

Number	Question	Answer	Asked By	Answered By
1	Is there an update regarding Jaguar F-Pace Stiff Steering concern?	For a loss of steering assist upon start-up customer concern, revised PSCM software is due to release mid September.	Anonymous	Jerry Bennett
2	I received an email from "Your Action" and it stated that 2G and 3G connectivity is going to be turned off soon. How can we get more info on this?	No definitive timeline on final 2G network shutdown has been provided by T-mobile at present. Communication has been sent as ongoing roll back of the network by T-mobile may result in degradation of services in areas where coverage has been lost. Any information on 2G sunset should be available through T-mobile for reference directly.	Brian Peterson JLR Cary	Dan Glicksman
3	TCU hardware faults can leave a vehicle immobile. Does JLR have a work around for dead TCU2 vehicles that fall into this scenario?	Yes we have solution. Please raise a TA for the vehicle. We can code out the TCU.	Leif	Jason Smith
4	I would think the FRED requests are because we don't know as warranty admins how to code a claim other than like paint so if it's over the hour limit, we're going to request a submit for a FRED for over hours. This should be included into a WACC call so we as admins know how to code such a claim. This would be extremely helpful to all.	I will address this with the Warranty Team and ensure they cover paint and vehicle wrap type claims.	Anonymous	Jerry Bennett
5	TCU hardware faults can leave a vehicle immobile. Does JLR have a work around for dead TCU2 vehicles that fall into this scenario?	As outlined in the TUCC slide regarding TCU2 supply loss, instructions to restore vehicle function will be provided through Technical Assistance case. This will be the process until a permanent TOPIx/SDD solution is available.	Leif	Dan Glicksman
6	We have a couple of L405 vehicles with cracked front knuckles. Are there any updates on movement for that recall?	Vehicles that have current cracked knuckles, please go ahead and replace failed parts to ensure customers are mobile. I recommend that you speak with your CSMM to get these paid under goodwill. We are still procuring some more parts for this campaign specifically the supplementary bracket. I have gotten the news that the first batch of these brackets are expected to arrive later this month. As for the campaign launch itself, we are hopeful to launch this campaign then, assuming we have enough stock to support. Updates will be shared via the normal channels (TUCC, MRC, etc)	Cole Strom	Andy Yang