact issue i had fixed today. I'm concerned that i was driving around in a car that jaguar has known to have a serious issue that could've resulted in my car catching fire, yet mine and other jaguars who may have had or may have the issue are still on the streets. Due to the severity of the matter, i wanted to bring it to your attention in hopes that you can intervene with this serious situation. Actual post November 5, 2018 NHTSA ID NUMBER [REDACTED] Components FUEL/PROPULSION SYSTEM NHTSA ID Number [REDACTED] Incident Date Novem ber 5, 2018 Consumer Location MANASSAS PARK, VA Vehicle Identification Number SAJWA0FBXC [REDACTED] ***** Summary of Complaint CRASHNo FIRENo INJURIES0 DEATHS0 IN 2012 JAGUAR HAD A RECALL ON SOME OF THEIR FX MODEL CARS DUE TO FAULTY FUEL TANK FLANGE ISSUES THAT COULD CAUSE THE CARS TO CATCH FIRE. THE NHTSA CAMPAIGN # WAS 12V521000, THE RECALL # WAS J027 <(>&<)> THE POTENTIAL NUMBER OF UNITS AFFECTED WAS 4,195. IN THE DOCUMENT I'VE ENCLOSED, YOU'LL SEE THAT
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MY VEHICLE HAD THE EXACT SAME ISSUE WITH THE OIL LEAK AND CRACKED FUEL TANK FLANGE THAT OTHER CARS WERE RECALLED FOR IN 2012. I INITIALLY NOTICED A STRONG FUEL SMELL IN MY GARAGE AFTER TURNING THE CAR OFF AND CLOSING THE GARAGE DOOR ABOUT 1 WEEKS AGO. MY NEXT DOOR NEIGHBOR ALSO COMPLAINED THAT SHE SMELLED THE GAS FUMES IN HER HOUSE LAST WEEK, BUT NOTICED THAT THEY WENT AWAY AFTER I REMOVED MY CAR FROM THE GARAGE AND PARKED IT OUTSIDE. I CHECKED JAGUAR'S WEBSITE AND ASKED MY JAGUAR SERVICE ADVISOR IF THERE WAS A RECALL ON MY VEHICLE BECAUSE I'D PREVIOUSLY READ ABOUT THE FUEL TANK FLANGE RECALL, BUT BOTH SOURCES DID NOT CONFIRM A RECALL ON MY CAR. I CALLED JAGUAR THIS MORNING WHILE AT THE DEALERSHIP WAITING FOR MY CAR TO BE SERVICED, AND WAS TOLD THAT THEY RECALL WAS VIN SPECIFIC <(>&<)> IT WAS INDEED FOR THE SAME EXACT ISSUE I HAD FIXED TODAY. I'M CONCERNED THAT I WAS DRIVING AROUND IN A CAR THAT JAGUAR HAS KNOWN TO HAVE A SERIOUS ISSUE THAT COULD'VE RESULTED IN MY CAR CATCHING FIRE, YET MINE AND OTHER JAGUARS WHO MAY HAVE HAD OR MAY HAVE THE ISSUE ARE STILL ON THE STREETS. DUE TO THE SEVERITY OF THE MATTER, I WANTED TO BRING IT TO YOUR ATTENTION IN HOPES THAT YOU CAN INTERVENE WITH THIS SERIOUS SITUATION. <<<Nov 9 2018 12 23 43 000PM entered by SVCRM User Program Management/Client Server>>>Responded to customer via email Dear [REDACTED] Thank you for contacting the Jaguar Customer Relationship Center. We truly apologize for your inconvenience to date. We would like the opportunity to speak with you and research your situation. To better assist you, I have forwarded your information to our Customer Relationship Representative, Tanya, who can be reached at 1 80 0 452 4827, option 9, ext 1309075. Your case number is [REDACTED] She will follow up with you within two business days. Sincerely, Carol Ann Carroll Customer Relationship Center Jaguar Land Rover North America, LLC <<<Nov 9 2018 12 28 21 000PM entered by SVCRM User Program Management/Client Server>>>Advised UK on Consline Alert 1874 From Carroll, Carol <(><<)>ccarroll@jaguarlandrover.com> Date Fri, Nov 9, 2018 at 12 18 PM Subject Re Consline Alert 1873, 1874 To Ruseva, Donika <(><<)>druseva@jaguarlandrover.com> Cc Kathleen Viccaro <(><<)>kviccaro@jaguarlandrover.com>, Marc Giordano <(><<)>mgiordan@jaguarlandrover.com>, Filipovic, Robert <(><<)>rfilipol@jaguarlandrover.com>, Global Customer Relations <(><<)>globalcr@jaguarlandrover.com> Dear Donika, I have an update on alert [REDACTED] Customer has emailed us with his concern. Case [REDACTED] has been opened. Vehicle has already been repaired at customers expense. Customer name [REDACTED] VIN SAJWA0FBXCL [REDACTED] <<<Nov 12 2018 5 42 38 000PM entered by SVCRM User Program Management/Client Server>>>Called customer [REDACTED] I stated Following up with you about your vehicle Customer state's Thank you following up I stated I see here that you have bad for the issue that needed to be fixed Can you please email me you receipt Customer state's I will do it tomorrow when I get to work I stated My contact information <<<Nov 13 2018 1 16 07 000PM entered by SVCRM User Program Management/Client Server>>>Received call from customer stating I am calling because I am trying to email my case rep Tanya but I misspelled her name I stated may I have your name and address Customer stated [REDACTED] / Manassas Park VA [REDACTED] stated Thank you [REDACTED] Tanya's email is tvander2@jaguarlandrover.com Customer stated OK, thank you I stated Your welcome, is there anything else I can help you with today Customer stated No, that is all thank you I stated Your welcome and thank you for calling JLR NA Have a nice day Call ended.

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	Tire Size	245/45R18 100H AS
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	SAJWA0FBXCL [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2012	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	5 SPD AUTO TRANS ZF 6HP28	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	28-Aug-2012	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	30-Sep-2012
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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.

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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 2004 quarterly releases.

ECL Record		Source Code	CATS
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Commodity Assignment

Commodity	powertrain-engine-fuel system-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-	Symptom	no keyword found
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fire
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-shuts off
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	gauge error-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-codes found
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-at cruise
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-intermittent/random
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-location-under hood
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	sticks/binds/grabs
Significant Event		Verified	Y

Tread Information

Report Details

Source Claim Key		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	05-Apr-2019
Version Series Code	VS DG	Load Date	10-Apr-2019
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5777
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR GWINNETT
Non Causal Part Prefix-Base-Suffix		Dealer City	DULUTH
Non Causal Part Numbers		Dealer State/Province	GA
Fault Code	561	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7706803000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Apr 5 2019 10 01 50 000AM entered by SVCRM User Program Management/Client Server>>>Email from customer On 4/4/2019 4 53 05 AM, [REDACTED] <(><<)>[REDACTED]@yahoo.com> wrote Question Topic Vehicle Other First Name [REDACTED] Last Name [REDACTED] Email [REDACTED]@yahoo.com Phone [REDACTED] Address [REDACTED] City Jefferson State / Province Georgia Zip / Postal Code [REDACTED] Country USA *** Additional Details *** Warranty Type VIN Number SAJWA0FA6AH[REDACTED] Type of Information Change Type of Mailing List Change Language English *** Customer Question *** Jaguar Corporate [REDACTED] Jefferson, Ga [REDACTED] April 3, 2019 Dear Sirs and or Madams, I am writing about the 2010 XF Luxury /Premium Sedan we have the privilege of having ownership. The detailing and performance are like no other. We take pride in having it, however we have experienced something as of late. Our experience started out with an occasional faint smell of fuel then it became more frequent with a stronger odor of fuel. Then we noticed a small puddle of fuel on our garage floor which was in front of the right rear wheel. Upon research, we discovered that there had been a recall on a fuel tank fuel outlet flange. It described our experiences to a tee. See below Select 2010 2012 Jaguar XF models recalled over fuel leak fears The National Highway Traffic Safety Administration has announced a recall of 4,195 Jaguar XF models from the 2010 to 2012 model years due to potential fuel leak woes. In its statement, NHTSA says that the affected vehicles are those equipped with a 5.0 liter gasoline engine all US spec XF models have this V8 underhood but a spokesperson from Jaguar North America confirmed to Autoblogthat this recall does, in fact, apply to both naturally aspirated and supercharged models. According to NHTSA, The affected vehicles may have a fuel tank fuel outlet flange that may crack. This means that fuel has the potential to leak onto the ground, and in the presence of an ignition source, catch fire. The official recall campaign will begin in early December, at which point Jaguar will notify its owners and dealers will replace the faulty fuel outlet flanges free of charge. Scroll down to read the full NHTSA notice. Vehicle Make / Model JAGUAR / XF Model Year(s) 2010 2012 Manufacturer Jaguar Land Rover North America, LLC Report Receipt Date OCT 26, 2012 NHTSA CAMPAIGN ID Number 12V521000 NHTSA Action Number N/A Component FUEL SYSTEM, GASOLINE Potential Number of Units Affected 4,195 Summary Jaguar is recalling certain model year 2010 2012 XF vehicles equipped with a 5.0L gasoline engine. The affected vehicles may have a fuel tank fuel outlet flange that may crack. Consequence The cracked flange may result in fuel leakage onto the ground. This leaking fuel, in the presence of an ignition source, may result in a vehicle fire. Remedy Jaguar will notify owners, and dealers will replace the affected fuel tank fuel outlet flanges, free of charge. The recall is expected to begin on, or before, December 7, 2012. Owners may contact Jaguar at 1 800 452 4827. Notes Jaguar's campaign recall number is J027. Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1 888 327 4236 (TTY 1 800 424 9153), or go to www.safercar.gov. So, upon this discovery, I called our local Jaguar dealer and they quickly dismissed us saying that this did not apply to us. We therefore called the 1 800 452 4827 number where we left our complaint and our vehicle vin # with a lady that gave her name as [REDACTED] and said she would return our call with the information. When we didn't receive one, we made another call and was informed that Jaguar had no open recall on this issue. I can't express how disappointed we were to hear this. Had there not been a recall previously and this was an issue due to our negligence, we would have completely understood the response. I am hoping to get a n explanation as to why this cannot be repaired by Jaguar. As you can see from the info on the recall that I obtained from the websites, I don't understand why there is an unwillingness to treat my vehicle as a recall issue when it clearly states the issue that I am having on the same type of vehicle. My thoughts and feelings are that this issue is a hazard to myself and my family and under the circumstances, why I must shoulder the expense of repair. I thought I paid for the workmanship, quality and reputation of the company when I purchased this vehicle. I would very much appreciate a response to my question to help me understand more clearly. Thank you for understanding my dilemma. I look forward to hearing from you. In addition to postal service, my email is [REDACTED]@yahoo.com and my mobile is [REDACTED]. With regards, [REDACTED] REQUEST Corporate contact <<<Apr 5 2019 10 05 10 000AM entered by SVCRM User Program Management/Client Server>>>Email to customer Dear [REDACTED], Thank you for contacting the Jaguar Customer Relationship Center.. We truly apologize for your inconvenience to date.. We would like the opportunity to speak with you and research your situation. To better assist you, I have forwarded your information to our Customer Relationship Representative, Carol. She can be contacted at..1 800 452 4827 option 9.. You can reference your case number; [REDACTED] Your situation will be researched and you will be followed up with within 2 business days.. Sincerely, Danielle Carey Customer Relationship Center Representative Jaguar Land Rover North America, LLC <<<Apr 5 2019 10 30 04 000AM entered by SVCRM User Program Management/Client Server>>> Customer called to speak with agent Advised customer that agent will contact customer by Tuesday regarding issue Customer said that was acceptable and will wait until Tuesday <<<Apr 8 2019 10 39 33 000AM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 15 Oct 2015 50000 PAINT WARRANTY 15 Oct 2013 100000 SERVICE ITEMS WARRANTY 15 Oct 2010 80000 STANDARD FACTORY WARRANTY 15 Oct 2013 80000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<Apr 8 2019 10 41 54 000AM entered by SVCRM User Program Management/Client Server>>>AS PER AWS SAJWA0FA6AH[REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 10 06 09 16 10 09 J5777 USA 5 [REDACTED] * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code J016 Labor Hrs .5 Labor Cost 55.5 Material Cost 10.51 Total Cost 66.01 Dlr Cd Sub Cd J5777 JA Name HENNESSY JAGUAR [REDACTED] Ph [REDACTED] St GA Ctry Cd USA Reg Cd JA Repr Date 08 MAR 2010 DIST(Mile) 5567 Cust Comments J016B J016
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FUEL TRANSFER PIPE Tech Comments PERFORMED RECALL. 5567 19.91.97.01 J016 FUEL TRANSFER PIPE RECALLCOMPLETE <<<Apr 8 2019 10 43 33 000AM entered by SVC RM User Program Management/Client Server>>>NOTE NO OPEN RECALL ON VEHICLE. <<<Apr 9 2019 1 30 10 000PM entered by SVC RM User Program Management/Client Server>>>CALLED JAGUAR NORTH ATLANTA ON (770) 587 2000 SPOKE TO ADMIN I advised I would like to speak to a SA in service. Just have a simple question. Admin advised The are all busy at this time I can take your information and have them call you. I advised Sure. Gave direct contact number. Gave customer name /VIN <<<Apr 9 2019 3 41 14 000PM entered by SVC RM User Program Management/Client Server>>>CUSTOMER LETTER RECEIVED Received letter from customer on 04/09/2019 Attached to case <<<Apr 15 2019 11 33 26 000AM entered by SVC RM User Program Management/Client Server>>>ADDED GW ACTIVITY (500 OLCs) TO CRM / GOOGLE SHEET. <<<Apr 9 2019 2 30 10 000PM entered by SVC RM User Program Management/Client Server>>>CALLED JAGUAR NORTH ATLANTA ON (770) 587 2000 SPOKE TO ADMIN I advised I would like to speak to a SA in service. Just have a simple question. Admin advised The are all busy at this time I can take your information and have them call you. I advised Sure. Gave direct contact number. Gave customer name /VIN <<<Apr 9 2019 4 41 14 000PM entered by SVC RM User Program Management/Client Server>>>CUSTOMER LETTER RECEIVED Received letter from customer on 04/09/2019 Attached to case <<<Apr 9 2019 7 03 07 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT # [REDACTED] I advised We are in receipt of your email. I have checked your VIN and it does not show an open recall for fuel tank flange. I did see a recall repair in March of 2010 for a fuel transfer pipe recall repair. (Cust Comments J016B J016 FUEL TRANSFER PIPE Tech Comments PERFORMED RECALL. 5567 19.91.97.01 J016 FUEL TRANSFER PIPE RECALLCOMPLETE CUST Jaguar's campaign recall number is J027) Customer stated Being a mechanic I started checking to my o rings etc. Then one day I went into the garage and in front of the right front tire there was fuel I have another garage and I put it on a lift and saw that there was a leak I wonder if somebody replaced it and now it is leaking I called Hennessy and they said yours is not part of the recall It is the same symptoms though and I think Jaguar should take care of it. I advised Did you take it to have them check it out to see exactly what is going on Customer stated No. I advised I would suggest that you do. when do you think you will take it in. Customer stated Next Tuesday 4/16. I advised Ok, just let them know that you have a case open with corporate. I will call them and then you on the 16th. Customer stated Ok. Thanks. <<<Apr 15 2019 11 49 48 000AM entered by SVC RM User Program Management/Client Server>>>From Merida, Bruno <(><<>)bmerida1@jaguarlandrover.com> Date Mon, 15 Apr 2019 at 10 49 Subject [REDACTED] To Carol Mack <(><<>)cmack1@jaguarlandrover.com> [REDACTED] y S/M Jaguar Gwinnett called Cell [REDACTED] Vehicle it is at his location Vehicle Diagnosed Customer was quoted \$510.00 flange it is crack and leaking fuel Customer would like to be advised if we are going to cover for the repair He is waiting for my call back i advised will follow up with an email Case manager is not available at the moment will request a call back <<<Apr 15 2019 12 20 52 000PM entered by SVC RM User Program Management/Client Server>>>CALLED SM MURRAY AT HENNESSY JAGUAR GWENNETH ON [REDACTED] I advised I had seen that his car had a similar recall repair in 2010 SM Murray stated This one was the flange pipe I did not see that one. It may or may not be related. I advised L Is this guy a good customer How many miles are on his vehicle. I see the estimate is \$510.00 SM Murray stated I see that he visited our sister shop a lot. He has not been to this particular shop for over a year The miles on the vehicle is 117K Yes, his price is \$500.00 Wty would be \$440.00 I can't let him leave with it unrepaired though. I advised Ok, I will offer him 500.00 OLCs. He can choose to pay for the repairs with them They will take 1 2 weeks before he gets the. SM Murray stated I just came back to the retailer. I don't think I have seen one of those. Do they come to me. I advised No they go to him and he will bring to you. You can work it out with him however you choose. Due to the age and miles on the vehicle, if I were to offer assistance on the repair it would be miniscule. Will also be a lot of work for admin for such a small sum. I believe the OLCs are best option. SM Murray started Ok. I have his number if you would like. He is actually in the waiting room. Number is [REDACTED] I advised Thanks. That is the same one that I have. <<<Apr 15 2019 12 24 30 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] I advised I just spoke to the SM. We are prepared top offer you 500.00 in OLCs. SM advised that the repairs are 510.00 Customer stated Thank you. Will they come to me or him. I advised They will come to you. You may use them for this repair or any other or for merchandise at any of our authorized retailers. They may take 1 2 weeks to be processed and sent. I will also need to verify your address Customer stated OK (verified address; same as in contacts) <<<Apr 15 2019 12 33 26 000PM entered by SVC RM User Program Management/Client Server>>>ADDED GW ACTIVITY (500 OLCs) TO CRM / GOOGLE SHEET. <<<Apr 15 2019 11 24 30 000AM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] I advised I just spoke to the SM. 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The detailing and performance are like no other. We take pride in having it, however we have experienced something as of late. Our experience started out with an occasional faint smell of fuel then it became more frequent with a stronger odor of fuel. Then we noticed a small puddle of fuel on our garage floor which was in front of the right rear wheel. Upon research, we discovered that there had been a recall on a fuel tank fuel outlet flange. It described our experiences to a tee. See below Select 2010 2012 Jaguar XF models recalled over fuel leak fears The National Highway Traffic Safety Administration has announced a recall of 4,195 Jaguar XF models from the 2010 to 2012 model years due to potential fuel leak woes. In its statement, NHTSA says that the affected vehicles are those equipped with a 5.0 liter gasoline engine all US spec XF models have this V8 underhood but a spokesperson from Jaguar North America confirmed to Autoblogthat this recall does, in fact, apply to both naturally aspirated and supercharged models. According to NHTSA, The affected vehicles may have a fuel tank fuel outlet flange that may crack. This means that fuel has the potential to leak onto the ground, and in the presence of an ignition source, catch fire. The official recall campaign will begin in early December, at which point Jaguar will notify its owners and dealers will replace the faulty fuel outlet flanges free of charge. Scroll down to read the full NHTSA notice. Vehicle Make / Model JAGUAR / XF Model Year(s) 2010 2012 Manufacturer Jaguar Land Rover North America, LLC Report Receipt Date OCT 26, 2012 NHTSA CAMPAIGN ID Number 12V521000 NHTSA Action Number N/A Component FUEL SYSTEM, GASOLINE Potential Number of Units Affected 4,195 Summary Jaguar is recalling certain model year 2010 2012 XF vehicles equipped with a 5.0L gasoline engine. The affected vehicles may have a fuel tank fuel outlet flange that may crack. Consequence The cracked flange may result in fuel leakage onto the ground. This leaking fuel, in the presence of an ignition source, may result in a vehicle fire. Remedy Jaguar will notify owners, and dealers will replace the affected fuel tank fuel outlet flanges, free of charge. The recall is expected to begin on, or before, December 7, 2012. Owners may contact Jaguar at 1 800 452 4827. Notes Jaguar's campaign recall number is J027. Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1 888 327 4236 (TTY 1 800 424 9153), or go to www.safercar.gov. So, upon this discovery, I called our local Jaguar dealer and they quickly dismissed us saying that this did not apply to us. We therefore called the 1 800 452 4827 number where we left our complaint and our vehicle vin # with a lady that gave her name as [REDACTED] and said she would return our call with the information. When we didn't receive one, we made another call and was informed that Jaguar had no open recall on this issue. I can't express how disappointed we were to hear this. Had there not been a recall previously and this was an issue due to our negligence, we would have completely understood the response. I am hoping to get a n explanation as to why this cannot be repaired by Jaguar. As you can see from the info on the recall that I obtained from the websites, I don't understand why there is an unwillingness to treat my vehicle as a recall issue when it clearly states the issue that I am having on the same type of vehicle. My thoughts and feelings are that this issue is a hazard to myself and my family and under the circumstances, why I must shoulder the expense of repair. I thought I paid for the workmanship, quality and reputation of the company when I purchased this vehicle. I would very much appreciate a response to my question to help me understand more clearly. Thank you for understanding my dilemma. I look forward to hearing from you. In addition to postal service, my email is [REDACTED]@yahoo.com and my mobile is [REDACTED]. With regards, [REDACTED] REQUEST Corporate contact <<<Apr 17 2019 7 35 33 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED SCANNED AND MAILED 500.00 OLCs. <<<Apr 5 2019 11 05 10 000AM entered by SVC RM User Program

Management/Client Server>>>Email to customer Dear [REDACTED], Thank you for contacting the Jaguar Customer Relationship Center.. We truly apologize for your inconvenience to date.. We would like the opportunity to speak with you and research your situation. To better assist you, I have forwarded your information to our Customer Relationship Representative, Carol. She can be contacted at..1 800 452 4827 option 9.. You can reference your case number; [REDACTED] Your situation will be researched and you will be followed up with within 2 business days.. Sincerely, Danielle Carey Customer Relationship Center Representative Jaguar Land Rover North America, LLC <<<Apr 5 2019 11 30 04 000AM entered by SVCRM User Program Management/Client Server>>> Customer called to speak with agent Advised customer that agent will contact customer by Tuesday regarding issue Customer said that was acceptable and will wait until Tuesday <<<Apr 8 2019 11 39 33 000AM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 15 Oct 2015 50000 PAINT WARRANTY 15 Oct 2013 100000 SERVICE ITEMS WARRANTY 15 Oct 2010 80000 STANDARD FACTORY WARRANTY 15 Oct 2013 80000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<Apr 8 2019 11 41 54 000AM entered by SVCRM User Program Management/Client Server>>>AS PER AWS SAJWA0FA6AH [REDACTED] 2V C/2Z J C/FC C/DG C/B BP C/VQ C/AJ 10 06 09 16 10 09 J5777 USA 5 5S11 * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code J016 Labor Hrs .5 Labor Cost 55.5 Material Cost 10.51 Total Cost 66.01 Dlr Cd Sub Cd J5777 JA Name HENNESSY JAGUAR GWINNETT Ph 770 6803000 St GA Ctry Cd USA Reg Cd JA Repr Date 08 MAR 2010 DIST(Mile) 5567 Cust Comments J016B J016 FUEL TRANSFER PIPE Tech Comments PERFORMED RECALL. 5567 19.91.97.01 J016 FUEL TRANSFER PIPE RECALLCOMPLETE <<<Apr 8 2019 11 43 33 000AM entered by SVCRM User Program Management/Client Server>>>NOTE NO OPEN RECALL ON VEHICLE. <<<Apr 9 2019 6 03 07 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] I advised We are in receipt of your email. I have checked your VIN and it does not show an open recall for fuel tank flange. I did see a recall repair in March of 2010 for a fuel transfer pipe recall repair. (Cust Comments J016B J016 FUEL TRANSFER PIPE Tech Comments PERFORMED RECALL. 5567 19.91.97.01 J016 FUEL TRANSFER PIPE RECALLCOMPLETE CUST Jaguar's campaign recall number is J027) Customer stated Being a mechanic I started checking to my o rings etc. Then one day I went into the garage and in front of the right front tire there was fuel I have another garage and I put it on a lift and saw that there was a leak I wonder if somebody replaced it and now it is leaking I called Hennessy and they said yours is not part of the recall It is the same symptoms though and I think Jaguar should take care of it. I advised Did you take it to have them check it out to see exactly what is going on Customer stated No. I advised I would suggest that you do. when do you think you will take it in. Customer stated Next Tuesday 4/16. I advised Ok, just let them know that you have a case open with corporate. I will call them and then you on the 16th. Customer stated Ok. Thanks.

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0FA6AH [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	4.2L DAMB NA V8 GAS AJV8 JAG
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	10-Jun-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	16-Oct-2009
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CAT'S
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-restraints-airbags-	Symptom	damage-cracked/fractured/split
Commodity	body-restraints-airbags-	Symptom	field service action
Commodity	body-restraints-airbags-	Symptom	sticks/binds/grabs
Commodity	body-restraints-airbags-passenger airbag	Symptom	field service action
Commodity	electrical-instrument/display-warning chimes/lights-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	separation
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		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-May-2019
Version Series Code	VS DI	Load Date	20-May-2019
Causal Part Prefix- Base - Suffix	-	Dealer Code	J6058
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR CALGARY
Non Causal Part Prefix-Base-Suffix		Dealer City	CALGARY
Non Causal Part Numbers		Dealer State/Province	AB
Fault Code	451	Dealer Country	CAN
Diagnostic Trouble Code		Dealer Phone Number	4032551994
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<May 17 2019 9 11 00 000AM entered by SVC RM User Program Management/Client Server>>>RECEIVED EMAIL FROM SUPERVISOR PAUL L. From LoGiudice, Paul <(><<<>plogiudi@jaguarlandrover.com> Date Thu, 16 May 2019 at 14 39 Subject Fwd Change of registered user/owner in Canada To Ashanta Rose <(><<<>arose9@jaguarlandrover.com> Hi Ashanta, Can you please open a case for the VIN highlighted in red in this email chain. Thank you, Paul LoGiudice Customer Relationship Center Operations Supervisor Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 Office (801) 887 6431 Fax 888.410.0938 Email plogiudi@jaguarlandrover.com Forwarded message From Ruth, Jennifer <(><<<>jruth@jaguarlandrover.com> Date Thu, May 16, 2019 at 1 06 PM Subject Fwd Change of registered user/owner in Canada To Andrew Jersey <(><<<>ajersey@jaguarlandrover.com>, Paul LoGiudice <(><<<>plogiudi@jaguarlandrover.com> Can you each pick someone to open a case for the information below and reach out to the customer CRM has different owner info for each of these VINs but Alan would like us to reach out to the customer information below that he has provided as he believes this is up to date. Thank you, Jennifer Fontanazza Client Relationship Manager Customer Relationship Center T +1.201.818.8371 F +1.888 410 0938 E jruth@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, NJ 07495 JaguarUSA.com LandRoverUSA.com Forwarded message From Clarke, Alan <(><<<>aclark43@jaguarlandrover.com> Date Wed, May 15, 2019 at 9 12 AM Subject Fwd Change of registered user/owner in Canada To Jennifer Ruth <(><<<>jruth@jaguarlandrover.com> Hi Jennifer, please can CRC att empt to make telephone contact to owners of 2 Jaguar 10MY XF models in Canada that each have 2 open safety recalls We believe the latest owner and addresses are as below. I researched telephone numbers on line. One is a Business contact These each have an open Takata recall J072 and Cracked Fuel tank flange Recall J059. Both cars have been open in these recalls for a long time and despite multiple attempts to mail owners repairs have not been performed. Please can we do whatever we can to get these cars into a Jaguar store maybe for example with direct live assistance in making service appointments 1. SAJXA0GB7AI [REDACTED] BESPOKE AUTO SOLUTIONS INC 28 RAYNES CRES SCARBOROUGH ON M1V3V7 TEL (289) 660 8168 2. SAJXA0JC4AM [REDACTED] 2007 [REDACTED] CALGARY AB [REDACTED] TEL [REDACTED] Please let me know if you need any additional information. many thanks Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 M + [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com LandRoverUSA.com Forwarded message From Clarke, Alan <(><<<>aclark43@jaguarlandrover.com> Date Thu, Mar 28, 2019 at 5 12 PM Subject Change of registered user/owner in Canada To Lourdes Clemente <(><<<>lclemen4@jaguarlandrover.com> Lourdes the following 2 VIN are open in J072 Takata in Canada. Can you determine if the customer mailing details you will have just used for the Takata re mailing has been updated since the original mailing SAJXA0GB7AI [REDACTED] SAJXA0JCXAM [REDACTED] Thanks Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 M [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com LandRoverUSA.com <<<May 17 2019 9 12 01 000AM entered by SVC RM User Program Management/Client Server>>>AS PER DDW Warranty Cover Policy Expires Distance Deductible CORROSION WARRANTY 29 Nov 2015 999999 PAINT WARRANTY 29 Nov 2013 80000 SERVICE ITEMS WARRANTY 29 Nov 2010 20000 STANDARD FACTORY WARRANTY 29 Nov 2013 80000 Open Field Service Actions Code FSA Message J072 TAKATA PASSENGER AIRBAG <<<May 17 2019 9 12 59 000AM entered by SVC RM User Program Management/Client Server>>>AS PER AWS No Related Claim <<<May 17 2019 9 18 05 000AM entered by SVC RM User Program Management/Client Server>>>CALLED [REDACTED] AT [REDACTED] Phone kept ringing No VM picked up <<<May 17 2019 9 19 44 000AM entered by SVC RM User Program Management/Client Server>>>CALLED [REDACTED] AT [REDACTED] Hung up after a few rings It is too early to contact [REDACTED] It is now 7 18 am in Okotoks, AB <<<May 17 2019 12 13 14 000PM entered by SVC RM User Program Management/Client Server>>>CALLED [REDACTED] AT [REDACTED] Phone kept ringing No Voicemail picked up <<<May 20 2019 11 25 36 000AM entered by SVC RM User Program Management/Client Server>>>CALLED [REDACTED] AT [REDACTED] Phone kept ringing No Voicemail picked up <<<May 20 2019 11 27 40 000AM entered by SVC RM User Program Management/Client Server>>>CALLED [REDACTED] AT [REDACTED] AND LEFT A VOICEMAIL Calling in regards to your 2010 Jaguar XF Provided case # Provided contact info Requested callback <<<May 23 2019 8 46 05 000AM entered by SVC RM User Program Management/Client Server>>>RECEIVED EMAIL FROM CRM JENNIFER F. From Ruth, Jennifer <(><<<>jruth@jaguarlandrover.com> Date Wed, 22 May 2019 at 09 19 Subject Case [REDACTED] To Ashanta Rose <(><<<>arose9@jaguarlandrover.com> Cc Paul LoGiudice <(><<<>plogiudi@jaguarlandrover.com> For this case why are we calling [REDACTED] who is that Please make the customer for this case [REDACTED] per the email from Alan. Thank you, Jennifer Fontanazza Client Relationship Manager Customer Relationship Center T +1.201.818.8371 F +1.888 410 0938 E jruth@jaguarlandrover.com <<<May 17 2019 10 11 00 000AM entered by SVC RM User Program Management/Client Server>>>RECEIVED EMAIL FROM SUPERVISOR PAUL L. From LoGiudice, Paul <(><<<>plogiudi@jaguarlandrover.com> Date Thu, 16 May 2019 at 14 39 Subject Fwd Change of registered user/owner in Canada To Ashanta Rose <(><<<>arose9@jaguarlandrover.com> Hi Ashanta, Can you please open a case for the VIN highlighted in red in this email
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Please can we do whatever we can to get these cars into a Jaguar store maybe for example with direct live assistance in making service appointments 1. SAJXA0GB7A1 [REDACTED] BESPOKE AUTO SOLUTIONS INC 28 RAYNES CRES SCARBOROUGH ON M1V3V7 TEL (289) 660 8168 2. SAJXA0JC4AM [REDACTED] 2007 [REDACTED] CALGARY AB [REDACTED] TEL [REDACTED] Please let me know if you need any additional information. many thanks Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 | M [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com | LandRoverUSA.com Forwarded message From Clarke, Alan <(><<) >aclark43@jaguarlandrover.com> Date Thu, Mar 28, 2019 at 5 12 PM Subject Change of registered user/owner in Canada To Lourdes Clemente <(><<) >lclemen4@jaguarlandrover.com> Lourdes the following 2 VIN are open in J072 Takata in Canada. Can you determine if the customer mailing details you will have just used for the Takata re mailing has been updated since the original mailing SAJXA0GB7A1 [REDACTED] SAJXA0JCXAM [REDACTED] Thanks Alan Clarke Critical Concerns Specialist, Product Investigation T +1 (201) 818 8373 | M [REDACTED] E aclark43@jaguarlandrover.com Jaguar Land Rover North America, LLC 100 Jaguar Land Rover Way, Mahwah, N.J. 07495 JaguarUSA.com | LandRoverUSA.com <<<May 17 2019 10 12 01 000AM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Cover Policy Expires Distance Deductible CORROSION WARRANTY 29 Nov 2015 999999 PAINT WARRANTY 29 Nov 2013 80000 SERVICE ITEMS WARRANTY 29 Nov 2010 20000 STANDARD FACTORY WARRANTY 29 Nov 2013 80000 _____ Open Field Service Actions Code FSA Message J072 TAKATA PASSENGER AIRBAG <<<May 17 2019 10 12 59 000AM entered by SVCRM User Program Management/Client Server>>>AS PER AWS No Related Claim <<<May 17 2019 10 19 44 000AM entered by SVCRM User Program Management/Client Server>>>CALLED [REDACTED] AT [REDACTED] Hung up after a few rings It is too early to contact [REDACTED] It is now 7 18 am in Okotoks, AB <<<May 17 2019 1 13 14 000PM entered by SVCRM User Program Management/Client Server>>>CALLED [REDACTED] AT [REDACTED] Phone kept ringing No Voicemail picked up <<<May 20 2019 12 27 40 000PM entered by SVCRM User Program Management/Client Server>>>CALLED [REDACTED] AT [REDACTED] AND LEFT A VOICEMAIL Calling in regards to your 2010 Jaguar XF Provided case # Provided contact info Requested callback <<<May 23 2019 9 46 05 000AM entered by SVCRM User Program Management/Client Server>>>RECEIVED EMAIL FROM CRM JENNIFER F. From Ruth, Jennifer <(><<) >jruth@jaguarlandrover.com> Date Wed, 22 May 2019 at 09 19 Subject Case [REDACTED] To Ashanta Rose <(><<) >arose9@jaguarlandrover.com> Cc Paul LoGiudice <(><<) >plogiudi@jaguarlandrover.com> For this case why are we calling [REDACTED] who is that Please make the customer for this case [REDACTED] per the email from Alan. Thank you, Jennifer Fontanazza Client Relationship Manager Customer Relationship Center T +1.201.818.8371 | F +1.888 410 0938 E jruth@jaguarlandrover.com <<<May 23 2019 9 46 37 000AM entered by SVCRM User Program Management/Client Server>>>EMAILED CLIENT RELATIONSHIP MANAGER JENNIFER F From Rose, Ashanta <(><<) >arose9@jaguarlandrover.com> Date Thu, 23 May 2019 at 08 40 Subject Re Case [REDACTED] To Ruth, Jennifer <(><<) >jruth@jaguarlandrover.com> Cc Paul LoGiudice <(><<) >plogiudi@jaguarlandrover.com> I have called Anita several time. The provided phone number rings constantly and no voicemail picks up. [REDACTED] shows up as the owner of the vehicle in CRM. So I called him to determine if he is still the vehicle's owner Ashanta Rose Customer Relationship Center Senior Representative Phone 801 887 6424 Fax 888 410 0938 <<<May 23 2019 11 47 12 000AM entered by SVCRM User Program Management/Client Server>>>RECEIVED EMAIL FROM CRM JENNIFER F From Ruth, Jennifer <(><<) >jruth@jaguarlandrover.com> Date Thu, 23 May 2019 at 08 48 Subject Re Case [REDACTED] To Rose, Ashanta <(><<) >arose9@jaguarlandrover.com> Cc Paul LoGiudice <(><<) >plogiudi@jaguarlandrover.com> Okay, so pretty sure we have reached out to [REDACTED] previously. Please make sure this case is under [REDACTED] and you can try one

more time <(>&<)> then solve the case. Thank you, Jennifer Fontanazza Client Relationship Manager Customer Relationship Center T +1.201.818.8371 | F +1.888 410 0938 E jruth@jaguarlandrover.com <<<May 23 2019 11 50 05 000AM entered by SVCRM User Program Management/Client Server>>>CALLED [REDACTED] AT [REDACTED] Phone kept ringing for 1.34 seconds Then went silent until the 2 minute mark Line then disconnected No Voicemail picked up <<<May 23 2019 11 51 02 000AM entered by SVCRM User Program Management/Client Server>>>EMAILED CLIENT RELATIONSHIP MANAGER JENNIFER F. From Rose, Ashanta <(><<)>arose9@jaguarlandrover.com> Date Thu, 23 May 2019 at 10 50 Subject Re Case [REDACTED] To Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com> Cc Paul LoGiudice <(><<)>plogiudi@jaguarlandrover.com> CALLED [REDACTED] AT [REDACTED] Phone kept ringing for 1.34 seconds Then went silent until the 2 minute mark Line then disconnected No Voicemail picked up Ashanta Rose Customer Relationship Center Senior Representative Phone 801 887 6424 Fax 888 410 0938 <<<May 23 2019 12 20 39 000PM entered by SVCRM User Program Management/Client Server>>>RECEIVED EMAIL FROM CRM JENN F. From Ruth, Jennifer <(><<)>jruth@jaguarlandrover.com> Date Thu, 23 May 2019 at 11 02 Subject Re Case [REDACTED] To Rose, Ashanta <(><<)>arose9@jaguarlandrover.com> Cc Paul LoGiudice <(><<)>plogiudi@jaguarlandrover.com> Okay, thank you. You are good to solve case. Jennifer Fontanazza Client Relationship Manager Customer Relationship Center T +1.201.818.8371 | F +1.888 410 0938 E jruth@jaguarlandrover.com <<<May 17 2019 10 18 05 000AM entered by SVCRM User Program Management/Client Server>>>CALLED [REDACTED] AT [REDACTED] Phone kept ringing No VM picked up <<<May 20 2019 12 25 36 000PM entered by SVCRM User Program Management/Client Server>>>CALLED [REDACTED] AT [REDACTED] Phone kept ringing No Voicemail picked up

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJXA0JC4AM [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	3.0L OHC SGEI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	07-Sep-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	30-Nov-2009
Build Country Code		Transmission Serial Number	
Mileage	40891	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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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 2004 quarterly releases.

ECI Record [REDACTED] Source Code CATS

Commodity Assignment

Commodity	body-restraints-airbags-	Symptom	circuit-open
Commodity	body-restraints-airbags-	Symptom	damage-cracked/fractured/split
Commodity	body-restraints-airbags-	Symptom	field service action
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	circuit-open
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	field service action
Commodity	unknown—	Symptom	field service action
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	22-May-2019
Version Series Code	VS DJ	Load Date	25-May-2019
Causal Part Prefix- Base - Suffix	- -	Dealer Code	UNKNOW
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code	53	Dealer Country	CAN
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer

Comment Technician Comment	<<<May 23 2019 1 04 26 000PM entered by SVCRM User Program Management/Client Server>>>Received email from supervisor Andy advising From Jersey, Andrew <(>(<<>)ajersey@jaguarlandrover.com> Date Thu, 16 May 2019 at 14 42 Subject Recalls To Latanya Parker <(>(<<>)lparker7@jaguarlandrover.com> Latanya Can you please try to contact this customer and have them make an appointment at a jaguar retailer. also please open a case to document your transaction These each have an open Takata recall J072 Air bag and Cracked Fuel tank flange Recall J059. Both cars have been open in these recalls for a long time and despite multiple attempts to mail owners repairs have not been performed. Please can we do whatever we can to get these cars into a Jaguar store maybe for example with direct live assistance in making service appointments 1. SAJXA0GB7AI [REDACTED] BESPOKE AUTO SOLUTIONS INC 28 RAYNES CRES SCARBOROUGH ON M1V3V7 TEL (289) 660 8168 Andy Jersey <<<May 23 2019 1 03 46 000PM entered by SVCRM User Program Management/Client Server>>>Also called customer @ [REDACTED] but this is not a good number either <<<May 22 2019 1 30 56 000PM entered by SVCRM User Program Management/Client Server>>>Tried calling customer on [REDACTED] but this is not a good number <<<May 23 2019 12 03 46 000PM entered by SVCRM User Program Management/Client Server>>>Also called customer @ [REDACTED] but this is not a good number either <<<May 22 2019 12 30 56 000PM entered by SVCRM User Program Management/Client Server>>>Tried calling customer on [REDACTED] but this is not a good number
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CQIS Reco	
mmentations	
S	

Tire Information

Tire Manufacturer	Unknown	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	SAJXA0GB7A1	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	16-Feb-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	27-Feb-2010
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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 ODC HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	CATS
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	field service action
Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	administrative cost
Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	damage-cracked/fractured/split
Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	field service action
Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	mod-codes found
Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	mod-driving condition-at cruise
Commodity	electrical-accessories/entertainment-mobile communication-	Symptom	mod-driving condition-while driving
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	field service action
Commodity	powertrain-engine—	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine—	Symptom	fluid level-insufficient fluid
Commodity	powertrain-engine-fuel system-	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-	Symptom	field service action
Commodity	powertrain-engine-fuel system-	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-	Symptom	odor
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	mod-driving condition-while driving
Commodity	powertrain-transmission—	Symptom	administrative cost
Commodity	powertrain-transmission—	Symptom	damage-cracked/fractured/split
Commodity	powertrain-transmission—	Symptom	function-malfunction/inoperative
Commodity	powertrain-transmission—	Symptom	mod-driving condition-while driving
Commodity	unknown—	Symptom	administrative cost
Commodity	unknown—	Symptom	damage-cracked/fractured/split
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	mod-codes found
Commodity	unknown—	Symptom	mod-driving condition-while driving
Commodity	unknown—	Symptom	sticks/binds/grabs
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	10	Tread Category Description	powertrain
Tread Category Code	11	Tread Category Description	electrical

Report Details

Source Claim Key		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	19-Jun-2019
Version Series Code	VS DJ	Load Date	22-Jun-2019
Causal Part Prefix-Base-Suffix	-	Dealer Code	J5356
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR FORT LAUDERDALE
Non Causal Part Prefix-Base-Suffix		Dealer City	FORT LAUDERDALE
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code	20544	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9545987900
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<<<Jun 28 2019 3 44 09 000PM entered by SVCRM User Program Management/Client Server>>>EMAILED SM CARMEN AND SERVCIE DRIVE MANAGER KEN From Ashanta Rose Sent Friday, June 28, 2019 2 43 PM To sarrak@autonation.com; CammarataC1@autonation.com Subject Deborah Vaneyveldt _ 2011 Jaguar XF _ CRC Case # [REDACTED] Hello Ken and Carmen, This email is in regards to [REDACTED] _ 2011 Jaguar XF _ CRC Case # [REDACTED] Fuel flange cracked. Customer requested GW from CRC. . Is this the same occurrence as in the recall . What is the cost (parts + Labor) . Was the vehicle purchased from Jaguar Fort Lauderdale . Is the vehicle maintained at Jaguar Fort Lauderdale . Is this a good candidate for assistance Regards, Ashanta Rose Senior Operations Representative Customer Relationship Center Phone 801 887 6424 Fax 888 410 0938 Email arose9@jaguarlandrover.com <<<Jun 28 2019 2 44 09 000PM entered by SVCRM User Program Management/Client Server>>>EMAILED SM CARMEN AND SERVCIE DRIVE MANAGER KEN From Ashanta Rose Sent Friday, June 28, 2019 2 43 PM To sarrak@autonation.com; CammarataC1@autonation.com Subject [REDACTED] _ 2011 Jaguar XF _ CRC Case # [REDACTED] Hello Ken and Carmen, This email is in regards to [REDACTED] _ 2011 Jaguar XF _ CRC Case # [REDACTED] Fuel flange cracked. Customer requested GW from CRC. . Is this the same occurrence as in the recall . What is the cost (parts + Labor) . Was the vehicle purchased from Jaguar Fort Lauderdale . Is the vehicle maintained at Jaguar Fort Lauderdale . Is this a good candidate for assistance Regards, Ashanta Rose Senior Operations Representative Customer Relationship Center Phone 801 887 6424 Fax 888 410 0938 Email arose9@jaguarlandrover.com <<<Jun 19 2019 12 39 29 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer States 2nd vehicle with JLR Vehicle is purchased Approximately 100,600 miles on vehicle Customer states REPAIR PAL states there is a recall on her vehicle Customer states fuel flange failed/cracked The retailer is charging 500.00 for the repair Customer feels because this is a recall she should not pay out of pocket Retailer is Jaguar FT Lauderdale Customer is wondering if corporate can send out an engineer who can assist further Vehicle is not under warranty Vehicle is with retailer REQUESTS Customer Requests To have repairs for ADVISED I advised Case created Case id provided Follow up in 2 business days <<<Jun 19 2019 12 39 56 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 30 Jan 2017 50000 EMISSIONS WARRANTY 30 Jan 2019 12000 PAINT WARRANTY 30 Jan 2016 50000 SERVICE ITEMS WARRANTY 30 Jan 2012 80000 STANDARD FACTORY WARRANTY 30 Jan 2016 12500 Open Field Service Actions Code FSA Message I359 USA <(>&<)> CANADA PLATINUM SERVICE 1ST 2ND WIPER BLADE INSERT I360 USA <(>&<)> CANADA PLATINUM COVERAGE BRAKE FLUID SERVICE I390 PLATINUM SERVICE 1ST FRONT BRAKE PAD/DISK I392 PLATINUM SERVICE 2ND FRONT BRAKE PAD/DISK I393 PLATINUM SERVICE 2ND REAR BRAKE PAD/DISK <<<Jun 19 2019 12 40 36 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS NO RELATED CLAIMS <<<Jun 19 2019 12 42 38 000PM entered by SVCRM User Program Management/Client Server>>>UPDATED IRA ISSUE Customer States 2nd vehicle with JLR Vehicle is purchased Approximately 100,600 miles on vehicle Customer states REPAIR PAL states there is a recall on her vehicle Customer states fuel flange failed/cracked 1week ago she smelled the fuel Customer noticed once the air was turned off she really smelled the fuel There was no leak just a smell for fuel The retailer is charging 500.00 for the repair Customer feels because this is a recall she should not pay out of pocket Retailer is Jaguar FT Lauderdale Customer is wondering if corporate can send out an engineer who can assist further Vehicle is not under warranty Vehicle is with retailer REQUESTS Customer Requests To have repairs for ADVISED I advised Case created Case id provided Follow up in 2 business days <<<Jun 25 2019 1 42 06 000PM entered by SVCRM User Program Management/Client Server>>>RECEIVED CASE ON 6/25/2019 <<<Jun 25 2019 1 42 54 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Cover Policy Expires Distance Deductible CORROSION WARRANTY 30 Jan 2017 50000 EMISSIONS WARRANTY 30 Jan 2019 12000 PAINT WARRANTY 30 Jan 2016 50000 SERVICE ITEMS WARRANTY 30 Jan 2012 80000 STANDARD FACTORY WARRANTY 30 Jan 2016 12500 _____ Open Field Service Actions Code FSA Message I359 USA <(>&<)> CANADA PLATINUM SERVICE 1ST 2ND WIPER BLADE INSERT I360 USA <(>&<)> CANADA PLATINUM COVERAGE BRAKE FLUID SERVICE I390 PLATINUM SERVICE 1ST FRONT BRAKE PAD/DISK I392 PLATINUM SERVICE 2ND FRONT BRAKE PAD/DISK I393 PLATINUM SERVICE 2ND REAR BRAKE PAD/DISK <<<Jun 25 2019 1 48 19 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS No related claim <<<Jul 1 2019 9 11 10 000AM entered by SVCRM User Program Management/Client Server>>>RECEIVED EMAIL FROM CUSTOMER From [REDACTED] > Sent Saturday, June 29, 2019 1 26 PM To Ashanta Rose Subject Re Case # [REDACTED] _ Jaguar Land Rover North America Okay thank you so much" Have a good weekend. Deb <<<Jun 25 2019 2 02 00 000PM entered by SVCRM User Program Management/Client Server>>>CUSTOMER SITUATION Cracked fuel flange Customer claims that there is a recall on vehicle Customer requested that JLR pays for the repair CUSTOMER PROFILE Name [REDACTED] Phone [REDACTED] Email [REDACTED] 1st time Jaguar owner 3rd owner of the vehicle as of 10/08/2015 VEHICLE PROFILE Vehicle 2011 Jaguar XF VIN SAJWA0GBXBI [REDACTED] In service date 1/31/2011 Months in service 101 Vehicle was purchased used on 10/08/2015 Standard factory warranty expired on 1/30/2016 or at 12,500 miles; whichever comes 1st Current mileage is 100,600 miles Vehicle is 41 months post warranty Transmission 6 Speed Automatic 6HP26 Engine 5.0L NA V8 Petrol Maintenance interval 1 year or 15,000 miles; whichever comes 1st DECISION There are no open recalls on VIN SAJWA0GBXBI [REDACTED] as per DDW There are 0 unrepaired recalls on VIN SAJWA0GBXBI [REDACTED] as per NHTSA Recalls are VIN specific No GW will be provided on this case Vehicle is outside of goodwill parameters As per SOP Goodwill Processing Global View Procedure Goodwill expires at 84 months in service or 110K miles (whichever comes 1st) This vehicle is 101
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months in service with 100,600 miles Goodwill request is denied <<<Jun 25 2019 2 03 26 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] AND LEFT A VOICEMAIL Provided case # Provided contact info Requested callback or email response <<<Jun 25 2019 2 10 00 000PM entered by SVC RM User Program Management/Client Server>>>SENT FOLLOW UP EMAIL TO CUSTOMER From Ashanta Rose Sent Tuesday, June 25, 2019 2 09 PM To [REDACTED] Subject Case # [REDACTED] _ Jaguar Land Rover North America Good afternoon [REDACTED], This email is in regards to case # [REDACTED] You requested recall information due to a cracked fuel flange on your 2011 Jaguar XF (VIN SAJWA0GBXB1 [REDACTED]). There are no open recalls on VIN SAJWA0GBXB1 [REDACTED]. Recalls are VIN specific and are not identified by the vehicle's make and model. . As per the National Highway Traffic Safety Administration (NHTSA), there are no unrepaired recalls on this VIN (see attached) . As per internal Jaguar Land Rover systems, there are no open recalls on this VIN. I tried reaching you by phone at [REDACTED] but was unsuccessful. If you have any questions pertaining to this case, please contact me by phone or email. My office hours are Monday Friday from 8 30 am 5 00 pm eastern time. Regards, Ashanta Rose Senior Operations Representative Customer Relationship Center Phone 801 887 6424 Fax 888 410 0938 Email arose9@jaguarlandrover.com <<<Jun 26 2019 10 10 50 000AM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] I Stated Call is in regards cracked fuel flange You inquired about a recall I did check NHTSA and other internal systems There are no open recalls on the VIN She Stated Paying for the repair and oil change Is a little ridiculous I Stated Will evaluate the case Will contact dealer Will follow up within 2 3 business days <<<Jun 26 2019 10 13 20 000AM entered by SVC RM User Program Management/Client Server>>>CUSTOMER SITUATION Cracked fuel flange Customer claims that there is a recall on vehicle Customer requested that JLR pays for the repair CUSTOMER PROFILE Name [REDACTED] Phone [REDACTED] Email [REDACTED] 1st time Jaguar owner 3rd owner of the vehicle as of 10/08/2015 VEHICLE PROFILE Vehicle 2011 Jaguar XF VIN SAJWA0GBXB1 [REDACTED] In service date 1/31/2011 Months in service 101 Vehicle was purchased used on 10/08/2015 Standard factory warranty expired on 1/30/2016 or at 12,500 miles; whichever comes 1st Current mileage is 100,600 miles Vehicle is 41 months post warranty Transmission 6 Speed Automatic 6HP26 Engine 5.0L NA V8 Petrol Maintenance interval 1 year or 15,000 miles; whichever comes 1st DECISION There are no open recalls on VIN SAJWA0GBXB1 [REDACTED] as per DDW There are 0 unrepaired recalls on VIN SAJWA0GBXB1 [REDACTED] as per NHTSA Recalls are VIN specific Will offer \$800 in OLCs to promote customer loyalty <<<Jun 26 2019 10 17 59 000AM entered by SVC RM User Program Management/Client Server>>>REQUESTED OLCS ON 6/26/2019 [REDACTED] 6/26/2019 2011 Jaguar XF BLR89300 Ashanta Rose 6/26/2019 J5356 [REDACTED] Hollywood, FL [REDACTED] \$800.00 Cracked fuel flange. VIN does not fall in recall VIN range. Issue is identical. Offered \$800 in OLCs to help with repair cost. <<<Jun 28 2019 2 48 12 000PM entered by SVC RM User Program Management/Client Server>>>EMAILED CUSTOMER From Ashanta Rose Sent Friday, June 28, 2019 2 47 PM To [REDACTED] Subject Re Case # [REDACTED] _ Jaguar Land Rover North America Hello [REDACTED] I am sorry for missing your call. I have been in several meetings since yesterday and away from my desk. I have contacted both Ken Sarra and Carmen Cammarata from the service department of Jaguar Fort Lauderdale for their findings. Once I have the needed information, I will be able to get approval for assistance. Regards, Ashanta Rose Senior Operations Representative Customer Relationship Center Phone 801 887 6424 Fax 888 410 0938 Email arose9@jaguarlandrover.com <<<Jun 28 2019 2 53 26 000PM entered by SVC RM User Program Management/Client Server>>>CALLED SM KEN FROM JAGUAR FT. LAUDERDALE AT 954 595 6739 AND LEFT A VM Provided customer info Provided vehicle info Requested callback or email response <<<Jul 1 2019 9 27 08 000AM entered by SVC RM User Program Management/Client Server>>>EMAILED SERVICE DRIVE MANAGER KEN SARRA From Ashanta Rose Sent Monday, July 1, 2019 9 26 AM To Cammarata, Carmen Cc Sarra, Kenneth Subject Re [REDACTED] _ 2011 Jaguar XF _ CRC Case # [REDACTED] Hello Ken, Is there an update on the requested information Ashanta Rose Senior Operations Representative Customer Relationship Center Phone 801 887 6424 Fax 888 410 0938 Email arose9@jaguarlandrover.com <<<Jul 1 2019 3 54 33 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED EMAIL FROM ASSISTANT SM KEN From Sarra, Kenneth <(><<<> SarraK@autonation.com> Sent Monday, July 1, 2019 2 46 PM To Ashanta Rose; Cammarata, Carmen Cc Sarra, Kenneth Subject RE [REDACTED] _ 2011 Jaguar XF _ CRC Case # [REDACTED] Good afternoon Mrs. Rose, Thank you for your recent e mail correspondence regarding [REDACTED] 2011 jaguar XF, VIN @ SAJWA0GBXB1 [REDACTED] with 100,725 current miles. In reference to the questions that you had inquired regarding [REDACTED] Jaguar The needed fuel flange replacement IS the same as the Jaguar Technical Service Bulletin, (Jaguar TSIB # J027NAS2.) The warranty cost including parts and labor to perform the needed repair(s) is \$349.17, (Parts C2D25076 \$181.90, C2Z7361 \$9.81) (Labor 0.9 @ \$174.95 = \$157.46). The vehicle, according to DDW, was not originally purchased from Jaguar Fort Lauderdale, however was purchased as a Certified Pre Owned vehicle from Jaguar Fort Lauderdale, (a.k.a. Alpine Jaguar), on 10/20/2015 by [REDACTED]. The vehicle has been maintained at Jaguar Fort Lauderdale since [REDACTED] purchase of it on 10/20/2015 and all recommended/required service/maintenance has been performed. [REDACTED] is a good Jaguar Fort Lauderdale customer and has consistently patronized both the dealership and service department by performing her scheduled services and any other needed service/ maintenance on her Jaguar. I hope that this answers the questions that you had regarding [REDACTED] request for assistance and the needed repairs on her Jaguar. Please feel free to contact me regarding any other questions that you may have. I would be happy to answer or to research the answers to any questions that you might have, regarding [REDACTED] request for Jaguar

goodwill assistance. Thank you once again Mrs. Rose, for your recent e mail correspondence. I look forward to speaking and/or corresponding with you soon. Best Regards, Kenneth M. Sarra Assistant Service Manager Jaguar Fort Lauderdale (954) 595 6739, (Direct) (954) 267 8935, (Fax) sarrak@autonation.com

<<<Jul 1 2019 4 00 19 000PM entered by SVCRM User Program Management/Client Server>>>REMOVED OLC REQUEST FROM SPREADSHEET
GOODWILL OFFER WILL BE RE EVALUATED <<<Jul 1 2019 4 11 33 000PM entered by SVCRM User Program Management/Client
Server>>>CUSTOMER SITUATION Cracked fuel flange Customer claims that there is a recall on vehicle Customer requested that JLR pays for the repair
CUSTOMER PROFILE Name [REDACTED] Phone [REDACTED] Email [REDACTED] 1st time Jaguar owner 3rd owner of the vehicle as of
10/08/2015 VEHICLE PROFILE Vehicle 2011 Jaguar XF VIN SAJWA0GBXB1 [REDACTED] In service date 1/31/2011 Months in service 101 Vehicle was
purchased used on 10/08/2015 Standard factory warranty expired on 1/30/2016 or at 12,500 miles; whichever comes 1st Current mileage is 100,600 miles
Vehicle is 41 months post warranty Transmission 6 Speed Automatic 6HP26 Engine 5.0L NA V8 Petrol Maintenance interval 1 year or 15,000 miles; whichever
comes 1st RETAILER REVIEW The needed fuel flange replacement is the same as the Jaguar Technical Service Bulletin, (Jaguar TSIB # J027NAS2.)
J027NAS2 Safety Recall Cracked Fuel Tank Fuel Outlet Mounting Flange The warranty cost including parts and labor to perform the needed repair(s) is
\$349.17, (Parts C2D25076 \$181.90, C2Z7361 \$9.81) (Labor 0.9 @ \$174.95 = \$157.46). The vehicle, according to DDW, was not originally purchased from
Jaguar Fort Lauderdale, However was purchased as a Certified Pre Owned vehicle from Jaguar Fort Lauderdale, (a.k.a. Alpine Jaguar), on 10/20/2015 by [REDACTED]
[REDACTED]. The vehicle has been maintained at Jaguar Fort Lauderdale since [REDACTED] purchase of it on 10/20/2015 and all recommended/required
service/maintenance has been performed. [REDACTED] is a good Jaguar Fort Lauderdale customer and has consistently patronized both the Dealership and
service department by performing her scheduled services and any other needed service/maintenance on her Jaguar. DECISION There are no open recalls on
VIN SAJWA0GBXB1 [REDACTED] as per DDW There are 0 unrepaired recalls on VIN SAJWA0GBXB1 [REDACTED] as per NHTSA Recalls are VIN specific However
would like to cover 90% because the issue is identical to J027NAS2 as per assistant SM Ken Sarra 90% of \$349.17 is equal to \$314.25 Customer is responsible
for the remaining 10% 10% = \$34.92 <<<Jul 1 2019 4 12 26 000PM entered by SVCRM User Program Management/Client Server>>>EMAILED ASM KEN S
From Ashanta Rose Sent Monday, July 1, 2019 4 12 PM To Sarra, Kenneth; Cammarata, Carmen Subject Re [REDACTED] _ 2011 Jaguar XF _ CRC
Case # [REDACTED] I have submitted the case for GW review. Will update you once I have a decision on the case. Ashanta Rose Senior Operations
Representative Customer Relationship Center Phone 801 887 6424 Fax 888 410 0938 Email arose9@jaguarlandrover.com <<<Jul 3 2019 9 07 10 000AM
entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] I Stated Your case was reviewed JLR NA is in a
position to cover 90% of the Fuel flange replacement She Stated Thank you You have no idea how much this helps me I am in recovery I had cancer last year I
am catching up on my bills I Stated You are welcome I will contact the dealer <<<Jul 3 2019 9 24 11 000AM entered by SVCRM User Program Management/
Client Server>>>EMAILED ASSISTANT SM KEN From Ashanta Rose Sent Wednesday, July 3, 2019 9 23 AM To Sarra, Kenneth; Cammarata, Carmen
Subject Re [REDACTED] _ 2011 Jaguar XF _ CRC Case # [REDACTED] Hey Ken, JLR NA is covering 90%. Customer accepted the offer. Please email
me the final warranty copy of the RO at the end of the repair. <<<Jul 8 2019 11 23 23 000AM entered by SVCRM User Program Management/Client
Server>>>CASE STATUS pending repair confirmation JLR NA is covering 90% waiting on final RO from Jaguar Fort Lauderdale <<<Jul 11 2019 9 10 39
000AM entered by SVCRM User Program Management/Client Server>>>RECEIVED EMAIL FROM SM CARMEN From Cammarata, Carmen <(><<
>CammarataC1@autonation.com> Sent Thursday, July 11, 2019 8 49 AM To Ashanta Rose Cc Sarra, Kenneth Subject RE [REDACTED] _ 2011 Jaguar
XF _ CRC Case # [REDACTED] Good morning Ashanta, I just updated the case and attached final warranty invoice in CRM. Best regards, Carmen Cammarata
Service Manager Jaguar Fort Lauderdale <<<Jul 11 2019 9 11 24 000AM entered by SVCRM User Program Management/Client Server>>>EMAILED SM
CARMEN From Ashanta Rose Sent Thursday, July 11, 2019 9 10 AM To Cammarata, Carmen Cc Sarra, Kenneth Subject Re [REDACTED] _ 2011
Jaguar XF _ CRC Case # [REDACTED] Thank you Carmen. I requested the auth code. I will email it to you once I received it. Ashanta Rose Senior Operations
Representative Customer Relationship Center Phone 801 887 6424 Fax 888 410 0938 Email arose9@jaguarlandrover.com <<<Jul 11 2019 9 12 31 000AM
entered by SVCRM User Program Management/Client Server>>>CASE SUMMARY/STATUS Cracked fuel flange Lines up with recall as per dealer However,
the VIN is not listed in the affected VIN range Offered 90% and customer accepted Final RO # [REDACTED] shows 90% as \$299.22 Submitted retailer credit form on
7/11/2019 Waiting or auth code from admin <<<Jul 15 2019 12 39 34 000PM entered by SVCRM User Program Management/Client Server>>>CASE
SUMMARY/STATUS Cracked fuel flange Lines up with recall as per dealer However, the VIN is not listed in the affected VIN range Offered 90% and
customer accepted Final RO # [REDACTED] shows 90% as \$299.22 Submitted retailer credit form on 7/11/2019 Waiting or auth code from admin <<<Jul 15 2019 1 03
13 000PM entered by SVCRM User Program Management/Client Server>>>Customer [REDACTED] Retailer J5356 VIN SAJWA0GBXB1 [REDACTED]
Amount \$299.22 RO 53799 % of repair 90% AUTH CODE 9007S <<<Jun 28 2019 2 32 32 000PM entered by SVCRM User Program Management/Client
Server>>>RECEIVED EMAIL FROM CUSTOMER From [REDACTED] <(><<< [REDACTED] > Sent Friday, June 28, 2019 2 13 PM To
Ashanta Rose Subject Re Case # [REDACTED] _ Jaguar Land Rover North America Hi Ashanta I was trying to reach you over the phone regarding my car. Ken
Sarrra has called me a couple of times asking for an update could you please give him a call and

advise Ken 954 595 6739. Thank you" Deb <<<Jul 18 2019 8 52 02 000AM entered by SVC RM User Program Management/Client Server>>>EMAILED SM CARMEN AND ASM KEN From Ashanta Rose <(><<)arose9@jaguarlandrover.com> Sent Thursday, July 18, 2019 8 50 AM To Cammarata, Carmen <(><<)>CammarataC1@autonation.com> Cc Sarra, Kenneth <(><<)sarrak@autonation.com> Subject Re [REDACTED] _ 2011 Jaguar XF _ CRC Case # [REDACTED]

Hi Carmen and Ken, Please use the following information to submit your claim for reimbursement. . Customer [REDACTED] . Retailer J5356 . VIN SAJWA0GBXB1 [REDACTED] . Amount \$299.22 . RO [REDACTED] . % of repair 90% . AUTH CODE 9007S If you have any questions please reference service bulletin 6 273NAS / SGI15 24 (issue 2) JAGUAR LAND ROVER RETAILER EMPOWERMENT PROGRAM. Thank you, Ashanta Rose Senior Operations Representative Customer Relationship Center Phone 801 887 6424 Fax 888 410 0938 Email arose9@jaguarlandrover.com <<<Jun 19 2019 1 39 29 000PM entered by SVC RM User Program Management/Client Server>>>ISSUE Customer States 2nd vehicle with JLR Vehicle is purchased Approximately 100,600 miles on vehicle Customer states REPAIR PAL states there is a recall on her vehicle Customer states fuel flange failed/cracked The retailer is charging 500.00 for the repair Customer feels because this is a recall she should not pay out of pocket Retailer is Jaguar FT Lauderdale Customer is wondering if corporate can send out an engineer who can assist further Vehicle is not under warranty Vehicle is with retailer REQUESTS Customer Requests To have repairs for ADVISED I advised Case created Case id provided Follow up in 2 business days <<<Jun 28 2019 3 48 12 000PM entered by SVC RM User Program Management/Client Server>>>EMAILED CUSTOMER From Ashanta Rose Sent Friday, June 28, 2019 2 47 PM To [REDACTED] Subject Re Case # [REDACTED] _ Jaguar Land Rover North America Hello [REDACTED] I am sorry for missing your call. I have been in several meetings since yesterday and away from my desk. I have contacted both Ken Sarra and Carmen Cammarata from the service department of Jaguar Fort Lauderdale for their findings. Once I have the needed information, I will be able to get approval for assistance. Regards, Ashanta Rose Senior Operations Representative Customer Relationship Center Phone 801 887 6424 Fax 888 410 0938 Email arose9@jaguarlandrover.com <<<Jun 19 2019 1 39 56 000PM entered by SVC RM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CORROSION WARRANTY 30 Jan 2017 50000 EMISSIONS WARRANTY 30 Jan 2019 12000 PAINT WARRANTY 30 Jan 2016 50000 SERVICE ITEMS WARRANTY 30 Jan 2012 80000 STANDARD FACTORY WARRANTY 30 Jan 2016 12500 Open Field Service Actions Code FSA Message I359 USA <(><<) CANADA PLATINUM SERVICE 1ST 2ND WIPER BLADE INSERT I360 USA <(><<) CANADA PLATINUM COVERAGE BRAKE FLUID SERVICE I390 PLATINUM SERVICE 1ST FRONT BRAKE PAD/DISK I392 PLATINUM SERVICE 2ND FRONT BRAKE PAD/DISK I393 PLATINUM SERVICE 2ND REAR BRAKE PAD/DISK <<<Jun 19 2019 1 40 36 000PM entered by SVC RM User Program Management/Client Server>>>AS PER AWS NO RELATED CLAIMS <<<Jun 19 2019 1 42 38 000PM entered by SVC RM User Program Management/Client Server>>>UPDATED IRA ISSUE Customer States 2nd vehicle with JLR Vehicle is purchased Approximately 100,600 miles on vehicle Customer states REPAIR PAL states there is a recall on her vehicle Customer states fuel flange failed/cracked 1week ago she smelled the fuel Customer noticed once the air was turned off she really smelled the fuel There was no leak just a smell for fuel The retailer is charging 500.00 for the repair Customer feels because this is a recall she should not pay out of pocket Retailer is Jaguar FT Lauderdale Customer is wondering if corporate can send out an engineer who can assist further Vehicle is not under warranty Vehicle is with retailer REQUESTS Customer Requests To have repairs for ADVISED I advised Case created Case id provided Follow up in 2 business days <<<Jun 25 2019 2 42 06 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED CASE ON 6/25/2019 <<<Jun 25 2019 2 42 54 000PM entered by SVC RM User Program Management/Client Server>>>AS PER DDW Warranty Cover Policy Expires Distance Deductible CORROSION WARRANTY 30 Jan 2017 50000 EMISSIONS WARRANTY 30 Jan 2019 12000 PAINT WARRANTY 30 Jan 2016 50000 SERVICE ITEMS WARRANTY 30 Jan 2012 80000 STANDARD FACTORY WARRANTY 30 Jan 2016 12500 Open Field Service Actions Code FSA Message I359 USA <(><<) CANADA PLATINUM SERVICE 1ST 2ND WIPER BLADE INSERT I360 USA <(><<) CANADA PLATINUM COVERAGE BRAKE FLUID SERVICE I390 PLATINUM SERVICE 1ST FRONT BRAKE PAD/DISK I392 PLATINUM SERVICE 2ND FRONT BRAKE PAD/DISK I393 PLATINUM SERVICE 2ND REAR BRAKE PAD/DISK <<<Jun 25 2019 2 48 19 000PM entered by SVC RM User Program Management/Client Server>>>AS PER AWS No related claim <<<Jun 26 2019 11 13 20 000AM entered by SVC RM User Program Management/Client Server>>>CUSTOMER SITUATION Cracked fuel flange Customer claims that there is a recall on vehicle Customer requested that JLR pays for the repair CUSTOMER PROFILE Name [REDACTED] Phone [REDACTED] Email [REDACTED] 1st time Jaguar owner 3rd owner of the vehicle as of 10/08/2015 VEHICLE PROFILE Vehicle 2011 Jaguar XF VIN SAJWA0GBXB1 [REDACTED] In service date 1/31/2011 Months in service 101 Vehicle was purchased used on 10/08/2015 Standard factory warranty expired on 1/30/2016 or at 12,500 miles; whichever comes 1st Current mileage is 100,600 miles Vehicle is 41 months post warranty Transmission 6 Speed Automatic 6HP26 Engine 5.0L NA V8 Petrol Maintenance interval 1 year or 15,000 miles; whichever comes 1st DECISION There are no open recalls on VIN SAJWA0GBXB1 [REDACTED] as per DDW There are 0 unrepaired recalls on VIN SAJWA0GBXB1 [REDACTED] as per NHTSA Recalls are VIN specific Will offer \$800 in OLCs to promote customer loyalty <<<Jun 26 2019 11 17 59 000AM entered by SVC RM User Program Management/Client Server>>>REQUESTED OLCS ON 6/26/2019 [REDACTED] 6/26/2019 2011 Jaguar XF [REDACTED] Ashanta Rose 6/26/2019 J5356 [REDACTED], Hollywood, FL [REDACTED] 1724 \$800.00 Cracked fuel flange. VIN does not fall in recall VIN range. Issue is identical. Offered \$800 in OLCs to help with repair cost. <<<Jun 28 2019 3 32 32 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED EMAIL FROM CUSTOMER

From [REDACTED] <[REDACTED]> [REDACTED] Sent Friday, June 28, 2019 2 13 PM To Ashanta Rose Subject Re Case # [REDACTED] _ Jaguar Land Rover North America Hi Ashanta I was trying to reach you over the phone regarding my car. Ken Sarra has called me a couple of times asking for an update could you please give him a call and advise Ken 954 595 6739. Thank you" Deb <<<Jun 28 2019 3 53 26 000PM entered by SVC RM User Program Management/Client Server>>>CALLED SM KEN FROM JAGUAR FT. LAUDERDALE AT 954 595 6739 AND LEFT A VM Provided customer info Provided vehicle info Requested callback or email response <<<Jul 1 2019 10 11 10 000AM entered by SVC RM User Program Management/Client Server>>>RECEIVED EMAIL FROM CUSTOMER From [REDACTED] <[REDACTED]> [REDACTED] Sent Saturday, June 29, 2019 1 26 PM To Ashanta Rose Subject Re Case # [REDACTED] _ Jaguar Land Rover North America Okay thank you so much" Have a good weekend. Deb <<<Jul 1 2019 10 27 08 000AM entered by SVC RM User Program Management/Client Server>>>EMAILED SERVICE DRIVE MANAGER KEN SARRA From Ashanta Rose Sent Monday, July 1, 2019 9 26 AM To Cammarata, Carmen Cc Sarra, Kenneth Subject Re [REDACTED] _ 2011 Jaguar XF _ CRC Case # [REDACTED] Hello Ken, Is there an update on the requested information Ashanta Rose Senior Operations Representative Customer Relationship Center Phone 801 887 6424 Fax 888 410 0938 Email arose9@jaguarlandrover.com <<<Jul 1 2019 4 54 33 000PM entered by SVC RM User Program Management/Client Server>>>RECEIVED EMAIL FROM ASSISTANT SM KEN From Sarra, Kenneth <[REDACTED]> SarraK@autonation.com> Sent Monday, July 1, 2019 2 46 PM To Ashanta Rose; Cammarata, Carmen Cc Sarra, Kenneth Subject RE [REDACTED] _ 2011 Jaguar XF _ CRC Case # [REDACTED] Good afternoon Mrs. Rose, Thank you for your recent e mail correspondence regarding [REDACTED] 2011 jaguar XF, VIN @ SAJWA0GBXBI [REDACTED] with 100,725 current miles. In reference to the questions that you had inquired regarding [REDACTED] Jaguar The needed fuel flange replacement IS the same as the Jaguar Technical Service Bulletin, (Jaguar TSIB # J027NAS2.) The warranty cost including parts and labor to perform the needed repair(s) is \$349.17, (Parts C2D25076 \$181.90, C2Z7361 \$9.81) (Labor 0.9 @ \$174.95 = \$157.46). The vehicle, according to DDW, was not originally purchased from Jaguar Fort Lauderdale, however was purchased as a Certified Pre Owned vehicle from Jaguar Fort Lauderdale, (a.k.a. Alpine Jaguar), on 10/20/2015 by [REDACTED] The vehicle has been maintained at Jaguar Fort Lauderdale since [REDACTED] purchase of it on 10/20/2015 and all recommended/required service/ maintenance has been performed. [REDACTED] is a good Jaguar Fort Lauderdale customer and has consistently patronized both the dealership and service department by performing her scheduled services and any other needed service/ maintenance on her Jaguar. I hope that this answers the questions that you had regarding [REDACTED] request for assistance and the needed repairs on her Jaguar. Please feel free to contact me regarding any other questions that you may have. I would be happy to answer or to research the answers to any questions that you might have, regarding [REDACTED] request for Jaguar goodwill assistance. Thank you once again Mrs. Rose, for your recent e mail correspondence. I look forward to speaking and/or corresponding with you soon. Best Regards, Kenneth M. Sarra Assistant Service Manager Jaguar Fort Lauderdale (954) 595 6739, (Direct [REDACTED], (Fax) sarraK@autonation.com <<<Jul 1 2019 5 00 19 000PM entered by SVC RM User Program Management/Client Server>>>REMOVED OLC REQUEST FROM SPREADSHEET GOODWILL OFFER WILL BE RE EVALUATED <<<Jun 25 2019 3 02 00 000PM entered by SVC RM User Program Management/Client Server>>>CUSTOMER SITUATION Cracked fuel flange Customer claims that there is a recall on vehicle Customer requested that JLR pays for the repair CUSTOMER PROFILE Name [REDACTED] Phone [REDACTED] Email [REDACTED] 1st time Jaguar owner 3rd owner of the vehicle as of 10/08/2015 VEHICLE PROFILE Vehicle 2011 Jaguar XF VIN SAJWA0GBXBI [REDACTED] In service date 1/31/2011 Months in service 101 Vehicle was purchased used on 10/08/2015 Standard factory warranty expired on 1/30/2016 or at 12,500 miles; whichever comes 1st Current mileage is 100,600 miles Vehicle is 41 months post warranty Transmission 6 Speed Automatic 6HP26 Engine 5.0L NA V8 Petrol Maintenance interval 1 year or 15,000 miles; whichever comes 1st DECISION There are no open recalls on VIN SAJWA0GBXBI [REDACTED] as per DDW There are 0 unrepaired recalls on VIN SAJWA0GBXBI [REDACTED] as per NHTSA Recalls are VIN specific No GW will be provided on this case Vehicle is outside of goodwill parameters As per SOP Goodwill Processing Global View Procedure Goodwill expires at 84 months in service or 110K miles (whichever comes 1st) This vehicle is 101 months in service with 100,600 miles Goodwill request is denied <<<Jun 25 2019 3 03 26 000PM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] AND LEFT A VOICEMAIL Provided case # Provided contact info Requested callback or email response <<<Jun 25 2019 3 10 00 000PM entered by SVC RM User Program Management/Client Server>>>SENT FOLLOW UP EMAIL TO CUSTOMER From Ashanta Rose Sent Tuesday, June 25, 2019 2 09 PM To [REDACTED] net Subject Case # [REDACTED] _ Jaguar Land Rover North America Good afternoon [REDACTED], This email is in regards to case # [REDACTED] You requested recall information due to a cracked fuel flange on your 2011 Jaguar XF (VIN SAJWA0GBXBI [REDACTED] There are no open recalls on VIN SAJWA0GBXBI [REDACTED] Recalls are VIN specific and are not identified by the vehicle's make and model. . As per the National Highway Traffic Safety Administration (NHTSA), there are no unrepaired recalls on this VIN (see attached) . As per internal Jaguar Land Rover systems, there are no open recalls on this VIN. I tried reaching you by phone at [REDACTED] but was unsuccessful. If you have any questions pertaining to this case, please contact me by phone or email. My office hours are Monday Friday from 8 30 am 5 00 pm eastern time. Regards, Ashanta Rose Senior Operations Representative Customer Relationship Center Phone 801 887 6424 Fax 888 410 0938 Email arose9@jaguarlandrover.com <<<Jun 26 2019 11 10 50 000AM entered by SVC RM User Program Management/Client Server>>>CALLED CUSTOMER AT [REDACTED] I Stated Call is in regards cracked fuel flange

You inquired about a recall I did check NHTSA and other internal systems There are no open recalls on the VIN She Stated Paying for the repair and oil change Is a little ridiculous I Stated Will evaluate the case Will contact dealer Will follow up within 2 3 business days <<<Jul 1 2019 5 11 33 000PM entered by SVC RM User Program Management/Client Server>>>CUSTOMER SITUATION Cracked fuel flange Customer claims that there is a recall on vehicle Customer requested that JLR pays for the repair CUSTOMER PROFILE Name [REDACTED] Phone [REDACTED] Email [REDACTED] 1st time Jaguar owner 3rd owner of the vehicle as of 10/08/2015 VEHICLE PROFILE Vehicle 2011 Jaguar XF VIN SAJWA0GBXB1 [REDACTED] In service date 1/31/2011 Months in service 101 Vehicle was purchased used on 10/08/2015 Standard factory warranty expired on 1/30/2016 or at 12,500 miles; whichever comes 1st Current mileage is 100,600 miles Vehicle is 41 months post warranty Transmission 6 Speed Automatic 6HP26 Engine 5.0L NA V8 Petrol Maintenance interval 1 year or 15,000 miles; whichever comes 1st RETAILER REVIEW The needed fuel flange replacement is the same as the Jaguar Technical Service Bulletin, (Jaguar TSIB # J027NAS2.) J027NAS2 Safety Recall Cracked Fuel Tank Fuel Outlet Mounting Flange The warranty cost including parts and labor to perform the needed repair(s) is \$349.17, (Parts C2D25076 \$181.90, C2Z7361 \$9.81) (Labor 0.9 @ \$174.95 = \$157.46). The vehicle, according to DDW, was not originally purchased from Jaguar Fort Lauderdale, However was purchased as a Certified Pre Owned vehicle from Jaguar Fort Lauderdale, (a.k.a. Alpine Jaguar), on 10/20/2015 by [REDACTED]. The vehicle has been maintained at Jaguar Fort Lauderdale since [REDACTED] purchase of it on 10/20/2015 and all recommended/required service/maintenance has been performed. [REDACTED] is a good Jaguar Fort Lauderdale customer and has consistently patronized both the Dealership and service department by performing her scheduled services and any other needed service/ maintenance on her Jaguar. DECISION There are no open recalls on VIN SAJWA0GBXB1 [REDACTED] as per DDW There are 0 unrepaired recalls on VIN SA JWA0GBXB1 [REDACTED] as per NHTSA Recalls are VIN specific However would like to cover 90% because the issue is identical to J027NAS2 as per assistant SM Ken Sarra 90% of \$349.17 is equal to \$314.25 Customer is responsible for the remaining 10% 10% = \$34.92 <<<Jul 1 2019 5 12 26 000PM entered by SVC RM User Program Management/Client Server>>>EMAILED ASM KEN S From Ashanta Rose Sent Monday, July 1, 2019 4 12 PM To Sarra, Kenneth; Cammarata, Carmen Subject Re [REDACTED] _ 2011 Jaguar XF _ CRC Case # [REDACTED] I have submitted the case for GW review. Will update you once I have a decision on the case. 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Please email me the final warranty copy of the RO at the end of the repair. <<<Jul 8 2019 12 23 23 000PM entered by SVC RM User Program Management/Client Server>>>CASE STATUS pending repair confirmation JLR NA is covering 90% waiting on final RO from Jaguar Fort Lauderdale <<<Jul 11 2019 10 10 39 000AM entered by SVC RM User Program Management/Client Server>>>RECEIVED EMAIL FROM SM CARMEN From Cammarata, Carmen <(><<)>CammarataC1@autonation.com> Sent Thursday, July 11, 2019 8 49 AM To Ashanta Rose Cc Sarra, Kenneth Subject RE [REDACTED] _ 2011 Jaguar XF _ CRC Case # [REDACTED] Good morning Ashanta, I just updated the case and attached final warranty invoice in CRM. Best regards, Carmen Cammarata Service Manager Jaguar Fort Lauderdale <<<Jul 11 2019 10 11 24 000AM entered by SVC RM User Program Management/Client Server>>>EMAILED SM CARMEN From Ashanta Rose Sent Thursday, July 11, 2019 9 10 AM To Cammarata, Carmen Cc Sarra, Kenneth Subject Re [REDACTED] _ 2011 Jaguar XF _ CRC Case # [REDACTED] Thank you Carmen. I requested the auth code. I will email it to you once I received it. 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Customer [REDACTED] . Retailer J5356 . VIN SAJWA0GBXB1 [REDACTED] . Amount \$299.22 . RO [REDACTED] . % of repair 90% . AUTH CODE [REDACTED]

9007S If you have any questions please reference service bulletin 6 273NAS / SGI15 24 (issue 2) JAGUAR LAND ROVER RETAILER EMPOWERMENT PROGRAM. Thank you, Ashanta Rose Senior Operations Representative Customer Relationship Center Phone 801 887 6424 Fax 888 410 0938 Email arose9@jaguarlandrover.com

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GBXB1	Engine Serial Number	
Model Year	2011	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	10-Jun-2010	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	31-Jan-2011
Build Country Code		Transmission Serial Number	
Mileage	91327	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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](#)

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This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Quality Report :

Closed - With Dealer

Vehicle

VINSAJWA0JC4AM (2010)
ModelXF / X250
Engine5.0 S/C V8
TIS27
Miles/KM21008 Miles
VORNo
Repeat RepairNo
CRC CaseNo
DTC's

Details

Reported20-SEP-2011 20:15
Total Time0 Days 0 Hours
SymptomA fluid is leaking from the vehicle
Suspect PartTank - Fuel Main
Actual PartUnknown
ConditionLeaks
OutcomeReplaced Component
Part available for return?N/A

Contact

Dealer DetailsJ5729, Gaudin Jaguar
CountryUSA
NameHusted Dane
Phone
Emaildhusted@jplv.net
Alternative Vehicle?

Customer Concern/ Comments

Client states that there is a very strong fuel odor from the vehicle. The tech verified the odor and inspected the fuel tank flange/filter assembly and found a crack and fuel leaking from the flange. We have ordered a new flange and seal and will replace it when the parts get here. We have checked and found no excess pressure from the fuel feed pipe leaving the flange at the fitting.

Dialogue

PRR already raised. Comments to be logged on CC tracker.	Hawkeswood Paul	28-SEP-2011 13:53
White Alert conversion : Original White Alert (484360) raised on 2011/09/20 22:32:25	system	14-AUG-2013 12:09 System Generated

Quality Report :

Closed - With Dealer

Vehicle

VINSAJWA0JC3AM (2010)
ModelXF / X250
Engine5.0 S/C V8
TIS27
Miles/KM26608 Miles
VORNo
Repeat RepairNo
CRC CaseNo
DTC's

Details

Reported27-JUN-2012 23:13
Total Time0 Days 22 Hours
SymptomSmell of fuel inside the vehicle
Suspect PartMounting - Fuel Tank
Actual PartUnknown
ConditionCracked
OutcomeReplaced Component
Part available for return?N/A

Contact

Dealer DetailsJ5786, Jaguar North Scottsdale
CountryUSA
NameSyphax James
Phone
Emailj-sypha1@dealeremail.com
Alternative Vehicle?

Customer Concern/ Comments

CUSTOMER COULD SMELL FUEL IN VEHICLE AND THEN SAW FUEL LEAKING.

Here is the information you requested Jerry, in the pictures you can see the crack going all the way around the pre-molded fuel fitting. The RO # is and the part number is C2Z10550 your contact will be either Chris Thurber or Scott Giffin(Parts manager) 480-538-6660.

Thanks,
Vernwiesler werner
28-JUN-2012 20:23James, Thank you for the EPQR. Please provide a picture of the crack. Thank you.

Dialogue

James, Thank you for the EPQR. Please provide a picture of the crack. Thank you.	Bennett Jerald	28-JUN-2012 12:03
Here is the information you requested Jerry, in the pictures you can see the crack going all the way around the pre-molded fuel fitting. The RO # is and the part number is C2Z10550 your contact will be either Chris Thurber or Scott Giffin(Parts manager) 480-538-6660.	Wiesler Vern	28-JUN-2012 20:23
Thanks, Vern		
White Alert conversion : Original White Alert (528226) raised on 2012/06/28 21:27:09	system	14-AUG-2013 12:10 System Generated

Quality Report : 528392

Closed - With Dealer

Vehicle

VINSAJWA0GB1AL (2010)
ModelXF / X250
Engine5.0 V8
TIS34
Miles/KM41175 Miles
VORNo
Repeat RepairNo
CRC CaseNo
DTC's

Details

Reported29-JUN-2012 16:36
Total Time0 Days 2 Hours
SymptomSmell of fuel outside the vehicle
Suspect PartPipe - Fuel LP
Actual PartUnknown
ConditionCracked
OutcomeReplaced Component
Part available for return?N/A

Contact

Dealer DetailsJ5786, Jaguar North Scottsdale
CountryUSA
NameWiesler Vern
Phone
Emailw-wiesl2@jlrdealer.com
Alternative Vehicle?

Customer Concern/ Comments

Client states there is a fuel smell after driving the vehicle. The right side fuel tank flange is cracked around the pre-molded pipe fitting and leaking fuel. The RO # is and the contact person will be either Chris Thurber or Scott Giffin (parts manager)at . Thanks, Vern
Part # C2Z 10550

Dialogue

White Alert conversion : Original White Alert (528406) raised on 2012/06/29 19:16:14system14-AUG-2013 12:10 System Generated

Quality Report :

Closed - With Dealer

Vehicle

VINSAJWA0GB2AL (2010)
ModelXF / X250
Engine5.0 V8
TIS32
Miles/KM31828 Miles
VORNo
Repeat RepairNo
CRC CaseNo
DTC's

Details

Reported12-JUL-2012 01:25
Total Time0 Days 13 Hours
SymptomFuel leaking from the vehicle
Suspect PartTank - Fuel Main
Actual PartUnknown
ConditionCracked
OutcomeReplaced Component - Issue unresolved
Part available for return?N/A

Contact

Dealer DetailsJ5729, Gaudin Jaguar
CountryUSA
NameHusted Dane
Phone
Emaildhusted@jplv.net
Alternative Vehicle?

Customer Concern/ Comments

Client stated there is fuel leaking from under the vehicle. Inspect and found fuel pump flange is cracked around the fuel delivery pipe is connected. This is the second one we have seen with the same leak and crack in the tank flange.

Dialogue

White Alert conversion : Original White Alert (530662) raised on 2012/07/12 14:26:23system14-AUG-2013 12:10 System Generated

Quality Report :

Closed - With Dealer

Vehicle

VINSAJWA0HE8AM (2010)
ModelXF / X250
Engine5.0 S/C V8
TIS28
Miles/KM27257 Miles
VORNo
Repeat RepairNo
CRC CaseNo
DTC's

Details

Reported30-JUL-2012 22:04
Total Time0 Days 18 Hours
SymptomFuel leaking from the vehicle
Suspect PartTank - Fuel Main
Actual PartUnknown
ConditionCracked
OutcomeReplaced Component
Part available for return?N/A

Contact

Dealer DetailsJ5786, Jaguar North Scottsdale
CountryUSA
NameWest John
Phone
Emailjwest@penskeautomotive.com
Alternative Vehicle?

Customer Concern/ Comments

found fuel flange on fuel tank was cracked in center of flange and leaking fuel when the fuel system is pressurised. replaced flange and seal.

Dialogue

White Alert conversion : Original White Alert) raised on 2012/07/31 16:07:47system14-AUG-2013 12:11 System Generated

Quality Report :

Closed - With Dealer

Vehicle		Details	
VIN	SAJWA0GB3AL (2010) SAJWA0JC1AM (2010)	Reported	08-AUG-2012 01:36
Model	XF / X250	Total Time	0 Days 21 Hours
Engine	5.0 V8	Symptom	Fuel leaking from the vehicle
TIS	36	Suspect Part	Tank - Fuel Main
Miles/KM	40000 Miles	Actual Part	Unknown
VOR	No	Condition	Cracked
Repeat Repair	No	Outcome	Replaced Component
CRC Case	No	Part available for return?	N/A
DTC's			

Contact	
Dealer Details	J5729, Gaudin Jaguar
Country	USA
Name	Husted Dane
Phone	
Email	dhusted@jplv.net
Alternative Vehicle?	

Customer Concern/ Comments

This car came in leaking fuel. Inspected and found the fuel tank plastic flange is cracked around the boss where the fuel line is connected. This is #3 that I have seen. I will stop sending EPQRs if you don't need any more. I just had another one come in this morning. Thanks Dane

Dialogue			
White Alert conversion : Original White Alert	raised on 2012/08/08 23:33:05	system	14-AUG-2013 12:11 System Generated
White Alert conversion : Original White Alert	raised on 2012/08/08 23:34:51	system	14-AUG-2013 12:11 System Generated

Quality Report :

Closed - With Dealer

Vehicle

VINSAJWA0GB8AL (2010)
ModelXF / X250
Engine5.0 V8
TIS25
Miles/KM21733 Miles
VORNo
Repeat RepairNo
CRC CaseNo
DTC's

Details

Reported23-AUG-2012 19:42
Total Time0 Days 3 Hours
SymptomFuel leaking from the vehicle
Suspect PartTank - Fuel Main
Actual PartUnknown
ConditionCracked
OutcomeReplaced Component
Part available for return?N/A

Contact

Dealer DetailsJ5729, Gaudin Jaguar
CountryUSA
NameHusted Dane
Phone
Emaildhusted@jplv.net
Alternative Vehicle?

Customer Concern/ Comments

CLIENT STATES THERE IS A FUEL SMELL AND YOU CAN SEE FUEL DRIPPING UNDER THE RIGHT SIDE OF THE VEHICLE NEAR THE RIGHT REAR DOOR AREA. THE FUEL PUMP FLANGE/FILTER ASSEMBLY IS CRACKING AROUND WHERE THE FUEL FEED PIPE IS ATTACHED. WE HAVE HAD SEVERAL. DO WE STILL NEED TO SEND EPQRs ON THIS CONDITION?

Dialogue

White Alert conversion : Original White Alert on 2012/08/23 23:23:47system14-AUG-2013 12:11 System Generated

Quality Report :

Closed - With Dealer

Vehicle

VIN

Model

Engine

TIS

Miles/KM

VOR

Repeat Repair

CRC Case

DTC's

SAJWA0GB5AL (2010)

XF / X250

5.0 V8

31

27741 Miles

No

No

No

No

Details

Reported

Total Time

Symptom

Suspect Part

Actual Part

Condition

Outcome

Part available for return?

11-JAN-2013 19:11

3 Days 1 Hours

Fuel leaking from the vehicle

Tank - Fuel Main

Unknown

Leaks

Replaced Component

N/A

Contact

Dealer Details

Country

Name

Phone

Email

Alternative Vehicle?

J5461, Jaguar Sacramento

USA

Reyes Carlos

creyes@niello.com

Customer Concern/ Comments

PERFORMED RECALL J027 NAS1, AS PER PROCEDURE IN STEP 13 RE-INSTALLED FUEL LINE WITH OLD RETAINING CLIP,LINE CAME OFF WHEN VEHICLE WAS BEEN DRIVEN, REMOVED AND INSTALLED ANOTHER FUEL TANK MOUNTING FLANGE AND USED THE NEW CLIP IN IT. CLEANED VEHICLE AND ROAD TESTED ,VEHICLE PERFORMING AS DESIGNED. THE PROCEDURE DICTATES TO DISCARD THE NEW RETAINING CLIP, IS THIS AN ERROR ? THANKS

Dialogue

Market will check on parts and report back.
04/02/2013 kmcgurl

Parmar Hinesh 04-FEB-2013 14:53

White Alert conversion : Original White Alert () raised on 2013/01/14 20:20:35

system 14-AUG-2013 12:11 System Generated

Quality Report :

Closed - With Dealer

Vehicle

VINSAJWA0GB8AL (2010)
ModelXF / X250
Engine5.0 V8
TIS37
Miles/KM48243 Miles
VORNo
Repeat RepairNo
CRC CaseNo
DTC's

Details

Reported12-JAN-2013 01:31
Total Time2 Days 18 Hours
SymptomFuel leaking from the vehicle
Suspect PartHose - Fuel Engine
Actual PartUnknown
ConditionDetached
OutcomeReplaced Component
Part available for return?N/A

Contact

Dealer DetailsJ0518, Carriage Enterprises Ltd
CountryUSA
NamePokarney Daniel
Phone
Emaild-pokarn@dealeremail.com
Alternative Vehicle?

Customer Concern/ Comments

AFTER REPLACEMENT OF FLANGE PART NUMBER C2D25076 CUSTOMER CALLED TO REPORT OF A FUEL LEAK FROM VEHICLE. TOWED IN VEHILCE FOUND FUEL HOSE TO FUEL TANK FLANGE HAD COME OFF OF FLANGE. FOUND THAT HOSE WOULD CLICK INTO PLACE AND IF TENSION(PULLING ON HOSE) WAS APPLIED TO HOSE IT WOULD BE SECURE AND THERE WERE NO VISIBLE LEAKS. BUT IF YOU WIGGLED HOSE BACK AND FORTH THE HOSE WOULD DETACH FROM THE CLIP HOLDING THE HOSE IN PLACE ON THE FUEL TANK FLANGE. WE REMOVED AND REFIT A NEW FUEL FLANGE AND CLIP THE HOSE FIT INTO THE FLANGE AND WOULD NOT COME OUT EVEN IF THE HOSE WAS PULLED ON AND WIGGLED. THANKS, Daniel

Dialogue

Market will check on parts and report back. 04/02/2013 kmcgurl	Parmar Hinesh	04-FEB-2013 14:53
White Alert conversion : Original White Alert () raised on 2013/01/14 20:18:26	system	14-AUG-2013 12:11 System Generated

Details for Technical Assistance: [REDACTED]

Closed - With Dealer

Vehicle

VIN SAJWA0GB4AL[REDACTED] (2010)
Model XF / X250
Engine 5.0 V8
TIS 40
Miles/KM 16046 Miles
VOR No
Roadside Assist? No
Repeat Repair No
Modifications: No
CRC Case No
Customer Vehicle ? Yes
DTC's

Details

Reported 02 NOV 2012 18:25
Total Time 0 Days 11 Hours
Job Card Date:
Symptom Fuel filler user input button / switch loose or adrift
Suspect Part Tank - Fuel Main
Condition Distorted
Outcome No Fault Found
Diagnostic tool used

Contact

Name Andrade Mark
Phone [REDACTED]
Email mandrade@jakekaplans.com
Dealer Details J5598, Jaguar Norwood
Country USA
Alternative Vehicle?

Customer Concern/ Comments

SERVICE NOTICED ON DDW REPORT CAR HAS OPEN SERVICE ACTION(J027)FUEL TANK FLANGE .

Detailed Diagnostics

CAN NOT OPEN J027 IN TOPICS.

Dialogue

THL contacte dtech and advised no TSB at this time for action listed. T/s will reschedule cust.	Cavallo Phil	02 NOV 2012 14:42
SPOKE WITH HELP LINE PHIL STATED OK TO RELEASE CAR DUE TO NO PARTS LIST IS AVAILABLE AT THIS TIME.	Andrade Mark	02 NOV 2012 18:44
SPOKE WITH HELP LINE PHIL STATED OK TO RELEASE CAR DUE TO NO PARTS LIST IS AVAILABLE AT THIS TIME.m-andr67 02-NOV-2012 18:44	Cavallo Phil	02 NOV 2012 20:24
CATS closed case	system	03 NOV 2012 05:45

Details for Technical Assistance:



Closed - With Dealer

Vehicle

VINSAJWA0HE1AM (2010)
ModelXF / X250
Engine5.0 S/C V8
TIS30
Miles/KM49871 Miles
VORYes
Roadside Assist?No
Repeat RepairNo
Modifications:No
CRC CaseNo
Customer Vehicle ? Yes
DTC's

Details

Reported06 NOV 2012 21:20
Total Time1 Days 8 Hours
Job Card Date:
SymptomFuel spits back during filling
Suspect PartTank - Fuel Filler Misfuelling Reset Tool
ConditionCracked
Outcome
Diagnostic tool used

Contact

NameOchoa Gabriel
Phone
Email
Dealer DetailsJ5703, Galpin Jaguar
CountryUSA
Alternative Vehicle? Hire Car

Customer Concern/ Comments

Gentlemen J027 no cracked flange.

Detailed Diagnostics

Visual inpection seems okay, do I release vehicle back to customer, untill further notice? Nick Bruce.

Dialogue

TS vehicle in for normal service, TS found J027 on DDW, no parts available . Tech asking if this vehicle can be released. THL reviewed Service Bulliten 7-068USA, there is no mention of this scenario, (in service vehicle, J027 on DDW, as of today no parts available), no prescribed action regarding keeping or releasing an in service vehicle. THL reviewed with Supervisor, advised tech to hold vehicle for now. THL will attempt to get clarification tomorrow 11/7/2012 wether or not to release.	Buchman Alan	06 NOV 2012 17:19
THL advised Nick B; if vehicle has been inspected and not leaking, it can be released. Retailer informed; with the understanding that J027 has not yet been completed and further action is necessary as stock is available.	Buchman Alan	07 NOV 2012 13:50
THL advised Nick B; if vehicle has been inspected and not leaking, it can be released. Retailer informed; with the understanding that J027 has not yet been completed and further action is necessary as stock is available.	Buchman Alan	07 NOV 2012 13:50
closed by helpline	Buchman Alan	07 NOV 2012 20:28
Your report has been closed by the helpdesk (Awaiting vehicle return). You may re-open this report for up to 90 days by viewing it from the closed tab and selecting re-open.		
CATS closed case	system	08 NOV 2012 05:45

Quality Report :

Closed - With Dealer

Vehicle

VINSAJWA0HB3AL (2010)
ModelXF / X250
Engine5.0 V8
TIS50
Miles/KM60131 Miles
VORNo
Repeat RepairNo
CRC CaseNo
DTC's

Details

Reported30-MAY-2014 13:44
Total Time6 Days 11 Hours
SymptomFuel leaking from the vehicle
Suspect PartTank - Fuel Main
Actual PartUnknown
ConditionLeaks
OutcomeReplaced Component
Part available for return?N/A

Contact

Dealer DetailsJ5490, Jaguar Tysons Corner
CountryUSA
NameMartz Brandon
Phone
Emailbmartz@rosenthaljaguar.com
Alternative Vehicle?

Customer Concern/ Comments

fuel tank outlet mounting flange cracked at fule line connction and leaking fuel. I was reviewing J027 recall for flange leak and this vehicle falls under vin ranges but I could not find any evidence of the recall performed on this vehicle. I wanted to make sure there wasn't any errors for this vehicle being skipped on the recall repair. the vehicle is currently out of factory warrenty.

Dialogue

Brandon, thank you for raising this report. Please can you provide a photo of the flange if possible.

Oag Gavin

30-MAY-2014 22:10

regards
Gavin Oag.

Gavin,

Martz Brandon

31-MAY-2014 15:10

See attached photos of flange. The arrows indicate cracking around flange fitting area. Also attached is a photo of the flange label.

thanks,
Brandon

Quality Report :

Closed - With Dealer

Vehicle

VIN	SAJWA0FBXCL (2012)
Model	XF / X250
Engine	5.0 V8
TIS	73
Miles/KM	93150 Miles
VOR	No
Repeat Repair	No
CRC Case	No
DTC's	

Details

Reported	05-NOV-2018 15:47
Total Time	13 Days 0 Hours
Symptom	Fuel leaking from the vehicle
Suspect Part	Flange Fuel LP
Actual Part	Unknown
Condition	Porous
Outcome	Replaced Component - C2D25076
Part available for return?	Yes

Contact

Dealer Details	J5601, Jaguar Chantilly
Country	USA
Name	Matheny Justin
Phone	
Email	jmatheny@jaguarchantilly.com
Alternative Vehicle?	

Customer Concern/ Comments

Issue: FUEL LEAK FROM VEHICLE
Investigation: FUEL FLANGE HAS CRACKS/MICROCRACKING LEAKING WITH ENGINE RUNNING AND WHEN PUMP PRIMES
Repair:REPLACE FLANGE

WA raised. Part Available for PRR?:yes

Dialogue

Justin many thanks for this report. We have involved our UK teams in investigating this further. Please continue to Clarke Alan
hold the flange pending a decision on shipping it back

06-NOV-2018 15:26

Regards

Parts manager has the part, Sean Stevens Parts@jaguarchantilly.com. I'm away next week. have a
great Holiday Mr. Clark

Matheny Justin

16-NOV-2018 20:36

Concern Definition

Days Since last update	17th NOV 2011 00:00 By dbromage
Issue Id	
Brand *	Jaguar
Model Line	XF / X250
Engine Derivative	5.0 S/C V8
Production Date	
Symptom	A fluid is leaking from the vehicle
Actual Causal Part	
Market	USA
Dealer Contact	Husted Dane
Concern Description *	Smell of fuel from the vehicle - crack in tank flange 22/09/2011 mfulbroo
Input from WA document	Concern: Client states that there is a very strong fuel odor from the vehicle. The tech verified the odor and inspected the fuel tank flange/filter assembly and found a crack and fuel leaking from the flange. We have ordered a new flange and seal and will replace it when the parts get here. We have checked and found no excess pressure from the fuel feed pipe leaving the flange at the fitting.

Investigation

Days Open	56
Load Date	22 SEP 2011
Planned Closure Date	
Commodity Service *	Powertrain
CC Team Contact	
Champion / Senior Manager	cbibby
Group Leader / Quality Manager *	Arc-614613
Assigned To	dbromage
Carbon Copy	pcavallo,Arc-753697

Quality Report ID	
VIN	SAJWA0JC4AM
Original VIN's from WA	SAJWA0JC4AM
Model Year	2010
Odometer	21008 Miles
Warranty Start Date	
Suspect Part	Tank - Fuel Main
Litigation Reference	
Dealer	05729, Gaudin Jaguar
Dealer Phone	702 860 1878

Days Since last update	6
Open Date	22 SEP 2011
Action Dialogue	Hi Martyn - please review. If parts or further information is required, please re-assign to PCAVELLO making your request. 22/09/2011 mfulbroo Message request sent from assignee (mprice31) to Liaison, 26/09/2011:- Request for Parts regarding : ePQR)Please return flange for investigation. Thank you Kevin this is a PI case. 26/09/2011 pcavallo Mrket will contact dealer to check on availability of tank flange and advise. 26/09/2011 kmcgurl Dave, info for the PRR for the tank flange is: Gaudin Jaguar 7200 West Sahara Avenue Las Vegas, Nevada USA 89117 attention: Mark Jimenez e-mail: partsmgr@jplv.net Phone RO # Part # C2Z 10550 26/09/2011 kmcgurl PRR raised for tank flange and seal. 27/09/2011 dbromage Message forwarded by liaison (phawkesw) to NSC, 28/09/2011:- Request for Parts regarding : ePQR) Please return flange for investigation. Please supply the following information and a priority return request will be raised: part number, contact name, e-mail, phone number, mailing address. Thank you. Message Returned by NSC (kmcgurl) to Engineer/Liaison, 28/09/2011:- Paul.....PRR has been raised for flange. All further comms will be on the CC tracker. Please close dealer EPQR # KM Message returned by Liaison (phawkesw) to CC assignee, 28/09/2011:- PRR already raised. Comments to be logged on CC tracker. Hi Martyn - can you please ask your man to check stores as this was delivered 06/10/11, thanks. 28/10/2011 dbromage Parcel received awaiting investigation. 31/10/2011 mprice31 Part to be returned to supplier 31.10.11 for analysis 31/10/2011 mprice31 Part was an old level part before strenghtening ribs were added to the flange. Part was modified to add the ribs and circa 400 vehicles were built with old level parts. This is the first reported failure. Suggest close but monitor 11/11/2011 mprice31

WA Attachments

- (../StreamContent.cfm?file=%28%28NSJ%21%20%3D%5FGL%5C%20%0A)
- G (../StreamContent.cfm?file=%28%28NSJ%21%20%3D%5FGLX%20%0A)
- (../StreamContent.cfm?file=%28%28NSJ%21%20%3D%5FGLT%20%0A)

Attachments

Closure Information

Effect On Vehicle Operation

Causal Factor

Incidence And Cut-Off

Prevent Recurrence

Prevent Recurrence
Forward Model AIMS ref
(Severity 4)

Closed Date17 NOV 2011

Conclusion / Closure Statement

Part was an old issue level before strenghtening ribs were added to the flange.
Part was modified to add the ribs and circa 400 vehicles were built with old level parts.
Considered an isolated incident - close and monitor for any pattern or emerging trend.
17/11/2011 dbromage

Case Categorisation

PSCC	Gov Agency Enquiry	
PSCC (Other)	Investigation Owner	JLR
Manufacturing Plant	Fire	No
Alert Type *White Alert	Road Traffic Collisions	No
Zone	Individual Issue Review	No
Zone Area	Personal Injury	No
Cause	Product Liability	No
Severity	Property Damage	No
Market Effect Index	VOR	No
Close		

Concern Definition

Days Since last update	20th SEP 2012 08:43 By dwilde1		
Issue Id	[REDACTED]		
Brand *	Jaguar	Quality Report ID	[REDACTED]
Model Line	XF / X250	VIN	SAJWA0JC3AM [REDACTED]
Engine Derivative	5.0 S/C V8	Original VIN's from WA	SAJWA0JC3AM [REDACTED]
Production Date		Model Year	2010
Symptom	Smell of fuel inside the vehicle	Odometer	26608 Miles
Actual Causal Part		Warranty Start Date	
Market	USA	Suspect Part	Mounting - Fuel Tank
Dealer Contact	Syphax James	Litigation Reference	
Concern Description *	Fuel Tank Leak / Crack 29/06/2012 dbromage	Dealer	J5786, CJNS, LLC.
Input from WA document	Concern: CUSTOMER COULD SMELL FUEL IN VEHICLE AND THEN SAW FUEL LEAKING. Here is the information you requested Jerry, in the pictures you can see the crack going all the way around the pre-molded fuel fitting. The RO # is [REDACTED] and the part number is C2Z10550 your contact will be either Chris Thurber or Scott Giffin(Parts manager) [REDACTED] Thanks, Vernwiesler werner 28-JUN-2012 20:23James, Thank you for the EPQR. Please provide a picture of the crack. Thank you.		

Investigation

Days Open	83	Days Since last update	0
Load Date	29 JUN 2012	Open Date	29 JUN 2012
Planned Closure Date		Action Dialogue	Hi Martyn - can you please review the attached Critical Concern details for determination.
Commodity Service *	Powertrain		If required, please update this field to request parts return, photographs or further information to support investigation, thanks.
CC Team Contact			29/06/2012 dbromage
Champion / Senior Manager	rclarke4		Please return the failed part for investigation 29/06/2012 mprice31
Group Leader / Quality Manager *	Arc-614613		Further analysis of the supplied photograph clearly shows a green paint mark which indicates this is one of 71 parts built onto PP level vehicles. CAE analysis indicated that there was a high stress area if exposed to ethanol fuels so an engineering change was introduced which added additional stiffening ribs to mitigate against this potential failure. The additional stiffening rib was added from Job 1 vehicles onwards. Part to be returned to confirm old PP level part. 29/06/2012 mprice31
Assigned To	dbromage		Joe - can you please contact the dealer to advise parts availability and I will arrange the PRR, thanks. 29/06/2012 dbromage
Carbon Copy	pcavallo,rdoherth3,Arc-753697		Dave, I show no history of this vehicle. Can you please advise how you were notified on this. Was it thru EPQR? 29/06/2012 jgrana12
			Market will check on part availability and advise. 02/07/2012 kmcgurl
			Opened as lead CC - raised for discussion at at CCRG 02/07/12.
			PRR [REDACTED] raised fro fuekl pump module return. 03/07/2012 dbromage
			Reconfirmed with 2nd tier supplier that flanges with a production manufactured date of 25.9.09 onwards were revised to include ribs to mitigate against this type of failure. Allowing for logistic supply, the earliest vehicle build date that could have been built with the revised flanges would be 1.10.09. To-date there have been reported flange cracks on vins [REDACTED] [REDACTED] all built before Sep 2009 04/07/2012 mprice31
			Lead etracker. Active CCRG investigation. 06/07/2012 mprice31
			Ray - cc'd for your visibility as promised. 10/07/2012 dbromage
			CCRG investigation. FSA raised. Close etracker 19/09/2012 mprice31

WA Attachments

- (../StreamContent.cfm?file=%28%28NSF%20%20Y%5BGL%3C%20%0A)
- (../StreamContent.cfm?file=%28%28NSF%20%20Y%5BGL%40%20%0A)

Attachments

Closure Information

Effect On Vehicle Operation

Causal Factor

Incidence And Cut-Off

Prevent Recurrence

Prevent Recurrence
Forward Model AIMS ref
(Severity 4)

Closed Date20 SEP 2012

Conclusion / Closure Statement

Closed against CCRG investigation ???????
19/09/2012 dbromage

Closed against CCRG investigation
20/09/2012 dwilde1

Case Categorisation

PSCC

PSCC (Other)

Manufacturing Plant

Alert Type *White Alert

Zone

Zone Area

Cause

Severity

Market Effect Index

Close

Gov Agency Enquiry

Investigation OwnerJLR

FireNo

Road Traffic CollisionsNo

Individual Issue ReviewNo

Personal InjuryNo

Product LiabilityNo

Property DamageNo

VORNo

Concern Definition

Days Since last update	03rd JUL 2012 00:00 By dbromage		
Issue Id	██████████	Quality Report ID	██████████
Brand *	Jaguar	VIN	SAJWA0GB1AL██████████
		Original VIN's from WA	SAJWA0GB1AL██████████
Model Line	XF / X250	Model Year	2010
Engine Derivative	5.0 V8	Odometer	41175 Miles
Production Date		Warranty Start Date	
Symptom	Smell of fuel outside the vehicle		
Actual Causal Part			
Market	USA		
Dealer Contact	wiesler werner		
Concern Description *	Fuel Tank Flange Leak 02/07/2012 dbromage		
Input from WA document	Concern: Client states there is a fuel smell after driving the vehicle. The right side fuel tank flange is cracked around the pre-molded pipe fitting and leaking fuel. The RO # is ██████████ and the contact person will be either Chris Thurber or Scott Giffin (parts manager)at ██████████. Thanks, Vern Part # C2Z 10550		

Investigation

Days Open	1	Days Since last update	1
Load Date	02 JUL 2012	Open Date	02 JUL 2012
Planned Closure Date		Action Dialogue	Hi Martyn - can you please review the attached Critical Concern details for determination. If required, please update this field to request parts return, photographs or further information to support investigation, thanks. 02/07/2012 dbromage Another for the PIC 02/07/2012 mprice31
Commodity Service *	Powertrain		
CC Team Contact			
Champion / Senior Manager	rclarke4		
Group Leader / Quality Manager *	Arc-614613		
Assigned To	dbromage		
Carbon Copy	pcavallo,Arc-753697		
WA Attachments	██████████ (../StreamContent.cfm?file=%28%28NSF%23P%3DSE%2CL%20%0A) ██████████ (../StreamContent.cfm?file=%28%28NSF%23P%3DSE%2CD%20%0A)		
Attachments			

Closure Information

Effect On Vehicle Operation	
Causal Factor	
Incidence And Cut-Off	
Prevent Recurrence	
Prevent Recurrence Forward Model AIMS ref (Severity 4)	
Closed Date	03 JUL 2012
Conclusion / Closure Statement	

Closed against lead CC [REDACTED] (WA EPQR [REDACTED]) - subject to CCRG review - AOB raised 02/07/12.
03/07/2012 dbromage

Case Categorisation

PSCC		Gov Agency Enquiry	
PSCC (Other)		Investigation Owner	JLR
Manufacturing Plant		Fire	No
Alert Type *	White Alert	Road Traffic Collisions	No
Zone		Individual Issue Review	No
Zone Area		Personal Injury	No
Cause		Product Liability	No
Severity		Property Damage	No
Market Effect Index		VOR	No
Close			

Concern Definition

Days Since last update13th JUL 2012 00:00 By dbromage

Issue Id

Brand *Jaguar

Model LineXF / X250

Engine Derivative5.0 V8

Production Date

SymptomFuel leaking from the vehicle

Actual Causal Part

MarketUSA

Dealer ContactHusted Dane

Concern Description *Fuel Pump Flange Cracked
13/07/2012 dbromage

Input from WA documentConcern: Client stated there is fuel leaking from under the vehicle. Inspect and found fuel pump flange is cracked around the fuel delivery pipe is connected. This is the second one we have seen with the same leak and crack in the tank flange.

Quality Report ID

VINSAJWA0GB2AL

Original VIN's from WASAJWA0GB2AL

Model Year2010

Odometer31828 Miles

Warranty Start Date

Suspect PartTank - Fuel Main

Litigation Reference

DealerJ5729, Gaudin Jaguar

Dealer Phone702 860 1878

Investigation

Days Open0

Load Date13 JUL 2012

Planned Closure Date

Commodity Service *Powertrain

CC Team Contact

Champion / Senior Managerrclarke4

Group Leader / Quality Manager *Arc-614613

Assigned ToArc-614613

Carbon Copy

WA Attachments

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(../StreamContent.cfm?file=%28%28NWO%21P9ZDLD%20%0A)

Attachments

Closure Information

Effect On Vehicle Operation

Causal Factor

Incidence And Cut-Off

Prevent Recurrence

Prevent Recurrence
Forward Model AIMS ref
(Severity 4)

Closed Date13 JUL 2012

Conclusion / Closure Statement
Closed against CCRG investigation .
13/07/2012 dbromage

Case Categorisation

PSCC

PSCC (Other)

Manufacturing Plant

Alert Type *
White Alert

Zone

Zone Area

Cause

Severity

Market Effect Index

Close

Gov Agency Enquiry

Investigation Owner
JLR

Fire
No

Road Traffic Collisions
No

Individual Issue Review
No

Personal Injury
No

Product Liability
No

Property Damage
No

VOR
No

Concern Definition

Days Since last update	01st AUG 2012 00:00 By dbromage
Issue Id	
Brand *	Jaguar
Model Line	XF / X250
Engine Derivative	5.0 S/C V8
Production Date	
Symptom	Fuel leaking from the vehicle
Actual Causal Part	
Market	USA
Dealer Contact	West John
Concern Description *	Fuel Pmup Flange Cracked 01/08/2012 dbromage
Input from WA document	Concern: found fuel flange on fuel tank was cracked in center of flange and leaking fuel when the fuel system is pressurised. replaced flange and seal.

Quality Report ID	
VIN	SAJWA0HE8AM
Original VIN's from WA	SAJWA0HE8AM
Model Year	2010
Odometer	27257 Miles
Warranty Start Date	
Suspect Part	Tank - Fuel Main
Litigation Reference	
Dealer	J5786, CJNS, LLC.
Dealer Phone	480-538-4250

Investigation

Days Open	0
Load Date	01 AUG 2012
Planned Closure Date	
Commodity Service *	Powertrain
CC Team Contact	
Champion / Senior Manager	rclarke4
Group Leader / Quality Manager *	Arc-614613
Assigned To	Arc-614613
Carbon Copy	
WA Attachments	
Attachments	

Days Since last update	0
Open Date	01 AUG 2012
Action Dialogue	

Closure Information

Effect On Vehicle Operation	
Causal Factor	
Incidence And Cut-Off	
Prevent Recurrence	
Prevent Recurrence Forward Model AIMS ref (Severity 4)	
Closed Date	01 AUG 2012
Conclusion / Closure Statement	Closed against CCRG investigation - X250 Fuel pump flange cracked. 01/08/2012 dbromage

Case Categorisation

PSCC		Gov Agency Enquiry	
PSCC (Other)		Investigation Owner	JLR
Manufacturing Plant		Fire	No
Alert Type *	White Alert	Road Traffic Collisions	No
Zone		Individual Issue Review	No
Zone Area		Personal Injury	No
Cause		Product Liability	No
Severity		Property Damage	No
Market Effect Index		VOR	No
Close			

Concern Definition

Days Since last update	09th AUG 2012 12:42 By dbromage		
Issue Id	██████████	Quality Report ID	██████████
Brand *	Jaguar	VIN	SAJWA0GB3AL██████████
		Original VIN's from WA	SAJWA0GB3AL██████████ SAJWA0JC1AM██████████
Model Line	XF / X250	Model Year	2010
Engine Derivative	5.0 V8	Odometer	40000 Miles
Production Date		Warranty Start Date	
Symptom	Fuel leaking from the vehicle	Suspect Part	Tank - Fuel Main
Actual Causal Part		Litigation Reference	
Market	USA	Dealer	J5729, Gaudin Jaguar
Dealer Contact	Husted Dane	Dealer Phone	702 860 1878
Concern Description *	Fuel Pump Top Plate Cracked 09/08/2012 dbromage		
Input from WA document	Concern: This car came in leaking fuel. Inspected and found the fuel tank plastic flange is cracked around the boss where the fuel line is connected. This is #3 that I have seen. I will stop sending EPQRs if you don't need any more. I just had another one come in this morning. Thanks Dane		

Investigation

Days Open	0	Days Since last update	0
Load Date	09 AUG 2012	Open Date	09 AUG 2012
Planned Closure Date		Action Dialogue	
Commodity Service *	Powertrain		
CC Team Contact			
Champion / Senior Manager	rhughe32		
Group Leader / Quality Manager *	dwilde1		
Assigned To	dbromage		
Carbon Copy			
WA Attachments	██████████ (../StreamContent.cfm?file=%28%28NWO%20%40%3D%5FD%2CL%20%0A)		
	██████████ (../StreamContent.cfm?file=%28%28NWO%20%40%3D%5FD%2CH%20%0A)		

Attachments

Closure Information

Effect On Vehicle Operation	
Causal Factor	
Incidence And Cut-Off	
Prevent Recurrence	
Prevent Recurrence Forward Model AIMS ref (Severity 4)	
Closed Date	09 AUG 2012
Conclusion / Closure Statement	

Closed as a duplicate of CC [REDACTED] (WA EPQR [REDACTED])
09/08/2012 dbromage

Case Categorisation

PSCC

PSCC (Other)

Manufacturing Plant

Alert Type * White Alert

Zone

Zone Area

Cause

Severity

Market Effect Index

Close

Gov Agency Enquiry

Investigation Owner JLR

Fire No

Road Traffic Collisions No

Individual Issue Review No

Personal Injury No

Product Liability No

Property Damage No

VOR No

Concern Definition

Days Since last update	24th AUG 2012 09:51 By dbromage		
Issue Id	██████████	Quality Report ID	██████████
Brand *	Jaguar	VIN	SAJWA0GB8AL██████████
		Original VIN's from WA	SAJWA0GB8AL██████████
Model Line	XF / X250	Model Year	2010
Engine Derivative	5.0 V8	Odometer	21733 Miles
Production Date		Warranty Start Date	
Symptom	Fuel leaking from the vehicle		
Actual Causal Part		Suspect Part	Tank - Fuel Main
Market	USA	Litigation Reference	
Dealer Contact	Husted Dane	Dealer	J5729, Gaudin Jaguar
Dealer Phone		Dealer Phone	702 860 1878
Concern Description *	Fuel Pump Top Plate Cracked 24/08/2012 dbromage		
Input from WA document	Concern: CLIENT STATES THERE IS A FUEL SMELL AND YOU CAN SEE FUEL DRIPPING UNDER THE RIGHT SIDE OF THE VEHICLE NEAR THE RIGHT REAR DOOR AREA. THE FUEL PUMP FLANGE/FILTER ASSEMBLY IS CRACKING AROUND WHERE THE FUEL FEED PIPE IS ATTACHED. WE HAVE HAD SEVERAL. DO WE STILL NEED TO SEND EPQRs ON THIS CONDITION?		

Investigation

Days Open	0	Days Since last update	0
Load Date	24 AUG 2012	Open Date	24 AUG 2012
Planned Closure Date		Action Dialogue	
Commodity Service *	Powertrain		
CC Team Contact			
Champion / Senior Manager	rclarke4		
Group Leader / Quality Manager *	Arc-614613		
Assigned To	Arc-614613		
Carbon Copy			
WA Attachments	██████████ (../StreamContent.cfm?file=%28%28NWO%20%20%25SE%3CL%20%0A) ██████████ (../StreamContent.cfm?file=%28%28NWO%20%20%25SE%3CH%20%0A) ██████████ (../StreamContent.cfm?file=%28%28NWO%20%20%25SE%3CD%20%0A) ██████████ (../StreamContent.cfm?file=%28%28NWO%20%20%25SE%3C%40%20%0A)		

Attachments

Closure Information

Effect On Vehicle Operation

Causal Factor

Incidence And Cut-Off

Prevent Recurrence

Prevent Recurrence
Forward Model AIMS ref
(Severity 4)

Closed Date24 AUG 2012

Conclusion / Closure Statement
Closed against CCRG investigation - [REDACTED] X250 Fuel pump flange cracked.
24/08/2012 dbromage

Case Categorisation

PSCC

PSCC (Other)

Manufacturing Plant

Alert Type *White Alert

Zone

Zone Area

Cause

Severity

Market Effect Index

Close

Gov Agency Enquiry

Investigation OwnerJLR

FireNo

Road Traffic CollisionsNo

Individual Issue ReviewNo

Personal InjuryNo

Product LiabilityNo

Property DamageNo

VORNo

Concern Definition

Days Since last update	08th FEB 2013 08:44 By dbromage		
Issue Id	9092115	Quality Report ID	
Brand *	Jaguar	VIN	SAJWA0GB8AL
		Original VIN's from WA	SAJWA0GB8AL
Model Line	XF / X250	Model Year	2010
Engine Derivative	5.0 V8	Odometer	48243 Miles
Production Date		Warranty Start Date	
Symptom	Fuel leaking from the vehicle		
Actual Causal Part			
Market	USA		
Dealer Contact	Pokarney Daniel		
Concern Description *	Fuel Tank Flange / Hose Leak 15/01/2013 dbromage		
Input from WA document	Concern: AFTER REPLACEMENT OF FLANGE PART NUMBER C2D25076 CUSTOMER CALLED TO REPORT OF A FUEL LEAK FROM VEHICLE. TOWED IN VEHILCE FOUND FUEL HOSE TO FUEL TANK FLANGE HAD COME OFF OF FLANGE. FOUND THAT HOSE WOULD CLICK INTO PLACE AND IF TENSION(PULLING ON HOSE) WAS APPLIED TO HOSE IT WOULD BE SECURE AND THERE WERE NO VISIBLE LEAKS. BUT IF YOU WIGGLED HOSE BACK AND FORTH THE HOSE WOULD DETACH FROM THE CLIP HOLDING THE HOSE IN PLACE ON THE FUEL TANK FLANGE. WE REMOVED AND REFIT A NEW FUEL FLANGE AND CLIP THE HOSE FIT INTO THE FLANGE AND WOULD NOT COME OUT EVEN IF THE HOSE WAS PULLED ON AND WIGGLED. THANKS, Daniel		

Investigation

Days Open	24	Days Since last update	0
Load Date	15 JAN 2013	Open Date	15 JAN 2013
Planned Closure Date		Action Dialogue	Hi Martyn - can you please review the attached Critical Concern details for determination. If required, please use the 'Message' function (bottom of CC EPQR edit screen) to request parts return, photographs or further information to support investigation, thanks. 15/01/2013 dbromage Andrew, please can you take a look at this in Martyn's absence. Thank you. 25/01/2013 dwilde1 Andy - re-assigned in Martyn's absence. 01/02/2013 dbromage Message request sent from assignee (ajohn476) to Liaison, 04/02/2013:- Request for Parts regarding : ePQR Market will check on parts availability and report back. 04/02/2013 kmcgurl Message returned by Liaison (hparmar) to CC assignee, 04/02/2013:- Market will check on parts and report back. 04/02/2013 kmcgurl
Commodity Service *	Powertrain		
CC Team Contact			
Champion / Senior Manager	rclarke4		
Group Leader / Quality Manager *	Arc-614613		
Assigned To	Arc-753697		
Carbon Copy	ajohn476,Arc-614613,dbromage,Arc-753697		
WA Attachments			
Attachments			

Closure Information

Effect On Vehicle Operation
Causal Factor
Incidence And Cut-Off
Prevent Recurrence

Prevent Recurrence
Forward Model AIMS ref
(Severity 4)

Closed Date08 FEB 2013

Conclusion / Closure Statement

Following a discussion with Jerry Bennett (P.I. Engineer Mahwah)it appear the fuel line disconnect happen there after fuel tank flange replacement. A visual and functional checks was made to fuel line retention feature on the suppect flange, no defect was found. This suggest an improper repair preformed. Close
07/02/2013 ajohn476

Closed, Investigation shows poor dealer repair.
08/02/2013 gjones71

Case Categorisation

PSCC

Gov Agency Enquiry

PSCC (Other)

Investigation OwnerJLR

Manufacturing Plant

FireNo

Alert Type *White Alert

Road Traffic CollisionsNo

Zone

Individual Issue ReviewNo

Zone Area

Personal InjuryNo

Cause

Product LiabilityNo

Severity

Property DamageNo

Market Effect Index

VORNo

Close

Concern Definition

Days Since last update	13th FEB 2013 10:02 By dbromage		
Issue Id	[REDACTED]		
Brand *	Jaguar	Quality Report ID	[REDACTED]
Model Line	XF / X250	VIN	SAJWA0GB5AL[REDACTED]
Engine Derivative	5.0 V8	Original VIN's from WA	SAJWA0GB5AL[REDACTED]
Production Date		Model Year	2010
Symptom	Fuel leaking from the vehicle	Odometer	27741 Miles
Actual Causal Part		Warranty Start Date	
Market	USA	Suspect Part	Tank - Fuel Main
Dealer Contact	Reyes Carlos	Litigation Reference	
Concern Description *	Fuel Tank Flange / Hosd Leak 15/01/2013 dbromage	Dealer	J5461, Jaguar Sacramento
Input from WA document	Concern: PERFORMED RECALL J027 NAS1, AS PER PROCEDURE IN STEP 13 RE-INSTALLED FUEL LINE WITH OLD RETAINING CLIP,LINE CAME OFF WHEN VEHICLE WAS BEEN DRIVEN, REMOVED AND INSTALLED ANOTHER FUEL TANK MOUNTING FLANGE AND USED THE NEW CLIP IN IT. CLEANED VEHICLE AND ROAD TESTED ,VEHICLE PERFORMING AS DESIGNED. THE PROCEDURE DICTATES TO DISCARD THE NEW RETAINING CLIP, IS THIS AN ERROR ? THANKS		

Investigation

Days Open	29	Days Since last update	0
Load Date	15 JAN 2013	Open Date	15 JAN 2013
Planned Closure Date		Action Dialogue	Hi Martyn - can you please review the attached Critical Concern details for determination. If required, please use the 'Message' function (bottom of CC EPQR edit screen) to request parts return, photographs or further information to support investigation, thanks. 15/01/2013 dbromage Andrew, please can you look at this case also. Thank you. 25/01/2013 dwilde1 Hi Andy - can you please review in Martyn's absence, thanks. 01/02/2013 dbromage Message request sent from assignee (ajohn476) to Liaison, 04/02/2013:- Request for Parts regarding : ePQR [REDACTED] Market will check on parts and report back. 04/02/2013 kmcgurl Message returned by Liaison (hparmar) to CC assignee, 04/02/2013:- Market will check on parts and report back. 04/02/2013 kmcgurl
Commodity Service *	Powertrain		
CC Team Contact			
Champion / Senior Manager	rclarke4		
Group Leader / Quality Manager *	Arc-614613		
Assigned To	Arc-753697		
Carbon Copy	dbromage,ajohn476,Arc-753697		
WA Attachments			
Attachments			

Closure Information

Effect On Vehicle Operation	
Causal Factor	
Incidence And Cut-Off	
Prevent Recurrence	
Prevent Recurrence Forward Model AIMS ref (Severity 4)	
Closed Date	13 FEB 2013

Conclusion / Closure Statement

Following discussion Jerry Bennett (P.I. Engineer - Mahwah)it is confrimed the fuel line disconnect happen there after replacement of fuel tank flange, suggesting improper repair. The use of the old retaining clip does not impact upon retention of a correctly fitted fuel line. Close.
12/02/2013 ajohn476

Case Categorisation

PSCC		Gov Agency Enquiry	
PSCC (Other)		Investigation Owner	JLR
Manufacturing Plant		Fire	No
Alert Type *	White Alert	Road Traffic Collisions	No
Zone		Individual Issue Review	No
Zone Area		Personal Injury	No
Cause		Product Liability	No
Severity		Property Damage	No
Market Effect Index		VOR	No
Close			

Concern Definition

Days Since last update05th JUN 2014 08:35 By mfulbroo

Issue Id

Brand *Jaguar

Model LineXF / X250

Engine Derivative5.0 V8

Production Date

SymptomFuel leaking from the vehicle

Actual Causal Part

MarketUSA

Dealer ContactMartz Brandon

Concern Description *Fuel Pump Toplate Cracked
02/06/2014 dbromage

Input from WA documentConcern: fuel tank outlet mounting flange cracked at fule line connction and leaking fuel. I was reviewing J027 recall for flange leak and this vehicle falls under vin ranges but I could not find any evidence of the recall performed on this vehicle. I wanted to make sure there wasn't any errors for this vehicle being skipped on the recall repair. the vehicle is currently out of factory warrenty.

Quality Report ID

VINSAJWA0HB3AL

Original VIN's from WASAJWA0HB3AL

Model Year2010

Odometer60131 Miles

Warranty Start Date

Suspect PartTank - Fuel Main

Litigation Reference

DealerJ5490, Geneva Enterprises Inc

Dealer Phone703 593 9985

Investigation

Days Open3

Load Date02 JUN 2014

Planned Closure Date

Commodity Service *Powertrain

CC Team Contact

Champion / Senior Managerrhughe32

Group Leader / Quality Manager *dwilde1

Assigned Todbromage

Carbon Copy

WA Attachments

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Attachments

Closure Information

Effect On Vehicle Operation

Causal Factor

Incidence And Cut-Off

Prevent Recurrence

Prevent Recurrence
Forward Model AIMS ref
(Severity 4)

Closed Date05 JUN 2014

Days Since last update0

Open Date02 JUN 2014

Action Dialogue

Email confirmatrn received from Field service Actions 04/06/14:-

Pearson, Evonne
11:20 (2 hours ago)

to me
Hi Dave

The correct start VIN for this recall was so the VIN in question was outside the affected VIN range. However, there was a number of vehicles which had been fitted with the part in question under warranty so the decision was made to include these vehicles as well.

The VIN range on the bulletin is not ALL vehicles within the range.

If you have any further queries please come back to me.

Evie

04/06/2014 dbromage

Conclusion / Closure Statement

Closed against Recall Action J027 - continue to monitor VIN range for emerging pattern.
04/06/2014 dbromage

Case Categorisation

PSCC		Gov Agency Enquiry	
PSCC (Other)		Investigation Owner	JLR
Manufacturing Plant		Fire	No
Alert Type *	White Alert	Road Traffic Collisions	No
Zone		Individual Issue Review	No
Zone Area		Personal Injury	No
Cause		Product Liability	No
Severity		Property Damage	No
Market Effect Index		VOR	No
Close			

Concern Definition

Days Since last update	18th DEC 2018 10:25 By ccostac2		
Issue Id	██████████	Quality Report ID	██████████
Brand *	Jaguar	VIN	SAJWA0FBXCL ██████████
		Original VIN's from WA	SAJWA0FBXCL ██████████
Model Line	XF / X250	Model Year	2012
Engine Derivative	5.0 V8	Odometer	93150 Miles
Production Date		Warranty Start Date	
Symptom	Fuel leaking from the vehicle	Suspect Part	Flange Fuel LP
Actual Causal Part		Litigation Reference	
Market	USA	Dealer	J5601, Jaguar Chantilly
Dealer Contact	Matheny Justin	Dealer Phone	5402196615
Concern Description *	Fuel leak from cracked fuel tank flange - 5.0 V8 - 12MY USA		
Input from WA document	Concern: Issue: FUEL LEAK FROM VEHICLE Investigation: FUEL FLANGE HAS CRACKS/MICROCRACKING LEAKING WITH ENGINE RUNNING AND WHEN PUMP PRIMES Repair:REPLACE FLANGE		

Investigation

Days Open	42	Days Since last update	0
Load Date	06 NOV 2018	Open Date	06 NOV 2018
Planned Closure Date		Action Dialogue	Please investigate whether this case falls within the scope of a Product Safety & Compliance Committee (PSCC) investigation - [REDACTED] X250 AJ133 Cracked Fuel Pump Flange.?
Commodity Service *	Powertrain - Apps/Trans/EMS		
CC Team Contact	Stewart McCulloch		If it does, please complete the "closure information" boxes to shows how this case relates to that specific PSCC investigation.
Champion / Senior Manager	dcuevas1		If it doesn't, please continue to investigate and scope this is
Group Leader / Quality Manager *	Arc-614613		AWS claims file attached 17/12/2018 [REDACTED]
Assigned To	jkyser		
Carbon Copy	sironmo5		
WA Attachments	[REDACTED]		

Closure Information

Effect On Vehicle Operation

Fuel leak

Causal Factor

Fuel tank flange cracked.
This vehicle is outside the vin range covered by PSCC investigation [REDACTED] and [REDACTED] (Campaign J027).

Incidence And Cut-Off

A search of AWS on all X250 Gasoline engine vehicles built post the J027 final VIN (= [REDACTED]), identified 12 incidents potentially reporting a leak from the fuel tank flange.

The resultant highest cumulative incidence by model year is ~0.08R/1000@12MIS, ~0.15R/1000@24MIS ~0.23R/1000@36MIS

Total number of potentially affected vehicles is 111,516 units.

Prevent Recurrence

Prevent Recurrence
Forward Model AIMS ref
(Severity 4)

Closed Date18 DEC 2018

Conclusion / Closure Statement

The Global Critical Concerns process recognises this concern, but there is insufficient combination of pattern, trend and severity, to indicate a potential "unreasonable risk to safety", in this country or globally.
This individual case is closed, but with continued monitoring by the Critical Concerns Review process. Any future reports will lead to further review of this issue.
17/12/2018 jkyser

Case Categorisation

PSCC	Gov Agency Enquiry	
PSCC (Other)	Investigation Owner	JLR
Manufacturing Plant	Fire	No
Alert Type *	Road Traffic Collisions	No
Zone	Individual Issue Review	No
Zone Area	Personal Injury	No
Cause	Product Liability	No
Severity	Property Damage	No
Market Effect Index	VOR	No
Close		



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 2004 quarterly releases.

ECI Record		Source Code	EPQR
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-Sep-2011
Version Series Code	VS DI	Load Date	03-Oct-2011
Causal Part Prefix-Base-Suffix	-	Dealer Code	J5729
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	GAUDIN JAGUAR
Non Causal Part Prefix-Base-Suffix		Dealer City	LAS VEGAS
Non Causal Part Numbers		Dealer State/Province	NV
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7022847000
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	Client states that there is a very strong fuel odor from the vehicle. The tech verified the odor and inspected the fuel tank flange/filter assembly and found a crack and fuel leaking from the flange. We have ordered a new flange and seal and will replace it when the parts get here. We have checked and found no excess pressure from the fuel feed pipe leaving the flange at the fitting. , , , Client states that there is a very strong fuel odor from the vehicle. The tech verified the odor and inspected the fuel tank flange/filter assembly and found a crack and fuel leaking from the flange. We have ordered a new flange and seal and will replace it when the parts get here. We have checked and found no excess pressure from the fuel feed pipe leaving the flange at the fitting. , , ,
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0JC4AM	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	20-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	20-Jun-2009
Build Country Code		Transmission Serial Number	
Mileage	21008	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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 ODR HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	EPQR
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Commodity Assignment

Commodity	powertrain-engine—	Symptom	no keyword found
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	07	Tread Category Description	fuel system

Report Details

Source Claim Key		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-2012
Version Series Code	VS DI	Load Date	28-Jun-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5786
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR NORTH SCOTTSDALE
Non Causal Part Prefix-Base-Suffix		Dealer City	PHOENIX
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4805384200
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	... , Client states that the vehicle smells like raw fuel, found the fuel tank flange is cracked on the right side of the tank and fuel leaks out every time the key is cycled. When you look at the attached pictures you can see a slight V going from one pre molded pipe fitting to the other, that is the crack/leak area. If you would like the part returned the RO # is , part #C2Z10550 and your contact person would be Chris Thurber. Thanks, Vern , ,
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0JC6AM	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGEI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	16-Jun-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	18-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	33354	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Concern Driven Reporting

Report Detail

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ECI Record		Source Code	EPQR
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-2012
Version Series Code	VS DG	Load Date	30-Jun-2012
Causal Part Prefix-Base-Suffix	- -	Dealer Code	J5721
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	DESERT EUROPEAN MOTORCARS, LTD
Non Causal Part Prefix-Base-Suffix		Dealer City	RANCHO MIRAGE
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7607735000
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	ro [redacted] vin [redacted] miles 38714 concern strong smell of fuel. client states at right front. evap pressure tested found gas tank flange leaking. replaced flange. we have had 4 flanges leak. we could only find two flanges. I have them set aside for you to call back. i will send epqr on the three remaining. let me know if you need anything else . . . , ro [redacted] vin [redacted] miles 38714 concern strong smell of fuel. client states at right front. evap pressure tested found gas tank flange leaking. replaced flange. we have had 4 flanges leak. we could only find two flanges. I have them set aside for you to call back. i will send epqr on the three remaining. let me know if you need anything else . . .
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0FA6AH [redacted]	Engine Serial Number	[redacted]
Model Year	2010	Engine Description	4.2L DAMB NA V8 GAS AJV8 JAG
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	04-Jun-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	25-Nov-2009
Build Country Code		Transmission Serial Number	
Mileage	38714	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record		Source Code	EPQR
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-2012
Version Series Code	VS DJ	Load Date	30-Jun-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5721
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	DESERT EUROPEAN MOTORCARS, LTD
Non Causal Part Prefix-Base-Suffix		Dealer City	RANCHO MIRAGE
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7607735000
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	ro [redacted] vin [redacted] miles 18802 concern smell of fuel from rear of vehicle. checked for evap leaks and found fuel tank flange leaking. repalced flange. evap pressure test. no leaks weer present after fix. , , , ro [redacted] vin [redacted] miles 18802 concern smell of fuel from rear of vehicle. checked for evap leaks and found fuel tank flange leaking. repalced flange. evap pressure test. no leaks weer present after fix. , , ,
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB6AI [redacted]	Engine Serial Number	[redacted]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJT33
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	18-Jun-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	13-May-2010
Build Country Code		Transmission Serial Number	
Mileage	18802	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record		Source Code	EPQR
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	appearance-discolored/stained/dirty
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-2012
Version Series Code	VS DG	Load Date	30-Jun-2012
Causal Part Prefix-Base-Suffix	- -	Dealer Code	J5721
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	DESERT EUROPEAN MOTORCARS, LTD
Non Causal Part Prefix-Base-Suffix		Dealer City	RANCHO MIRAGE
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7607735000
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	ro [redacted] vin [redacted] miles 38776 concern checked for leaks. found fuel staining around fuel tank. pressure tested system and found fuel tank flange leaking. replaced flange sorry cant find this part. so no pictures , , , ro [redacted] vin [redacted] miles 38776 concern checked for leaks. found fuel staining around fuel tank. pressure tested system and found fuel tank flange leaking. replaced flange sorry cant find this part. so no pictures , , ,
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0FA7AH [redacted]	Engine Serial Number	[redacted]
Model Year	2010	Engine Description	4.2L DAMB NA V8 GAS AJV8 JAG
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	20-May-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	29-Jul-2009
Build Country Code		Transmission Serial Number	
Mileage	38771	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record		Source Code	EPQR
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-2012
Version Series Code		Load Date	30-Jun-2012
Causal Part Prefix-Base-Suffix	VS DQ	Dealer Code	J5721
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	DESERT EUROPEAN MOTORCARS, LTD
Non Causal Part Prefix-Base-Suffix		Dealer City	RANCHO MIRAGE
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7607735000
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	ro [REDACTED] vir [REDACTED] miles 24541 concern strong fuel order in car. removed rear seat and inspected fuel tank flange. found flange cracked and leaksing. replaced flange. normal operation after fix. so again cant find part. so no pics. i think i already sent an epqr on this one. not sure so sent it again. . . . ro [REDACTED] vir [REDACTED] miles 24541 concern strong fuel order in car. removed rear seat and inspected fuel tank flange. found flange cracked and leaksing. replaced flange. normal operation after fix. so again cant find part. so no pics. i think i already sent an epqr on this one. not sure so sent it again. . . .
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0HE8AM [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	01-Sep-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Reaquired Vehicle	
Build Region		Warranty Start Date	16-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	24541	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record		Source Code	EPQR
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-2012
Version Series Code	VS DJ	Load Date	07-Jul-2012
Causal Part Prefix-Base-Suffix	- -	Dealer Code	J5786
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR NORTH SCOTTSDALE
Non Causal Part Prefix-Base-Suffix		Dealer City	PHOENIX
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4805384200
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	Client states there is a fuel smell after driving the vehicle. The right side fuel tank flange is cracked around the pre molded pipe fitting and leaking fuel. The RO # is [REDACTED] and the contact person will be either Chris Thurber or Scott Giffin (parts manager) at [REDACTED]. Thanks, Vern Part # C2Z 10550 , , , Client states there is a fuel smell after driving the vehicle. The right side fuel tank flange is cracked around the pre molded pipe fitting and leaking fuel. The RO # is [REDACTED] and the contact person will be either Chris Thurber or Scott Giffin (parts manager) at [REDACTED]. Thanks, Vern , , ,
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB1A1 [REDACTED]	Engine Serial Number	[REDACTED]
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJI33
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	16-Jun-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	24-Aug-2009
Build Country Code		Transmission Serial Number	
Mileage	41175	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record		Source Code	EPQR
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	odor
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-Jul-2012
Version Series Code	VS DJ	Load Date	28-Jul-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5786
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR NORTH SCOTTSDALE
Non Causal Part Prefix-Base-Suffix		Dealer City	PHOENIX
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4805384200
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	CLIENT STATES THAT THE VEHICLE SMELLS LIKE RAW FUEL. FOUND FUEL TANK MOUNTING FLANGE CRACKED LEAKING FUEL. REPLACED MOUNTING FLANGE. PART #C2Z10550. RO# , , , CLIENT STATES THAT THE VEHICLE SMELLS LIKE RAW FUEL. FOUND FUEL TANK MOUNTING FLANGE CRACKED LEAKING FUEL. REPLACED MOUNTING FLANGE. PART #C2Z10550. RO# , , ,
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB2A1	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGD/NA V8 GAS AJI33
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	05-May-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	19-Aug-2009
Build Country Code		Transmission Serial Number	
Mileage	39480	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record		Source Code	EPQR
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-Jul-2012
Version Series Code	VS DJ	Load Date	17-Sep-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	05721
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	DESERT EUROPEAN MOTORCARS, LTD
Non Causal Part Prefix-Base-Suffix		Dealer City	RANCHO MIRAGE
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7607735000
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	Removed rear seat for access, found fuel tank flange cracked and leaking fuel. Replaced fuel tank flange. I will attach pictures. . . , Removed rear seat for access, found fuel tank flange cracked and leaking fuel. Replaced fuel tank flange. I will attach pictures. . . ,
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB9AI	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	16-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	17-Sep-2009
Build Country Code		Transmission Serial Number	
Mileage	45535	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record		Source Code	EPQR
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Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
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Report Details

Source Claim Key		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-2012
Version Series Code	VS DQ	Load Date	17-Sep-2012
Causal Part Prefix-Base-Suffix	- -	Dealer Code	J5786
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JAGUAR NORTH SCOTTSDALE
Non Causal Part Prefix-Base-Suffix		Dealer City	PHOENIX
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4805384200
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	found fuel flange on fuel tank was cracked in center of flange and leaking fuel when the fuel system is pressurised. replaced flange and seal. . . . found fuel flange on fuel tank was cracked in center of flange and leaking fuel when the fuel system is pressurised. replaced flange and seal. . . .
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0HE8AM	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	10-Sep-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	31-Mar-2010
Build Country Code		Transmission Serial Number	
Mileage	27257	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. 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.



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 2004 quarterly releases.

ECI Record		Source Code	EPQR
------------	--	-------------	------

Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
---------------------	----	----------------------------	-------------

Report Details

Source Claim Key		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-Aug-2012
Version Series Code	VS DJ	Load Date	17-Sep-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5729
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	GAUDIN JAGUAR
Non Causal Part Prefix-Base-Suffix		Dealer City	LAS VEGAS
Non Causal Part Numbers		Dealer State/Province	NV
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7022847000
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	This car came in leaking fuel. Inspected and found the fuel tank plastic flange is cracked around the boss where the fuel line is connected. This is #3 that I have seen. I will stop sending EPQRs if you don't need any more. I just had another one come in this morning. Thanks Dane , , , This car came in leaking fuel. Inspected and found the fuel tank plastic flange is cracked around the boss where the fuel line is connected. This is #3 that I have seen. I will stop sending EPQRs if you don't need any more. I just had another one come in this morning. Thanks Dane , , ,
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0GB3AI	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI NA V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	13-May-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	23-Jul-2009
Build Country Code		Transmission Serial Number	
Mileage	40000	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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[Contact ODR HELP](#)

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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 2004 quarterly releases.

ECI Record		Source Code	EPQR
------------	--	-------------	------

Commodity Assignment

Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel hoses/tubes	Symptom	leak/odor-fuel
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	fuel-spits back
Commodity	powertrain-engine-fuel system-fuel tank	Symptom	leak/odor-fuel
Significant Event		Verified	N

Tread Information

Tread Category Code	07	Tread Category Description	fuel system
---------------------	----	----------------------------	-------------

Report Details

Source Claim Key		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-Aug-2012
Version Series Code	VS DI	Load Date	17-Sep-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	J5729
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	GAUDIN JAGUAR
Non Causal Part Prefix-Base-Suffix		Dealer City	LAS VEGAS
Non Causal Part Numbers		Dealer State/Province	NV
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7022847000
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	This car came in leaking fuel. Inspected and found the fuel tank plastic flange is cracked around the boss where the fuel line is connected. This is #3 that I have seen. I will stop sending EPQRs if you don't need any more. I just had another one come in this morning. Thanks Dane , , , This car came in leaking fuel. Inspected and found the fuel tank plastic flange is cracked around the boss where the fuel line is connected. This is #3 that I have seen. I will stop sending EPQRs if you don't need any more. I just had another one come in this morning. Thanks Dane , , ,
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	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	SAJWA0JC1AM	Engine Serial Number	
Model Year	2010	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 6 SPD ZF 6HP26 TRANS	Vehicle Description	XF
Body Cab Style	Unknown	Drive Line	2 WHL L/H REAR DRIVE
Production Date	08-Apr-2009	Retail Sale Indicator Code	
Plant Description	CASTLE BROMWICH	Required Vehicle	
Build Region		Warranty Start Date	30-Sep-2009
Build Country Code		Transmission Serial Number	
Mileage	40000	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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[Contact ODC HELP](#)

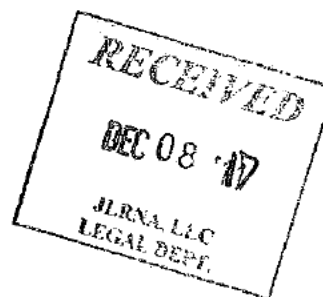
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This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

[REDACTED]
Philadelphia, PA [REDACTED]

December 2, 2017

Jaguar Corporation Office
Attention: General Counsel Legal Department
555 MacArthur Blvd
Mahwah, NJ 07430



Re: Claim Number/Incident No. # [REDACTED]
2011 Jaguar XF Fuel System, Gasoline Recall 12V521000
Vehicle Fire, July [REDACTED] 2017, [REDACTED] Philadelphia, PA
Claimant: [REDACTED] Owner, 2011 Jaguar XF VIN SAJWA0FBXBL [REDACTED]
Date of Loss: July [REDACTED] 2017

FOR SETTLEMENT PURPOSES ONLY

Dear Jaguar General Counsel:

My Jaguar XF, which spontaneously burst into flames, was subject to recall notice 12V521000 regarding vehicle defects with fuel leaks, and this letter is for settlement purposes only.

The evidence clearly shows Jaguar recalled certain model year 2010-2012 XF vehicles equipped with a 5.0L gasoline engines. Certain problems associated with this recall notice indicated affected vehicles may have a fuel tank fuel outlet flange that may crack. Your notice went on to state the cracked flange may result in fuel leakage onto the ground. Unfortunate consequence of this leaking fuel, in the presence of an ignition source, may result in a vehicle fire. These facts describe how my car went up in a blaze.

I believe Jaguar's negligence was the direct and proximate cause of my vehicle being totally destroyed by fire, personal effects destroyed, and resultant damages. Those damages include my loss of transportation, personal effects, tow and storage bills, out-of-pocket expenses, and rental car expenses.

STATEMENT OF FACTS

On July [REDACTED] 2017, at approximately [REDACTED] I was driving my 2011 Jaguar XF in the far right lane enroute to the [REDACTED] Airport for a flight to attend my youngest sister's funeral. I was traumatized by the sudden massive fireball and car fire, and the possibility of missing my early morning flight. The fire started while I drove down [REDACTED] in Philadelphia, PA. It was a motorist that pointed to me and at my vehicle that a problem had occurred. I could not determine what the problem was but I knew the performance of my vehicle was very poor. Another indicator of something being terribly wrong is that I could see blue smoke coming from the hood of my car. I exited the freeway immediately and stopped the car on [REDACTED]. After raising the hood, suddenly and without notice, I could smell and see gasoline leaking from the left side of my engine. It did not take long for the vehicle to become engulfed in fireball flames from gasoline leaks. I did nothing to

cause this vehicle fire. At all times, I maintained proper speed limits and I always continued proper maintenance records on my vehicle.

After the devastating fire, I lost several CDs with business proposals that I had prepared and several business proposals in binders. I am a commodities broker. Contracts in the petroleum and energy industry are often valued at several million dollars each. At the time of the fire, I was carrying 2 petroleum oil contracts within my car. Each spot contract had a potential value to me of USD \$2,000,000. As a result of the fire, the contracts (and the computer which housed the data and hard drive containing the contracts) were completely destroyed. I sustained a potential loss of \$4,000,000 by not having the proposals to deliver to my clients as a direct result of the fire.

I called 911 and reported the car fire. After the Philadelphia Fire and Police Departments completed their on-site investigations, they asked if I needed EMS assistance, which I declined. However, I was offered a ride to the Airport by the Tow Truck Driver since my car was totally damaged and it was going to be towed away on a flatbed truck. (See attached) [REDACTED] my passenger and witness, was visually and physically shaken up after the dreadful car fire. I called a friend, [REDACTED] who drove [REDACTED] to her friend's house.

As you know, [REDACTED] witnessed the shocking car fire. My 2011 Jaguar was traveling at a safe rate of speed and it had been maintained properly. (See attached). I pulled over immediately after symptoms of poor car performance and subsequently the huge car fire. [REDACTED] told the responding Philadelphia Department Police Officer, Sergeant Blackman, of the 12th District that she clearly saw the car smoke and later the car fire without a cause or symptom. [REDACTED] did explain after she was away from the car, she could see fuel drips of gasoline falling onto the ground while the car burned.

The Philadelphia Officer filed a police report [REDACTED] The Police's diagram on the back of the police report unequivocally shows the location of the car during the fire. I have attached photographs to this Settlement Letter. And my witness, [REDACTED] statement, makes it clear the Jaguar's fire was caused by gasoline leaks from the car.

The Philadelphia Fire Department, Engine 49, arrived and extinguished the car fire.

I contacted Jaguar Corporate office on July 26, 2017, and opened an incident [REDACTED] regarding Recall Notice #12V51000 on my 2011 Jaguar. Since then, no one from the Jaguar Product's Department followed-up with a phone call, an email or any other contact with updated information on my incident.

Afterwards, I contacted the US DOT/NTSA and opened a case under complaint [REDACTED] The DOT/NTSA indicated an abnormal recall was already placed under NH TSA Campaign #12V51000 for this year of 2011 Jaguar. (See attached)

INJURIES AND TREATMENT

I lost several CDs with business proposals store on each CD that I had prepared after many hours to present for petroleum clients and several other human resource business proposals in three-hole binders. By not having the proposals to deliver on time due to the unexpected and shocking fire, I lost two (2) \$2,000,000.00 dollar spot

petroleum jet fuel contracts. At the time of the fire, my passenger, [REDACTED] didn't believe she required emergency room treatment and remains doing fine as of today.

The car fire prevented me from re-bidding on the petroleum contracts due me being unable to deliver a timely proposal for the client. Unfortunately, my financial losses were greater than \$4,000,000.00.

The two (2) international jet fuel contracts are very confidential and rarely come around to individuals unless privately invited.

OUT-OF-POCKET EXPENSES

- I rented a car from personal friend at \$200.00 month for 5 months totaled \$1,000.00.
- I created several CD proposals for Petroleum Projects at \$165.00 hour for 46 hours, (contracts, project insurance, and broker's commissions), totaled \$7,590.00.

LOST WAGES

By not having the proposals to deliver on time due to the unexpected and shocking fire, I lost 2 - \$2,000,000.00 dollar petroleum spot Jet Fuel contracts combined total, \$4,008,590.00.

I am self-employed and have worked as a human resources consultant for more than 30 years and have not received payment from the 3 HR proposal work destroyed by the car fire. For the last 2 years, I have developed skills in the petroleum and energy industry as a broker and since the car fire; I did not receive any income from oil or jet fuel proposals, commissions, or brokerage fees. As a direct result of the car fire, I lost income of more than \$60,000,000.00 (K.A. LLC) on one jet fuel contract for July [REDACTED] 2017, and more than \$120,000,000.00 [REDACTED] on another jet fuel contract for July [REDACTED] 2017. Since the car fire was not related to my job, I have a combined loss of \$184,008,590.00.

PAIN AND SUFFERING

This entire event car fire has been devastating. I never asked for any of this as I was heading to a funeral. Before your manufactured and defective 2011 Jaguar XF car fire, which is on recall notice 12V521000 regarding vehicle defects with fuel leaks, I led a full life, heading to complete self-sufficiency and free of pain and discomfort. But ever since the terrible car fire, I have suffered from extreme financial losses, financial pain and discomfort.

The loss of income placed a terrible financial burden upon me, my family and my friends. Without any income, I was forced to borrow money from family members and friends. This was embarrassing and strained on my personal fiancé. Moreover, because of the loss of income, financial pain and discomforts I've endured, I have also been unable to enjoy the intimacy I previously shared with my fiancé.

There is no way your company can fully compensate me for all I have suffered. At a minimum, I expect you as the Jaguar Corporation Representative to try to compensate me for my financial losses and damages.

ATTACHED EXHIBITS

1. Witness Statement of [REDACTED]

2. 2011 Jaguar Photographs
3. City of Philadelphia Police Report [REDACTED]
4. World Wide Towing Receipt
5. Lost Wage Verification from Silverback Commodities
6. Recall Notice #12V521000

ITEMIZATION OF DAMAGES

- Friend's Car Rental \$1,000.00
- 2 Spot Jet Fuel Proposals Pre-development \$7,590.00
- Lost Wages Silverback Commodities from commissions on 2 Spot Jet Fuel Contracts \$4,000,000.00

DEMAND

After careful consideration of the issues involved in this claim, and a review of jury verdicts and insurance company settlements with similar fact patterns, I believe the amount of \$4,008,590.00 represents a fair and equitable settlement amount.

Sincerely yours, [REDACTED]

12-2-17
Date

Philadelphia, PA [REDACTED]

Cell number: [REDACTED]

Email address: [REDACTED]

EXHIBIT

Statement of [REDACTED]

I, [REDACTED] passenger in the car being driven by [REDACTED] state:

1. On July [REDACTED], 2017 at [REDACTED] I was the passenger in the Jaguar XF being driven by [REDACTED] while he was heading to the Philadelphia International Airport. He was driving very safely, as he always does. He was driving within the posted speed limit.
2. When we were approximately 10 minutes from the airport, another driver motioned to [REDACTED] that there was something wrong with his car. The driver adjacent to his car was pointing to the underside of his Jaguar.
3. Directly after the driver pointed to the underside of the car, we noticed smoke emanating from the hood of the Jaguar.
4. [REDACTED] pulled off the freeway onto the next exit ramp. At this point he was driving under 20 mph.
5. As soon as we exited the off ramp, the smoke from the hood was getting very heavy. The car stopped and the accelerator no longer connected with the car. It just stopped.
6. Suddenly, flames started coming from the hood of the car. Slowly at first, and then steadily the flames engulfed the entire hood of the car.
7. I jumped out of the car and ran to the roadside. [REDACTED] remained in the driver's seat.
8. From the roadside, I saw liquid dripping under the car to the asphalt. The fire from the hood was beginning to subside.
9. [REDACTED] then opened the hood of the car and exited the car. At that time, we could see the fire consumed the engine. With the hood open the smoke became very thick.
10. [REDACTED] got back in the car to try to push the vehicle to the side of the road. Before he could do so, the fire started popping loudly and I saw the fire travel from the hood of the car underneath the carriage of the vehicle quickly. It was obvious that the fire was trailing a source of gasoline or oil.
11. I screamed to [REDACTED] to "GET OUT OF THE CAR BEFORE IT BLOWS UP!" He was in the vehicle at that point and could not see what I was watching at that moment. The fire was moving very quickly at this point.
12. [REDACTED] could not hear me immediately but I was screaming so loudly and was clearly afraid so he got out of the car and came to the roadside with me.

13. Literally within 30 seconds of [REDACTED] joining me on the roadside, the car became engulfed in flames. It was a rapid escalation of flames. The car was totally on fire within 2 minutes. It was popping loudly and the smoke was black.
14. We called the fire department, the police department, and all other emergency services as we watched this car burn.
15. Other drivers stopped to render assistance but it was clear there was nothing to be done.
16. The car was completely burned within 20 minutes of the first sight of fire under the hood.
17. This statement is true and correct.

[REDACTED]

Signed: [REDACTED]

Dated: September 30, 2017

President/EA

Tax Services

Philadelphia, PA

Office //

Fax

September 28, 2017

TO WHOM IT MAY CONCERN

RE: VERIFICATIONS OF FINANCIAL LOSS WAGES AND LOSS COMMISSIONS

In July 2017, [REDACTED] had finalized two (2) international Jet Fuel 54 spot contracts with Confidential Buyers and Clients [REDACTED] and [REDACTED]. Each contract begins with a 2 million barrel spot delivery and immediately a 12 month contract is awarded. [REDACTED] had a 12 month contract to deliver 60 million barrels of JP54 (5 million barrels monthly for 12 months) and [REDACTED] had 120 million barrels of JP54 (10 million barrels monthly for 12 months). The [REDACTED] commission value of the [REDACTED] spot contracts were \$2,000,000.00 and the commission's value to the [REDACTED] was \$2,000,000.00. The loss combined values at \$4,000,000.00 for two (2) spot contracts.

[REDACTED] is Founder and Principal of [REDACTED] operating in the United States, Asia, Eastern Europe, Africa, Middle East, and Europe. [REDACTED] is a member of a consortium of petroleum buyers, which engage to provide oil trading operations for crude and oil products. [REDACTED] has achieved strong credibility in the petroleum industry by insisting on quality standards as well as ethically responsible partners.

I currently provide accounting, bookkeeping, and consulting services for [REDACTED] dba [REDACTED] Consulting, dba [REDACTED] at [REDACTED] Philadelphia, PA [REDACTED] Bensalem, PA [REDACTED] and [REDACTED] Marina, Philadelphia, PA [REDACTED]. I have been providing this service for more than ten (10) years.

Accordingly, the review [REDACTED] business investments, proposals and contracting strategies for winning the two (2) Confidential Buyers and Clients [REDACTED] and [REDACTED] contracts had a significant adverse financial impact when the contracts were destroyed in his private automobile fire on July [REDACTED] 2017. Our assessments included the following:

1. Decisions based on an established accounting system integrated with adequate internal fiscal and management controls to provide full accountability for revenues, expenditures, assets, and liabilities.
2. Prepared project management and financial statements presented were outstanding and in accordance with generally accepted accounting principles.
3. Submitted financial reports to Confidential Buyers and Clients [REDACTED] and [REDACTED] (which included Financial Status Reports, Cash Reports, and Claims for Professional Services Reimbursements), which contain accurate and reliable financial data, and are presented in accordance with the terms of usual applicable agreements.

Techniques used to determine [REDACTED] Business losses were contractual compliance based on the Confidential Buyers and Clients [REDACTED] and [REDACTED] requirements for Petroleum Products when a petroleum client seeks:

#1 CONFIDENTIAL PETROLEUM CLIENT

[REDACTED] Corporate Headquarters, Torrance, CA USA

United States, Mexico, Dominican Republic, Russia, China, Singapore

We, [REDACTED] represented by CONFIDENTIAL MANDATES do hereby state and represent that it is our corporate intention to purchase the commodity mentioned below.

We hereby appoint CONFIDENTIAL General Counsel, as our counsel with legal responsibility and authority, and state under penalty of perjury that we are Ready, Willing and Able to purchase the commodity listed below, and hereby place this ICPO for the named product according to the following Terms and Conditions:

1. Product: JP-54
2. Quantity: up to 10 million bbls x 12 Months
3. Incoterms: FOB Rotterdam
4. Terms of Payment: MT/103 TT Wire Transfer

PROCEDURES

1. Buyer issues ICPO.
2. Seller issues FCO or draft SPA for amendments if necessary.
3. Buyer returns signed acceptance of FCO or SPA, and Buyer/Seller agrees/ endorses the final SPA.
4. SPA to include a 2% Performance Bond.
5. Seller registers and legalizes the SPA in the various ministries at their own cost and provides the registered SPA together with Verifiable PPOP document for Product in Rotterdam or Houston.
6. Seller Issue CI for the available product in the storage tank in Rotterdam or Houston.
7. Buyer signs and returns the CI to Seller with a copy of their verifiable TSA for Seller's verification and approval.
8. The Parties issue and sign the NCNDA/IMFPA.
9. Seller issues, the Unconditional Dip Test Authorization (DTA) Buyer conducts Dip Test.
10. Upon successful Dip Test, Seller issues:
 - a. Tank Storage Receipt.
 - b. Tank Storage Agreement
 - c. Product Passport issued by SGS.
 - d. Injection Report.
 - e. Certificate of Origin.
 - f. Authorization to Sell (ATS) to Buyer.
11. Seller issue Title of ownership Certificate and Buyer make 100% payment by MT103 TT wire transfer for the total product delivered.
12. Seller pays commission to intermediaries involved in the transaction 24 hours after confirmation of the Buyer payment.
13. Buyer obtains the Transaction Ownership Certificate at Buyer's Cost for the SPA to enable the lodging of the SPA.
14. Buyer's bank [REDACTED] Irrevocable Transferable Documentary Letter of Credit to Seller Bank.
15. Seller's bank immediately upon receipt of Buyer's Operative Financial Instrument Release Payments to involved intermediaries.

#2 CONFIDENTIAL PETROLEUM CLIENT

[REDACTED] NEW YORK USA CONTRACT

We, [REDACTED] hereby issue this CO with presented term conditions and confirm our irrevocable corporate and legal responsibility, under penalty of perjury that we are ready, willing and able to deliver the below mentioned products.

QUALITY: AVIATION KEROSENE COLONIAL GRADE 54
SPOT: 5,000,000 BBLS IN ROTTERDAM TANKS (DATE TBD)
CONTRACT: 5,000,000 BBLS PER MONTH FOR X 12 MONTHS

PRICE: US\$ -4 PER BARREL

Delivery Port: FOB Rotterdam INSPECTIONS: SGS or Equivalent

FUEL ORIGIN: Russia

TRANSACTIONAL PROCEDURES

1. Buyer sends [REDACTED] to Seller on with tank storage agreement (TSA) as proof of storage availability.
2. Seller issues commercial invoice Buyer Signs and returns to Seller
3. Seller issues, Dip Test Authorization (DTA) letter* to be signed by Buyer and Seller for proof of Readiness.
4. SELLER SENDS SGS OF THE SELLER'S TANKS, Buyer orders SGS to conduct Dip-Test (DT) of the product in the Seller's Tank at Buyer expense.
5. Upon successful Dip Test, Buyer provides Storage Tank details (BUYER'S TSR.) Seller shall immediately submit the Full Proof of Product (POP) to the Buyer, and proceed with Injection of the product in Buyer's designated tank(s).
6. Seller loads the product into Buyer's tank's and issues all exportation documents to Buyer, immediately Buyer pays for the product via MT103/TT.
7. Both parties sign one year contract.8.Seller pays all intermediary involved

In summary, [REDACTED] combined total losses from commissions and earning values were \$4,000,000.00 for two (2) contracts, which had a significant adverse financial impact when the contracts were destroyed in his car fire on July [REDACTED] 2017. Each contract begins with a 2 million barrel spot delivery and immediately a 12 month contract is awarded. [REDACTED] had a 12 month contract to deliver 60 million barrels of JP54 (5 million barrels monthly for 12 months) and KA LLC had 120 million barrels of JP54 (10 million barrels monthly for 12 months). Unfortunately, car fires happens but [REDACTED] loss earnings from commission value of the [REDACTED] contracts were \$2,000,000.00 and the commission's value to the [REDACTED] was \$2,000,000.00 is \$4,000,000.00.

If you have any questions, please feel free to contact me at the above number.

Regards,

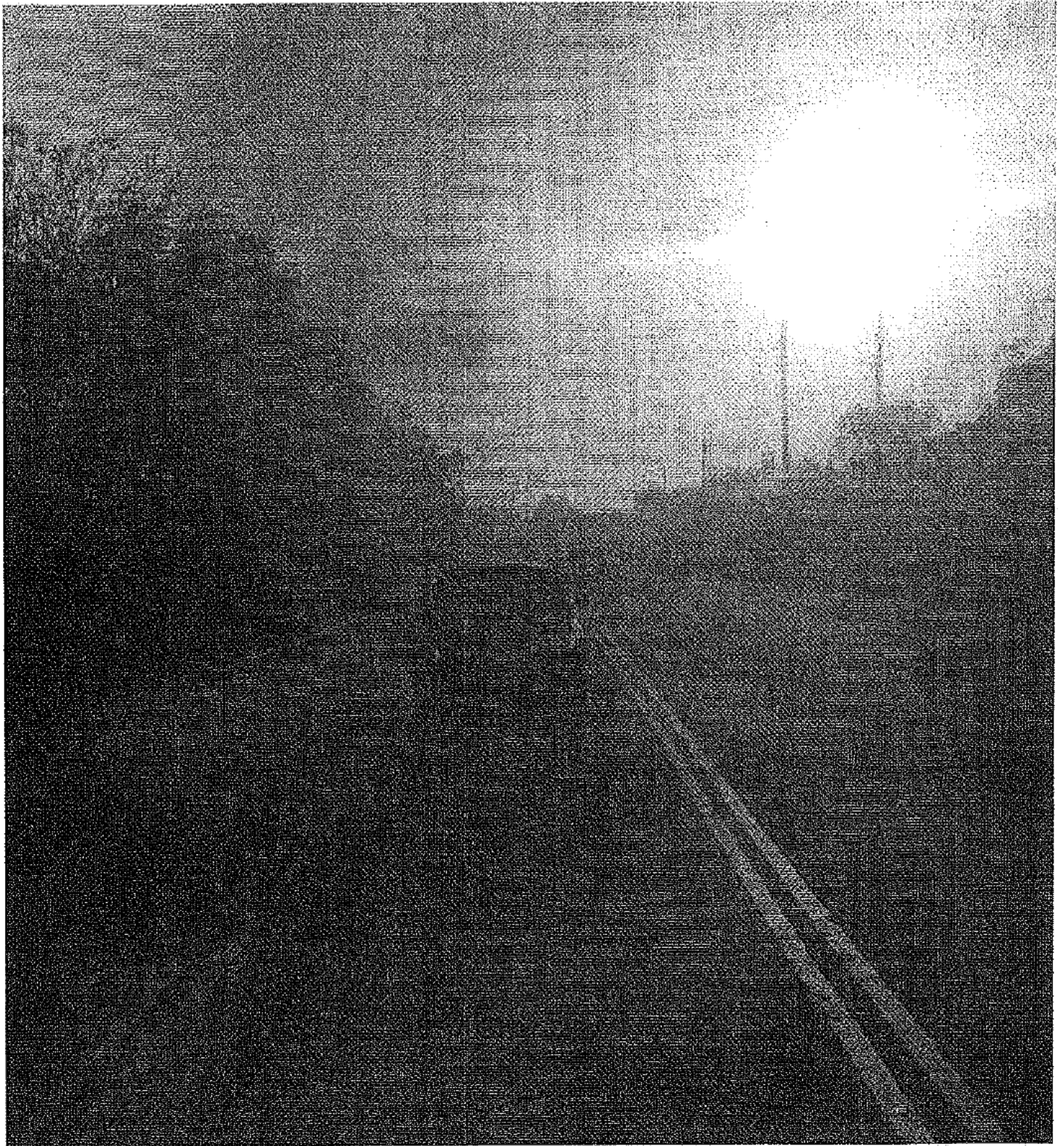
[REDACTED]
EIN: [REDACTED]

EXHIBIT

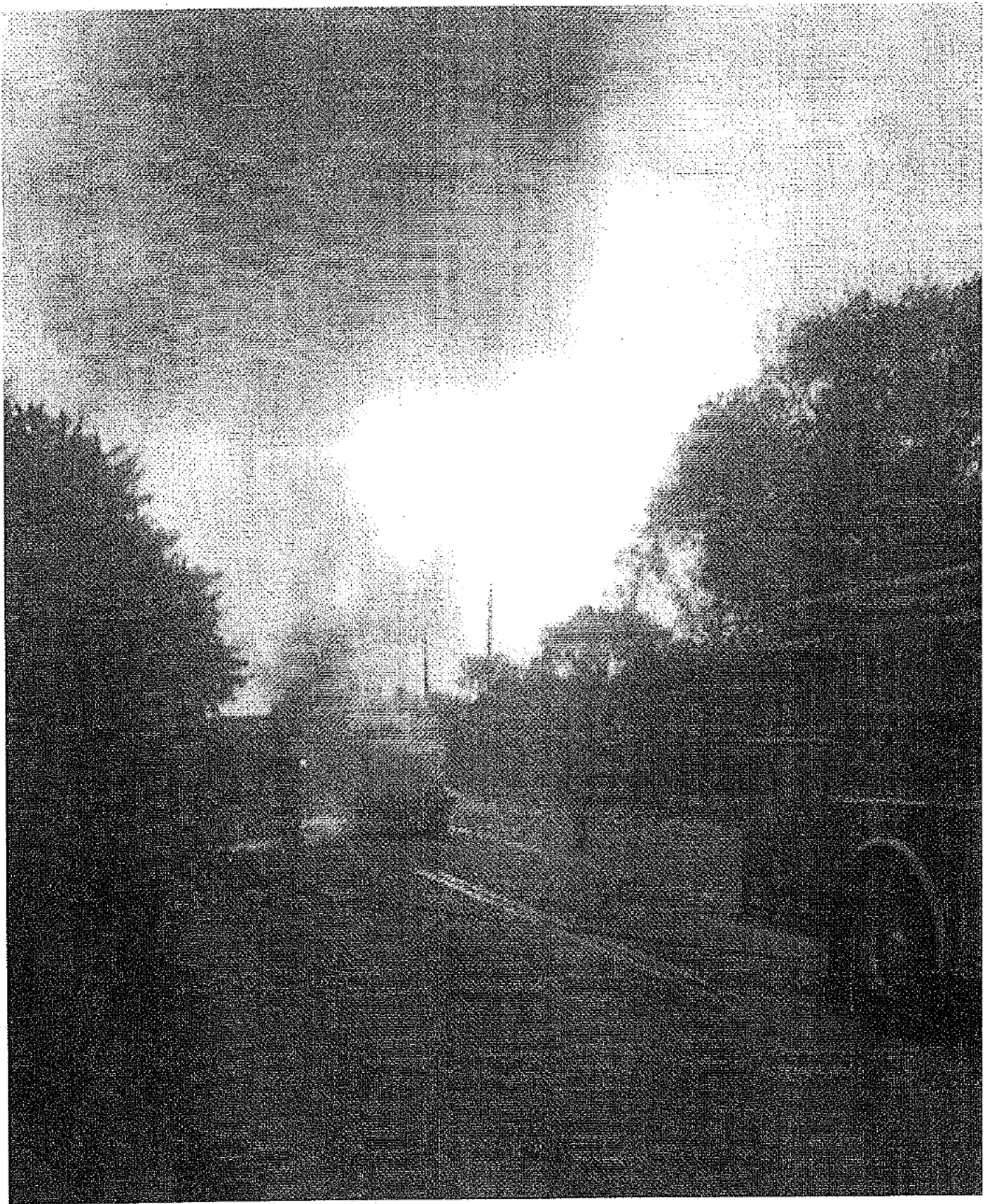
7/ [REDACTED] 2017 [REDACTED]

Vehicle Burning, 2011 Jaguar XF VIN SAJWA0FBXBL [REDACTED]

[REDACTED] Philadelphia, PA









Cell number: [REDACTED] Email address: [REDACTED]

September 29, 2017

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (ODI) NVS – 210
1200 New Jersey Avenue, SE West Bldg.,
Washington, DC 20590

Re: Complaint Number No. [REDACTED]
2011 Jaguar XF Fuel System, Gasoline Recall 12V521000
Vehicle Fire, July [REDACTED] 2017 [REDACTED] Philadelphia, PA

Claimant: [REDACTED] Owner, 2011 Jaguar XF VIN SAJWA0FBXBL [REDACTED]

Date of Loss: July [REDACTED] 2017

Dear Investigator:

My 2011 Jaguar XF spontaneously burst into flames on July 2017, and I discovered through your office it was subject to Recall Notice 12V521000. This Recall Notice identified XF Jaguars 2010 – 2012 with fuel leak defects in accordance with Recall Notice 12V521000. I filed a US DOT/NHTSA Complaint to investigate.

The evidence clearly shows Jaguar recalled certain model year 2010-2012 XF vehicles equipped with a 5.0L gasoline engines. The Recall Notice said certain problems associated with this recall notice indicated affected vehicles may have a fuel tank fuel outlet flange that may crack. The notice went on to state the cracked flange may result in fuel leakage onto the ground. This leaking fuel, in the presence of an ignition source, may result in a vehicle fire. In fact, Recall Notice described exactly how the leaking fuel ignited and the fuel leak caused a terrible fire that destroyed my car.

I believe Jaguar's negligence was the direct and proximate cause of my vehicle being totally destroyed, personal effects destroyed, and resultant damages. Those damages include my loss of transportation, personal effects, tow and storage bills, out-of-pocket expenses, and rental car expenses.

STATEMENT OF FACTS

On July [REDACTED] 2017, at approximately [REDACTED] I was driving my 2011 Jaguar XF in the far right lane enroute to the Philadelphia International Airport for a flight to attend my youngest sister's funeral. I was traumatized by the sudden massive fireball and car fire, and the possibility of missing my early morning flight. The fire started while I drove down [REDACTED] in Philadelphia, PA. It was a motorist that pointed to me and at my vehicle that a problem had occurred. I could not determine what the problem was but I knew the performance of my vehicle was very poor. Another indicator of something being terribly wrong is that I could see blue smoke coming from the hood of my car. I exited the freeway immediately and stopped the car on [REDACTED] After raising the hood, suddenly and without notice, I could

smell and see gasoline leaking from the left side of my engine. It did not take long for the vehicle to become engulfed in fireball flames from gasoline leaks. I did nothing to cause this vehicle fire. At all times, I maintained proper speed limits and I maintained proper maintenance records on my vehicle.

I called 911 and reported the fire. After the Philadelphia Fire and Police Departments completed their on-site investigations, they asked if I needed EMS assistance, which I declined. However, I was offered a ride to the Airport by the Tow Truck Driver since my car was totally damaged and it was going to be towed away on a flatbed truck. [REDACTED] my witness, was visually and physically shaken up after the terrible car fire. I called a friend, [REDACTED] who drove [REDACTED] to her friend's house.

Officer BLACKMAN filed a police report # [REDACTED] and it is attached. Officer BLACKMAN's diagram on the back of the police report unequivocally shows the location of the car during the fire. I have attached photographs to this Complaint Letter. And witness, [REDACTED] statement, makes clear the Jaguar's fire was caused by gasoline leaks from the car.

The Philadelphia Fire Department, Engine 49, arrived and extinguished the car fire.

I contacted Jaguar Corporate office on July 26, 2017, and opened an incident ([REDACTED] regarding Recall Notice #12V51000 on my 2011 Jaguar. No one from the Jaguar Product Department followed-up with a phone call, an email or any other contact with updated information on my incident.

Afterwards, I contacted the US DOT/NTSA and opened a case under complaint (#110-067-09). The DOT/NTSA indicated an abnormal recall was already placed under NH TSA Campaign #12V51000 for this year 2011 Jaguar.

CONCLUSIONS

This entire event and car fire has been devastating. I never asked for any of this as I was heading to a funeral. Before my car fire, which is on recall notice 12V521000 regarding vehicle defects with fuel leaks, I led a full life. There is no way Jaguar can fully compensate me for all I have suffered. Please investigate and share your findings with me to enforce Jaguar's recall and sanctions, if required. The general public should know about the dangers of vehicle defects and Jaguar failing to conduct a serious recall of its own defective vehicles.

ATTACHED EXHIBITS

1. Witness Statement of [REDACTED]
2. 2011 Jaguar Photographs
3. City of Philadelphia Police Report # [REDACTED]
4. World Wide Towing Receipt
5. Recall Notice #12V521000

Sincerely yours, [REDACTED]

WORLDWIDE TOWING & RECOVERY

100 Lewis Street - Chester, PA 19013 - Tel: (484) 482-6905

CONSENSUAL TOWING AGREEMENT

AGREEMENT made this _____ day of _____, 20____ by and between **WORLDWIDE TOWING & RECOVERY** whose towing business is at 100 Lewis Street - Chester, PA 19013 Hereinafter called "towner" the owner of the disabled vehicle or owner's authorized representative hereinafter called "owner", WITNESSETH, that in consideration of the mutual promises herein contained, the parties hereto agree as to the following:

Owner's Name _____

Owner's Phone # _____

1. Towner shall, and is hereby authorized to do, all acts required to move the vehicle bearing license number _____ and owned by _____ from _____ to _____

2. The charges shall be billed to the owner insurance Co. If the insurance Co. denies the claim, the owner is responsible for the charges.

Owner's Insurance Company _____

3. Towner represents that the owner of the towing vehicle is, **WORLDWIDE TOWING & RECOVERY** under its _____

4. Towner further represents that the place to which said vehicle is to be moved, as set forth in paragraph 1 above, is a bona fide garage or storage or repair station which is within a reasonable distance from the scene of the accident.

5. Unless owner have ordered additional work or services on said vehicle shall be in accordance with terms of the City of Chester Ordinances, said vehicle shall be released to owner upon receipt of payment of the amount due.

6. The storage charges are \$5.00 per day, indoor or outdoor.

7. The vehicle shall at all times be freely accessible for inspection and examination to the owner, at the additional fee, the owner's authorized representative, or a representative of the owner's insurance carrier. AT AN ADDITIONAL FEE, Pick up and Impound 9:00 AM to 5:00 PM Mon. - Fri. Weekend Available Pickup, Please Call.

8. The Definitions contained in the City of Chester Ordinances shall apply to the work and used in this Agreement.

9. This Agreement covers towing of disabled autos and storage if required only and contains the complete understanding of the parties with respect thereto.

IN WITNESS WHEREOF, the parties have hereunto set their hands and seals the day and year first above written.

WITNESS _____

Signature _____

Date _____

2011 Jaguar XF Fuel System, Gasoline Recall 12V521000

Action Number: N/A

Service Bulletin Number: 12V521000

Report Date: Oct 26, 2012 Component: Fuel System, Gasoline

Potential Units Affected: 4195

Manufacturer: Jaguar Land Rover North America, LLC

Summary: Jaguar is recalling certain model year 2010-2012 XF vehicles equipped with a 5.0l gasoline engine. The affected vehicles may have a fuel tank fuel outlet flange that may crack.

Consequence: The cracked flange may result in fuel leakage onto the ground. This leaking fuel, in the presence of an ignition source, may result in a vehicle fire.

Remedy: Jaguar will notify owners, and dealers will replace the affected fuel tank fuel outlet flanges, free of charge. The recall began on December 20, 2012. Owners may contact jaguar at 1-800-452-4827.

Notes: Jaguar's campaign recall number is j027. Owners may also contact the national highway traffic safety administration vehicle safety hotline at 1-888-327-4236 (tty 1-800-424-9153), or go to www.Safercar.Gov.

**Complaint Number:** [REDACTED]

Vehicle Identification Number: SAJWA0FBXBL [REDACTED]

Your Vehicle's Make Model and Model Year: JAGUAR XF 2011

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Fuel/Propulsion System

What happened?

While driving down [REDACTED] a motorist pointed to me and at my vehicle that a problem had occurred. My 2011 XF Jaguar leaked fuel, I pulled off the freeway and stopped the car. After raising the hood, I could see gasoline leaking from the engine. The vehicle totally burned up after having a fuel fire resulting from gasoline leaks. Nothing I could have done to cause this vehicle fire.

Files you uploaded.

7. [REDACTED] 17 Jag Car.jpg

When did this happen? 07 [REDACTED] 2017

Was there a Crash? No

Was there a Fire? Yes

Was there an injury or fatality? No

How fast were you going? (In mph) 55

About how many miles were on your vehicle at the time of the incident? 88500

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address [REDACTED]

Address 2: [REDACTED]

City: Philadelphia

State : PENNSYLVANIA

ZIP Code [REDACTED]

Phone: [REDACTED] Ext. : [REDACTED]

Alt. Phone: [REDACTED]

RESPONSE RECEIVED:

DATE

Service Request - [REDACTED] 12/2017 [REDACTED]

Customer Information Id: [REDACTED] Name: [REDACTED] SSN: [REDACTED] Tel/Mobile: [REDACTED] Tel/Mobile: [REDACTED] Email: [REDACTED] Address: [REDACTED] PHILADELPHIA/PA/US [REDACTED]	Service Request Information Id: [REDACTED] Description: Thermal Event Created: 07/21/2017 16:32:01 First responded: 07/25/2017 00:00:00 Last updated: 08/25/2017 08:34:28 Closed: Opened by: Craig Davis Status: Completed Days open: 140
---	--

Vehicle Details Make: SAJ Model year: 2011 VIN: SAJWA0FBXBL[REDACTED] Reg No: Retail date: 08/04/2014 Mileage: 74721 MI Colour: Indigo Blue Vehicle: XF	Channel Partner / Retailer Details Selling Retailer: [REDACTED] MANHATTAN JAGUAR/NYC Service Retailer: [REDACTED] JAGUAR ALLENTOWN
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Customer Interpretation of Problem Category 1: Complaint Category 2: Service Loaner/Rental Car Category 3: Thermal Incident Category 4:	Actual Root Cause Category 1: Complaint Category 2: Body & Trim Category 3: Body & Trim Category 4:
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Transaction, Planned Activities and Interaction History					
Trans type	Created	Description	Changed On	Empl. responsible	Status
Interaction	07/21/2017	Thermal Event	09/05/2017	Craig Davis	Completed
Interaction	07/21/2017	Thermal Event	09/05/2017	Craig Davis	Completed
Interaction	07/25/2017	Thermal Event	09/05/2017	Craig Davis	Completed
Interaction	07/25/2017	Thermal Event	09/05/2017	Craig Davis	Completed
Interaction	07/26/2017	Thermal Event	07/26/2017	Carolyn Oliver	Completed
Interaction	07/26/2017	Thermal Event	09/05/2017	Craig Davis	Completed

NOTES LOG OF CRC CASE: [REDACTED] Thermal Event

Solution Description

07/26/2017 17:05:36 [REDACTED]

Customer Issue:

- vehicle ignited while traveling [REDACTED] on the way to the airport
- was notified by a motorist around [REDACTED] who was pointing at something wrong
- was near the [REDACTED] exit
- vehicle stalled while going down the ramp going onto freeway
- seen drips of gasoline spreading
- before he knew it the vehicle went into flames
- fire department and police arrived
- went into inferno within a short period of time

Service Request - [REDACTED] 12/[REDACTED]/2017 [REDACTED]

NOTES LOG OF CRC CASE: [REDACTED] Thermal Event

-first time this has ever happen
-first jaguar
-bought used jaguar in December 2013
-obtained personal items
-was headed to a funeral in Arkansas
-turned vehicle over to a tow truck company
-does not know where vehicle is
-worldwide towing and recovery-484-482-6905 is the tow truck company
-has not notified insurance company yet
-police report filed in the 12th
-was in Philadelphia flying to Arkansas
Request:
-compensation
Research:
-vehicle is totaled. not repairable. is currently at tow truck location
No goodwill decision given

Case Notes

07/26/2017 17:05:36 [REDACTED]

Customer Issue:

-vehicle ignited while traveling [REDACTED] on the way to the airport
-was notified by a motorist around [REDACTED] who was pointing at something wrong
-was near the [REDACTED] exit
-vehicle stalled while going down the ramp going onto freeway
-seen drips of gasoline spreading
-before he knew it the vehicle went into flames
-fire department and police arrived
-went into inferno within a short period of time
-first time this has ever happen
-first jaguar
-bought used jaguar in December 2013
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-does not know where vehicle is
-worldwide towing and recovery-484-482-6905 is the tow truck company
-has not notified insurance company yet
-police report filed in the 12th
-was in Philadelphia flying to Arkansas
Request:
-compensation
Research:
-vehicle is totaled. not repairable. is currently at tow truck location
No goodwill decision given

Case Notes

07/26/2017 15:27:04 [REDACTED]

Customer Called:

Service Request - [REDACTED] 12[REDACTED]/2017 [REDACTED]

NOTES LOG OF CRC CASE: [REDACTED] Thermal Event

- Advised rep is unavailable.
- Informed customer that the rep has completed a ICR report of his concern
- There is nothing more the rep can do. Now customer will be working with his insurance company.
- Provided case number and mailing address. .

Case Notes

07/25/2017 20:08:57 [REDACTED]

----- Forwarded message -----

From: Davis, Craig <(> < < >) > cdavis12@jaguarlandrover.com>

Date: 21 July 2017 at 17:13

Subject: R87001_ICR

To: Zakiya Lesley <(> < < >) > zlesley@jaguarlandrover.com>

Please see attached.

Thank you,

Craig Y. Davis

Case Notes

07/25/2017 17:36:05 [REDACTED]

contacted customer [REDACTED]

-voicemail is not set up

Case Notes

07/25/2017 17:33:41 [REDACTED]

Contacted Tow Truck Company:

-spoke with Roger

-vehicle is totaled

-vehicle is not driveable

-has spoken with customer

-customer is aware

I advised:

-thank you

-will be in contact if I have any more questions

Case Notes

07/21/2017 16:48:27 [REDACTED]

AS Per AWS:

No Related Claims

Case Notes

07/21/2017 16:46:00 [REDACTED]

AS PER DDW:

Warranty Coverage

Policy: Expires: Odometer: Deductible:

CORROSION WARRANTY 28-Jun-2016 999999

EMISSIONS WARRANTY 28-Jun-2018 80000

PAINT WARRANTY 28-Jun-2015 50000

SERVICE ITEMS WARRANTY 28-Jun-2011 12500

Service Request - [REDACTED] 12/[REDACTED]/2017 [REDACTED]

NOTES LOG OF CRC CASE: [REDACTED] Thermal Event

STANDARD FACTORY WARRANTY 28-Jun-2015 50000

Case Notes

07/21/2017 16:42:15 [REDACTED]

- vehicle ignited while traveling [REDACTED] on the way to the airport
- was notified by a motorist around [REDACTED] who was pointing at something wrong
- was near the [REDACTED] exit
- vehicle stalled while going down the ramp going onto freeway
- seen drips of gasoline spreading
- before he knew it the vehicle went into flames
- fire department and police arrived
- went into inferno within a short period of time
- first time this has ever happen
- first jaguar
- bought used jaguar in December 2013
- obtained personal items
- was headed to a funeral in Arkansas
- turned vehicle over to a tow truck company
- does not know where vehicle is
- worldwide towing and recovery-484-482-6905 is the tow truck company
- has not notified insurance company yet
- police report filed in the 12th
- was in Philadelphia flying to Arkansas

NOTES LOG OF CHILD RECORDS

Notes Log: [REDACTED] Interaction Thermal Event

Notes Log: [REDACTED] Interaction Thermal Event

Notes Log: [REDACTED] Interaction Thermal Event

Notes Log: [REDACTED] Interaction Thermal Event

Service Request - [REDACTED] 12/[REDACTED]/2017 [REDACTED]

Notes Log: [REDACTED] Interaction Thermal Event

Notes Log: [REDACTED] Interaction Thermal Event

Notes Log: [REDACTED] Interaction Thermal Event

AWS Online Report

Run Date: 08-DEC-2017
Note: All Costs are in US Dollars Server Name: AWS Prod Claims loaded through

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD	
SAJWA0FBXB1		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	0	*	*	*	*	SXX	SXX	V00	*	*
AWS Claim Key:			Doc #:		Trx Code:		1998	Labor Hrs:		1.8	Labor Cost:		207	Material Cost:		0	Total Cost:		237					
Dlr Cd-Sub Cd:		J5725-JA	Name: MANHATTAN JAGUAR/NYC				Ph:		212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:		JA	Repr Date:		18-JUN-2010	DIST(Mile):15					
Cust Comments:		PERFORM NEW CAR PRE DELIVERY INSPECTION SHOWROOM																						
Tech Comments:		PERFROM FULL PDI.																						
SAJWA0FBXB1		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	7	6H06	*	C2Z17883	*	S06	S06	V09	AM3	41
AWS Claim Key:			Doc #:		Trx Code:		S07	Labor Hrs:		.3	Labor Cost:		34.5	Material Cost:		0	Total Cost:		34.5					
Dlr Cd-Sub Cd:		J5725-JA	Name: MANHATTAN JAGUAR/NYC				Ph:		212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:		JA	Repr Date:		20-JAN-2011	DIST(Mile):7567					
Cust Comments:		TECH FOUND RIGHT FRONT WINDOW NOT WORKING																						
Tech Comments:		CHECK RIGHT FRONT WINDOW MOTOR NOTICES THAT AT TIME IT STOP 1/2 WAY. RECONFIGURE EXISTING MODULE PASSENGER BUT STILL THE SAME. PART ON ORDER WINDOW MOTOR 01/22/11																						
SAJWA0FBXB1		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	8	7F02	*	C2Z2268	*	S07	S07	V15	AR1	42
AWS Claim Key:			Doc #:		Trx Code:		1	Labor Hrs:		.2	Labor Cost:		23	Material Cost:		50.8	Total Cost:		73.8					
Dlr Cd-Sub Cd:		J5725-JA	Name: MANHATTAN JAGUAR/NYC				Ph:		212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:		JA	Repr Date:		04-FEB-2011	DIST(Mile):8057					
Cust Comments:		CUSTOMER STATES LEFT SIDE WIPER NOT WORKING PROPERLY SEEMS TO GET HUNG UP UNDERNEATH																						
Tech Comments:		REPLACED TWO WIPER BLADES AND SECURE NUTS.																						
SAJWA0FBXB1		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	8	6C04	*	C2P7160	*	S06	S06	V09	AL2	33
AWS Claim Key:			Doc #:		Trx Code:		1	Labor Hrs:		1	Labor Cost:		115	Material Cost:		3.37	Total Cost:		118.37					
Dlr Cd-Sub Cd:		J5725-JA	Name: MANHATTAN JAGUAR/NYC				Ph:		212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:		JA	Repr Date:		04-FEB-2011	DIST(Mile):8057					
Cust Comments:		CUSTOMER STATES RATTLE NOISES FROM VEHICLE OVER BUMPS																						
Tech Comments:		DROP DOWN HEADLINER CHECK AND SECURE ALL BOLTS, I ORDER TWO HEADLINER CLIPS, ROAD TEST SOFAR OK NOISE IS GONE. CLIPS STRETCHED, NOT SECURING HEADLINER PROPERLY																						
SAJWA0FBXB1		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	9	6H19	*	C2Z17883	*	S07	S07	V15	AR1	42
AWS Claim Key:			Doc #:		Trx Code:		S07	Labor Hrs:		.7	Labor Cost:		80.5	Material Cost:		60.44	Total Cost:		140.94					
Dlr Cd-Sub Cd:		J5725-JA	Name: MANHATTAN JAGUAR/NYC				Ph:		212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:		JA	Repr Date:		18-MAR-2011	DIST(Mile):9660					
Cust Comments:		CUSTOMER STATES 1 TOUCH FEATURE NOT WORKING ON WINDOW PART ORDERED (internal failure)																						
Tech Comments:		REMOVE RIGHT FRONT DOOR PANEL AND REPLACED WINDOW MOTOR. RECONFIGURE MOTOR.																						
SAJWA0FBXB1		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	9	*	*	*	*	SXX	SXX	V99	EF1	82
AWS Claim Key:			Doc #:		Trx Code:		ZZLV	Labor Hrs:		0	Labor Cost:		0	Material Cost:		0	Total Cost:		33					
Dlr Cd-Sub Cd:		J5725-JA	Name: MANHATTAN JAGUAR/NYC				Ph:		212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:		JA	Repr Date:		18-MAR-2011	DIST(Mile):9660					
Cust Comments:		CUSTOMER REQ LOANER VEHICLE																						

Claims List Report

Tech Comments:		PROVIDED CST A LOANER VEHICLE																						
SAJWA0FBXBI		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	13	6U03 *	C2Z11576 *	S06	S06	V09	AL2	42		
AWS Claim Key:			Doc #:		Trx Code:		E84	Labor Hrs:		.1	Labor Cost:		11.5	Material Cost:		3.01	Total Cost:		14.51					
Dlr Cd-Sub Cd:		J5725-JA	Name:		MANHATTAN JAGUAR/NYC			Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:		22-JUL-2011	DIST(Mile):12800						
Cust Comments:		CUST STATES RATTLE FROM R/S ROOF/HEADLINER NOTES WAS REPAIRED ONCE . NOW BACK																						
Tech Comments:		FITT NEW ROOG LINER CENTER CLIP, CHECK OK. FIT TWO FORWARD CENTER CLIPS ALSO.																						
SAJWA0FBXBI		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	13	*	*	*	*	SXX	SXX	V99	EF1	82
AWS Claim Key:			Doc #:		Trx Code:		ZZLJ	Labor Hrs:		0	Labor Cost:		0	Material Cost:		0	Total Cost:		80					
Dlr Cd-Sub Cd:		J5725-JA	Name:		MANHATTAN JAGUAR/NYC			Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:		22-JUL-2011	DIST(Mile):12800						
Cust Comments:		CUSTOMER REQ COURTESY RENTAL																						
Tech Comments:		PROVIDED CST A LOANER VEHICLE																						
SAJWA0FBXBI		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	13	*	*	*	*	SXX	SXX	V00	*	*
AWS Claim Key:			Doc #:	543662A	Trx Code:		I350	Labor Hrs:		.9	Labor Cost:		103.5	Material Cost:		26.25	Total Cost:		186.64					
Dlr Cd-Sub Cd:		J5725-JA	Name:		MANHATTAN JAGUAR/NYC			Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:		22-JUL-2011	DIST(Mile):12800						
Cust Comments:		PLEASE CALL CUSTOMER W PRICE FIRST																						
Tech Comments:		PERFORMED 1ST SCHED MAINT/ 15K SCHED MAINT NEXT RECOMMENDED OIL CHANGE DUE 6 MONTHS OR 7.5K ADDDL																						
SAJWA0FBXBI		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	16	6U03 *	C2Z11575 *	S06	S06	V09	AL2	42		
AWS Claim Key:			Doc #:		Trx Code:		E84	Labor Hrs:		.5	Labor Cost:		57.5	Material Cost:		1.07	Total Cost:		58.57					
Dlr Cd-Sub Cd:		J5725-JA	Name:		MANHATTAN JAGUAR/NYC			Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:		21-OCT-2011	DIST(Mile):15356						
Cust Comments:		CUSTOMER STATES RATTLE NOISE OVER BUMPS RIGHT SIDE INTERIOR OVERHEAD AREA																						
Tech Comments:		REPLACE RETAINING PLASTIC ROF CLIP.																						
SAJWA0FBXBI		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	16	5Y01 *	C2D2976 *	S10	S10	V21	GB1	42		
AWS Claim Key:			Doc #:		Trx Code:		E84	Labor Hrs:		0	Labor Cost:		0	Material Cost:		121.05	Total Cost:		121.05					
Dlr Cd-Sub Cd:		J5725-JA	Name:		MANHATTAN JAGUAR/NYC			Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:		21-OCT-2011	DIST(Mile):15356						
Cust Comments:		WHILE REPLACING PADS UNDER WARRANTY																						
Tech Comments:		REPLACED BRAKE PAD SENSORS WORN SEE ABOVE JOBS FOR PAD REPLACEMENT																						
SAJWA0FBXBI		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	16	*	*	*	*	SXX	SXX	V00	*	*
AWS Claim Key:			Doc #:		Trx Code:		I356	Labor Hrs:		.2	Labor Cost:		23	Material Cost:		209.18	Total Cost:		232.18					
Dlr Cd-Sub Cd:		J5725-JA	Name:		MANHATTAN JAGUAR/NYC			Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:		21-OCT-2011	DIST(Mile):15356						
Cust Comments:		CUSTOMER STATES BRAKE WARNING LAMP ON DASH																						
Tech Comments:		REPLACE FRONT AND REAR BRAKE PADS WITH WEAR SEANSORS, CALIBRATE PARK BRAKE. SET UP TIRE PRESSURE, INITIALIZES TPMS NEEDS TEST DRIVE.																						
SAJWA0FBXBI		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	16	*	*	*	*	SXX	SXX	V00	*	*
AWS Claim Key:			Doc #:		Trx Code:		K098	Labor Hrs:		.4	Labor Cost:		46	Material Cost:		0	Total Cost:		46					
Dlr Cd-Sub Cd:		J5725-JA	Name:		MANHATTAN JAGUAR/NYC			Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:		21-OCT-2011	DIST(Mile):15356						
Cust Comments:		K098D:PERFORM K098 SOFTWARE ENHANCEMENT PROGRAMME																						
Tech Comments:		COMPLETED RECALL K098 AS PER VIN																						
SAJWA0FBXBI		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	16	*	*	*	*	SXX	SXX	V00	*	*
AWS Claim Key:			Doc #:		Trx Code:		I358	Labor Hrs:		.7	Labor Cost:		80.5	Material Cost:		140.19	Total Cost:		220.69					
Dlr Cd-Sub Cd:		J5725-JA	Name:		MANHATTAN			Ph:	212-4599400	St:	Ctry	USA	Reg Cd:	JA	Repr Date:		21-OCT-2011	DIST(Mile):15356						

JAGUAR/NYC										NY		Cd:														
Cust Comments:		ALSO FOUND REAR PADS WORN																								
Tech Comments:		REPLACED REAR PADS AND SENSOR																								
SAJWA0FBXB		1	2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	20	5K07 *	C2P20576 *	S09	S09	V17	JH1	42			
AWS Claim Key:			Doc #:		Trx Code:			E84	Labor Hrs:	.5	Labor Cost:	63	Material Cost:	265.37	Total Cost:	328.37										
Dlr Cd-Sub Cd:		J5725-JA	Name: MANHATTAN JAGUAR/NYC					Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	01-FEB-2012	DIST(Mile):18170									
Cust Comments:		CUSTOMER STATES TIRE PRESSURE WARNING ON DASH																								
Tech Comments:		SET UP PRESSURE, INITIALIZE TPMS REPLACE TPMS CONTROL UNIT, REPROGRAM, INITIALIZED. PERFORME TEST DRIVE OK.																								
SAJWA0FBXB		1	2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	20	5U90 *	C2D3465	010	S06	S06	V09	AL2	42		
AWS Claim Key:			Doc #:		Trx Code:			E84	Labor Hrs:	.3	Labor Cost:	37.8	Material Cost:	49.14	Total Cost:	86.94										
Dlr Cd-Sub Cd:		J5725-JA	Name: MANHATTAN JAGUAR/NYC					Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	01-FEB-2012	DIST(Mile):18170									
Cust Comments:		CUSTOMER STATES RATTLE NOISE HEARD FROM HEADLINER AREA																								
Tech Comments:		INSTALL SPONGE ON THREE ROOF LINER CLIPS TO PREVENT FREE PLAY LINER RATTLE NOISE. INSTALL FIVE BROKEN ROOF PLASTIC CLIPS, SEVEN SIDE AND PILLAR PLASTIC COVER CLIPS. PERFORME JTB00240NAS1. PERFORME TEST DRIVE ALL FINE.																								
SAJWA0FBXB		1	2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	20	7N02 *	C2D16741 *	S06	S06	V07	AK6	42			
AWS Claim Key:			Doc #:		Trx Code:			E83	Labor Hrs:	.6	Labor Cost:	75.6	Material Cost:	151.42	Total Cost:	227.02										
Dlr Cd-Sub Cd:		J5725-JA	Name: MANHATTAN JAGUAR/NYC					Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	01-FEB-2012	DIST(Mile):18170									
Cust Comments:		CUSTOMER STATES LEFT FRONT DOOR CLOSES AND LOCKS BUT MESSAGE READS OPEN																								
Tech Comments:		VERIFY COMPLAINT, VISUAL INSPECT DRIVERS DOOR AND MODULE FOR DAMAGE, POOR CONNECTION, LOSE ETC. ALL OK. CHECK SIGNAL STAGE FROM DOOR LOCK WIA DOOR MODULE AND CJB ALL STATUS WERE CONFIRMED. REFLUSH DRIVER DOOR MODULE WITH FOLLO WING INITIALIZATION AND DTC CLEAR. CHECK OPERATION OK.																								
SAJWA0FBXB		1	2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	20	7F02 *	C2Z2268 *	S07	S07	V15	AR1	42			
AWS Claim Key:			Doc #:		Trx Code:			E83	Labor Hrs:	.2	Labor Cost:	25.2	Material Cost:	48.23	Total Cost:	73.43										
Dlr Cd-Sub Cd:		J5725-JA	Name: MANHATTAN JAGUAR/NYC					Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	01-FEB-2012	DIST(Mile):18170									
Cust Comments:		CUSTOMER STATES WIPERS STREAKING																								
Tech Comments:		RENEW WIPERS, ADJUST DRIVER WIPER ARM. FOUND ARM CAUSING THEM TO WEAR UNEVENLY ADJUSTED ARM																								
SAJWA0FBXB		1	2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	26	* * *	* * *	SXX	SXX	V00	* *				
AWS Claim Key:			Doc #:		Trx Code:			I351	Labor Hrs:	1.3	Labor Cost:	163.8	Material Cost:	41.77	Total Cost:	263.37										
Dlr Cd-Sub Cd:		J5725-JA	Name: MANHATTAN JAGUAR/NYC					Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	18-JUL-2012	DIST(Mile):22512									
Cust Comments:		24 MONTHS SERVICE.																								
Tech Comments:		PERFORMED 30000 MLS SERVICE																								
SAJWA0FBXB		1	2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	26	5G02 *	C2C36867 *	S05	S05	V39	QD1	42			
AWS Claim Key:			Doc #:		Trx Code:			E84	Labor Hrs:	2	Labor Cost:	252	Material Cost:	0	Total Cost:	252										
Dlr Cd-Sub Cd:		J5725-JA	Name: MANHATTAN JAGUAR/NYC					Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	26-JUL-2012	DIST(Mile):22631									
Cust Comments:		CUSTOMER STATES SQUEAKING NOISES IN THE FRONT END WHILE DRIV ING.																								
Tech Comments:		PERFORMED ROADTEST WITH CUSTOMER CONFERMED NOISE FROM RIGHT REAR C PILLAR PANEL, SCREEACHING TYPE NOISE, CUSTOMER LEFT VEHICLE. REMOVED BOTH REAR C PILLAR PANNELS PERFORMED ROAD TEST NOISE NOT DETECTED, INSTALLED MULTIPLE NOISE INSOLATERS ON PANELS REASSEMBLED PERFORMED ROAD TEST NOISE STILL PRESEN T BUT NOT SO LOUD AS BEFORE, REMOVED REAR SEATBACK SIDE PANE L PERFORMED ROADTEST NO NOISE HEARD, IN																								
SAJWA0FBXB		1	2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	32	5Y01 *	C2D2976 *	S10	S10	V21	GB1	42			
AWS Claim Key:			Doc #:		Trx Code:			E84	Labor Hrs:	0	Labor Cost:	0	Material Cost:	85.09	Total Cost:	85.09										
Dlr Cd-Sub Cd:		J5725-JA	Name: MANHATTAN JAGUAR/NYC					Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	30-JAN-2013	DIST(Mile):26687									
Cust Comments:		SENSORS WERE WORN INTO PADS																								
Tech Comments:		REPALCED BRAKE PAD SENSORS WORN																								

Claims List Report

SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	32	*	*	*	*	SXX	SXX	V00	*	*
AWS Claim Key:		Doc #:		Trx Code:		I393	Labor Hrs:	1.1	Labor Cost:	138.6	Material Cost:	472.25	Total Cost:	610.85										
Dlr Cd-Sub Cd:	J5725-JA	Name:	MANHATTAN JAGUAR/NYC				Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	30-JAN-2013			DIST(Mile):	26687					
Cust Comments:	TECH FOUND BRAKE PAD WARNING ON DASH																							
Tech Comments:	INSPECTED BRAKE PADS AND ROTORS.FOUND THE REAR ROTORS BELOW 18MM THICKNESS AND THE SENSOR CONTACTED THE ROTOR. REPLACED THE REAR BRAKE PADS AND ROTORS WITH SENSOR. NOTE:THE FRONT ROTORS WILL HAVE TO BE REPLACED AT THE NEXT PAD CHANGE.																							
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	32	*	*	*	*	SXX	SXX	V00	*	*
AWS Claim Key:		Doc #:		Trx Code:		I359	Labor Hrs:	.2	Labor Cost:	25.2	Material Cost:	37.36	Total Cost:	62.56										
Dlr Cd-Sub Cd:	J5725-JA	Name:	MANHATTAN JAGUAR/NYC				Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	30-JAN-2013			DIST(Mile):	26687					
Cust Comments:	CUSTOMER STATES WIPERS NOT CLEARING GLASS																							
Tech Comments:	REPLACED THE WIPER BLADES																							
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	32	6U03	*	C2Z11575	*	S06	S06	V09	AL2	42
AWS Claim Key:		Doc #:		Trx Code:		E84	Labor Hrs:	1	Labor Cost:	126	Material Cost:	3.72	Total Cost:	129.72										
Dlr Cd-Sub Cd:	J5725-JA	Name:	MANHATTAN JAGUAR/NYC				Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	30-JAN-2013			DIST(Mile):	26687					
Cust Comments:	CUSTOMER STATES SQUEEKING NOISE FROM INSIDE VEHICLE WHILE DRIVING HEARD FROM RIGHT SIDE OVER SMALL BUMPS																							
Tech Comments:	ROAD TESTED THE VEHICLE.COULD NOT TELL WHERE THE NOISE WAS ORIGINATING FROM.USED CHASIS EARS AND ROAD TESTED AGAIN. NOISE WAS EMINATING FROM THE ROOF.LOWERED THE HEADLINER. TIGHTENED ALL SLIDING ROOF HARDWARE.INSTALLED FOAM PADS. AND RESECURED THE HEAD LINER.REROAD TESTED THE VEHICLE.																							
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	32	*	*	*	*	SXX	SXX	V99	EF1	82
AWS Claim Key:		Doc #:		Trx Code:		ZZLA	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	180										
Dlr Cd-Sub Cd:	J5725-JA	Name:	MANHATTAN JAGUAR/NYC				Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	30-JAN-2013			DIST(Mile):	26687					
Cust Comments:	PROVEDE CUSTOMER WITH THE IN HOUSE LOANER VEHICLE AS OF 2/12/13																							
Tech Comments:	PROVIDED CUSTOMER IN HOUSE LOANER VEHICLE																							
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	40	6U03	*	C2Z11576	*	S06	S06	V09	AL2	42
AWS Claim Key:		Doc #:		Trx Code:		E84	Labor Hrs:	1.7	Labor Cost:	226.1	Material Cost:	2.48	Total Cost:	228.58										
Dlr Cd-Sub Cd:	J5725-JA	Name:	MANHATTAN JAGUAR/NYC				Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	27-SEP-2013			DIST(Mile):	30443					
Cust Comments:	CUSTOMER STATES SQUEEKING NOISE HEARD FROM BODY OF VEHICLE OVER SMALL BUMPS RIGHT SIDE PLS SEE HISTORY																							
Tech Comments:	ROAD TESTED THE VEHICLE FOR NOISE AND HEARD SEVERAL NOISES. CHECKED ND FOUND ONE HEAD LINER CLIP CRACKED.REPLACED THE TWO REAR HEAD LINER CLIPS.RE ROADTESTED THE VEHICLE AND HEAR ED A NOISE COMING FRONT THE LEFT FRONT AREA AROUND THE GLOVE BOX AND PASSENGER DOOR PANEL.REMOVED THE PASS DOOR PANEL AND LUBRICATED WITH LIQUID TEFPHLON. INSOLTED THE FRICTION POINT																							
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	40	*	*	*	*	SXX	SXX	V99	EF1	82
AWS Claim Key:		Doc #:		Trx Code:		ZZLJ	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	180										
Dlr Cd-Sub Cd:	J5725-JA	Name:	MANHATTAN JAGUAR/NYC				Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	27-SEP-2013			DIST(Mile):	30443					
Cust Comments:	PROVIDED ENTERPRISE RENTAL																							
Tech Comments:	PROVIDED ENTERPRISE																							
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	40	6L11	*	C2Z24622	*	S08	S08	V71	BQ1	42
AWS Claim Key:		Doc #:		Trx Code:		E84	Labor Hrs:	.8	Labor Cost:	106.4	Material Cost:	80.61	Total Cost:	187.01										
Dlr Cd-Sub Cd:	J5725-JA	Name:	MANHATTAN JAGUAR/NYC				Ph:	212-4599400	St: NY	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	27-SEP-2013			DIST(Mile):	30443					
Cust Comments:	CUSTOMER STATES CENTER CONSOLE BOX STAYS OPEN																							
Tech Comments:	CHECKED AND FOUND THE FRONT CUP HOLDER/ASHTRAY LID DID NOT STAY CLOSED.REPLACED THE CUP HOLDER/ASH TRAY.																							
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	47	6J08	*	C2P17975	*	S06	S06	V07	L23	42

Claims List Report

AWS Claim Key:		Doc #:		Trx Code:	E84	Labor Hrs:	1.4	Labor Cost:	152.6	Material Cost:	133.87	Total Cost:	286.47		
Dlr Cd-Sub Cd:	J5554-JA	Name:	JAGUAR LANGHORNE	Ph:	215-7574961	St:	PA	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	15-APR-2014	DIST(Mile):	39616
Cust Comments:	perform diag replaced rt front door latch assy														
Tech Comments:	customer states remote will not lock or unlock at times cause: will not lock														
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA 47 * * * *	* SXX SXX V00 * *
AWS Claim Key:		Doc #:		Trx Code:	I352	Labor Hrs:	.9	Labor Cost:	98.1	Material Cost:	31.03	Total Cost:	187.95		
Dlr Cd-Sub Cd:	J5554-JA	Name:	JAGUAR LANGHORNE	Ph:	215-7574961	St:	PA	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	15-APR-2014	DIST(Mile):	39616
Cust Comments:	completed 45,000 mile service														
Tech Comments:	customer requested 45,000 mile service														
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA 50 1G02 * C2Z29189 *	S11 S11 V45 MG3 42
AWS Claim Key:		Doc #:		Trx Code:	E84	Labor Hrs:	2.1	Labor Cost:	228.9	Material Cost:	499.21	Total Cost:	728.11		
Dlr Cd-Sub Cd:	J5554-JA	Name:	JAGUAR LANGHORNE	Ph:	215-7574961	St:	PA	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	22-JUL-2014	DIST(Mile):	43993
Cust Comments:	PRESSURE TEST COOLING SYSTEM, REPLACE WATER PUMP														
Tech Comments:	CUSTOMER STATES COOLANT LEAK														
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA 50 7N02 * C2Z16427 *	S06 S06 V09 AM3 42
AWS Claim Key:		Doc #:		Trx Code:	E83	Labor Hrs:	.7	Labor Cost:	76.3	Material Cost:	111.1	Total Cost:	187.4		
Dlr Cd-Sub Cd:	J5554-JA	Name:	JAGUAR LANGHORNE	Ph:	215-7574961	St:	PA	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	22-JUL-2014	DIST(Mile):	43993
Cust Comments:	replace right rear door module														
Tech Comments:	customer states windows inop with master switch														
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA 50 * * * *	* SXX SXX V00 * *
AWS Claim Key:		Doc #:		Trx Code:	J038	Labor Hrs:	.3	Labor Cost:	32.7	Material Cost:	0	Total Cost:	33.2		
Dlr Cd-Sub Cd:	J5554-JA	Name:	JAGUAR LANGHORNE	Ph:	215-7574961	St:	PA	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	22-JUL-2014	DIST(Mile):	43993
Cust Comments:	J038B:PERFORMED J038														
Tech Comments:	CUSTOMER REQUESTS J038 ENG MIL ILLUMINATE														
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA 50 6J08 * JDE10689 *	S06 S06 V07 AK5 42
AWS Claim Key:		Doc #:		Trx Code:	E84	Labor Hrs:	1.3	Labor Cost:	141.7	Material Cost:	147.5	Total Cost:	289.2		
Dlr Cd-Sub Cd:	J5554-JA	Name:	JAGUAR LANGHORNE	Ph:	215-7574961	St:	PA	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	22-JUL-2014	DIST(Mile):	43993
Cust Comments:	CAUSE: WILL NOT LOCK AT TIMES REPLACE RIGHT FRONT DOOR LOCK MOTOR ASSEMBLY														
Tech Comments:	CUSTOMER STATES DOOR UNLOCKED MESSAGE ON WHILE DRIVING diag and found rt frt door latch binding replaced door latch														
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA 50 7N02 * C2D16741 *	S06 S06 V07 AJ6 28
AWS Claim Key:		Doc #:		Trx Code:	E83	Labor Hrs:	.9	Labor Cost:	98.1	Material Cost:	105.98	Total Cost:	204.08		
Dlr Cd-Sub Cd:	J5554-JA	Name:	JAGUAR LANGHORNE	Ph:	215-7574961	St:	PA	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	22-JUL-2014	DIST(Mile):	43993
Cust Comments:	replace left front door module cause: open circuit														
Tech Comments:	customer states doors will not lock with remote or master switch														
SAJWA0FBXB		2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA 54 1F03 * AJ89664 *	S11 S11 V45 MG2 42
AWS Claim Key:		Doc #:		Trx Code:	911	Labor Hrs:	2.6	Labor Cost:	283.4	Material Cost:	59.92	Total Cost:	343.32		
Dlr Cd-Sub Cd:	J5554-JA	Name:	JAGUAR LANGHORNE	Ph:	215-7574961	St:	PA	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	12-NOV-2014	DIST(Mile):	48382
Cust Comments:	pressure tested cooling system, found coolant outlet pipe seam split, replace coolant outlet pipe, retested, leaking coolant from expansion hose as well, replace expansion pipe, retested														
Tech Comments:	customer states overheating CLAIM REJECTING AS VEHICLE BEYOND TIME AND OR DISTANCE BUT VEHICLE INQUIRY PRINTED FROM DDW SHOWS STANDARD WARRANTY APPLICABLE UNTIL JUNE, 2015														

SAJWA0FBXB	2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	55	*	*	*	*	SXX	SXX	V00	*	*
AWS Claim Key:		Doc #:		Trx Code:	I353	Labor Hrs:	1.4	Labor Cost:	152.6	Material Cost:	104.54	Total Cost:	315.96										
Dlr Cd-Sub Cd:	J5554-JA	Name:	JAGUAR LANGHORNE	Ph:	215-7574961	St: PA	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	31-DEC-2014	DIST(Mile):	49872									
Cust Comments:	completed 48 month service																						
Tech Comments:	customer requests 48 month service																						
SAJWA0FBXB	2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	55	7S20	*	C2Z17467	*	S06	S06	V07	AK2	42
AWS Claim Key:		Doc #:		Trx Code:	S07	Labor Hrs:	2.5	Labor Cost:	272.5	Material Cost:	0	Total Cost:	272.5										
Dlr Cd-Sub Cd:	J5554-JA	Name:	JAGUAR LANGHORNE	Ph:	215-7574961	St: PA	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	31-DEC-2014	DIST(Mile):	49872									
Cust Comments:	verified customers concern, traced and located open ground wire at lt kick panel, repaired open in wire, retested, okay at this time																						
Tech Comments:	customer states left front door will not lock																						
SAJWA0FBXB	2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	55	*	*	*	*	SXX	SXX	V00	*	*
AWS Claim Key:		Doc #:		Trx Code:	I360	Labor Hrs:	.3	Labor Cost:	32.7	Material Cost:	23.35	Total Cost:	56.05										
Dlr Cd-Sub Cd:	J5554-JA	Name:	JAGUAR LANGHORNE	Ph:	215-7574961	St: PA	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	31-DEC-2014	DIST(Mile):	49872									
Cust Comments:	completed brake fluid service																						
Tech Comments:	customer requests brake fluid service																						
SAJWA0FBXB	2V	C/2Z	J	C/FC	C/C2	C/B	BP	C/VQ	C/RX	13-05-10	29-06-10	J5725	USA	73	*	*	*	*	SXX	SXX	V00	*	*
AWS Claim Key:		Doc #:		Trx Code:	J056	Labor Hrs:	.4	Labor Cost:	46.8	Material Cost:	0	Total Cost:	47.3										
Dlr Cd-Sub Cd:	J5554-JA	Name:	JAGUAR LANGHORNE	Ph:	215-7574961	St: PA	Ctry Cd:	USA	Reg Cd:	JA	Repr Date:	04-JUN-2016	DIST(Mile):	74720									
Cust Comments:	J056C:performed recall j056 reprogram ecm																						
Tech Comments:	customer states open recall j056																						

Any comments? You can contact



[webmaster](#)

Incident Conveyance Report

BRAND: Jaguar
MARKET: USA
ALLEGED SYSTEM DEFECT: Thermal Event
INCIDENT DATE: 07/21/2017
DOCUMENT CREATION DATE: 07/21/2017
INCIDENT LOCATION: Philadelphia, [REDACTED] Exit
CURRENT LOCATION OF VEHICLE: Worldwide Towing & Recovery
100 Lewis St Chester PA 19013

VEHICLE / OWNER DETAILS

CUSTOMER NAME: [REDACTED]
MODEL: XF
VIN: SAJWA0FBXBI [REDACTED]
MILEAGE: 95,000 M
ENGINE: V6
FUEL TYPE: Petrol
TRANSMISSION: Automatic
CATS CASE #: [REDACTED]
DIGITAL PHOTOS AVAILABLE: Yes: ☐ No: ☒
AMM: [REDACTED]
FSE: [REDACTED]

NOTIFIED: No
NOTIFIED: No

REPAIR INFORMATION

REPAIRING DEALER NAME:	Worldwide Towing & Recovery	PART DESCRIPTION:	Fuel Pump
DEALER CODE:	N/A	WHERE ARE THE PARTS?:	N/A
CITY/TOWN:	Chester	HAS THE VEHICLE BEEN REPAIRED YET?	No
STATE/PROVINCE:	PA	DID THE DEALER FIX THE CONCERN?	No
DEALER CONTACT:	Worldwide Towing & Recovery 484-482-6905	FLIGHT RECORDER DATA AVAILABLE?	N/A

INCIDENT DETAILS:

CUSTOMER STATEMENT:

Customer was traveling Southbound on [REDACTED] around [REDACTED], 7/21/17. Customer was notified from a nearby motorist that vehicle was leaking what appeared to be fuel. Customer proceeded to exit the highway near the [REDACTED] exit. Customer stepped outside of the vehicle and notice what appeared to be fuel leaking. Within seconds, vehicle became engulfed in flames. Customer removed personal belongings from vehicle. The fire department and police were notified and called to the scene and the vehicle's flames were extinguished. A police report has been filed. The vehicle was then towed by Worldwide Towing. The vehicle is currently at the location of the tow truck company.

TECHNICIAN COMMENTS:

ACCIDENT ALLEGED?: Yes: ☐ No: ☒
INJURY ALLEGED?: Yes: ☐ No: ☒
INSURANCE CO: NA
CONTACT: NA

ALLEGED PROPERTY DAMAGE? Yes: ☒ No: ☐
POLICE / AMBULANCE / FIRE?: Yes: ☒ No: ☐
CLAIM/REFERENCE # NA
PHONE #: NA

HAS LEGAL ACTION BEEN THREATENED AGAINST JAGUAR/LAND ROVER OR THE DEALER?: (If "Yes", provide FULL details)

PREPARED BY Craig Y. Davis TELEPHONE # 1800-637-6837 EMAIL cdavis12@jaguarlandrover.com
ext.1309057

Note: The below space is to be used by Product Investigation only.

WHITE ALERT

SUBMITTED BY

DATE

RESPONSE RECEIVED:

DATE	
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