

## Q&A



#	Question	Answer	Name	Answered By
7	Is there an ETA for parts availability for N623?	We currently do not have a date for parts for this recall. We do expect availability to be some months away due to the need for new production capacity to manufacture the high volumes required. If you have a vehicle with a fuel leak that falls under the campaign, we recommend diagnosing where the leak is from. It could be from a different component to that covered by the recall. As explained in the N623 slide reviewed today, confirmed fuel leaks from the defective tank flange should in the meantime be replaced with a like for like parts. The recall will remain open. Do not perform this repair unless you diagnose and confirm a leak. Customers should be advised to continue to drive vehicles when no leak has been diagnosed.	[REDACTED]	[REDACTED]
8	Is there a way to know your dealership's percentages on level 2 or below creating TA's?	[REDACTED] service managers should be able to see all their retailers open TAs. Training levels are not identified in GCM unfortunately	[REDACTED]	[REDACTED]
9	We were told we could contact our local rep for individual retailer guided diagnostic numbers. When we asked our rep she said that the info is not available to them.	All CSMM's were taken through this and given access to the dashboard earlier in the year, but we may have fallen foul of changes in personnel since that date. Please forward the details of who you contacted and when and I will follow-up; mmooney4@jaguarlandrover.com.	[REDACTED]	[REDACTED]
10	When is RVC going to be required?	The current timing for RVC's is shown on the overall timeline slide provided by the global team as Nov 30th.	[REDACTED]	[REDACTED]
11	So far, Cloud only gets to step 2 and we have yet to have Cloud guide us through a repair for the only available vehicles to date. when will Cloud actually have info to guide us through a repair on the new Evoque/Disco Sport/E-Pace?	The Cloud system is continually evolving, with new features added regularly and communicated via the normal channels. As with any change of this type, there will always be an interim period where multiple systems will be in use simultaneously, but if you encounter an issue with a feature or capability that is declared as live and active within Cloud but isn't delivering, please raise a diagnostic ePQR so that this can be addressed by the central team who are leading the rollout.	[REDACTED]	[REDACTED]

