



JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL

DECEMBER 8, 2016

Agenda / Presenters



Topic	Name	Time
InControl Touch Pro Update	Alan Clarke	1:35 - 1:40
Enhancement Program Update	Alan Clarke	1:40 - 1:45
Latest Technical Fixes	Alan Clarke	1:50 - 2:05
Latest Diagnostic Issues	Ted Komuves	2:05 - 2:10
Q&A		2:10 - 2:30

InControl Touch Pro - Status



- DVD 147 patch 3 (released 26th Oct) launched InControl Touch Pro Phase 2.5 updates
 - Global Markets released as...
 - “Fix on Fail” (Sold vehicle with concerns raised by customers).
 - Proactive Service Action (Sold and unsold vehicles without specific issues)
 - US/CAN (NAS) only released as “Fix on Fail” to fix key customer cases and determine download performance on smaller, more manageable, population of vehicles.
 - DVD 147 Patch 3 Performance : 63% successful on 1st or retry attempt before assistance needed.
 - After closely monitoring DVD 147 releases patch 3 thru patch 7 performance within NAS and Global markets, USA released proactive campaigns using DVD147 patch 7 to Ports of Entry for performance trials
 - DVD 147 Patch 7 Performance : Over 87% + success on 1st or retry attempt before assistance needed

SDD DVD 148.00 now released. Trials being performed in US port w/c Dec 6th with target to release campaigns Q633/K427 to Retailers Dec 12th.

16-17MY Product Enhancement Program - Status



SUMMARY

Owner notified program with extensive content to proactively repair significant customer concerns affecting 16MY and 17MY Jaguar and Land Rover models. (All affected except LR4). Includes previously launched campaigns plus new content. 60,000 Land Rover and 42,000 Jaguar vehicles included in owner notification

- Jaguar – 32 NAS campaigns – 27 launched - 5 to be launched
- Land Rover - 32 NAS campaigns – 28 launched - 4 to be launched

Retailer Service Communications for each model to be published w/c Dec 12th

Owner notification planned for all model lines to run in waves from mid December through January. Timing of follow on mailing waves to take into account retailer feedback, workshop loading parts supply status and launch of campaigns with later dates.

16-17MY Product Enhancement Program -Status



Remaining campaign launches:

- Q633/K427 InControl Touch Pro – held pending latest enhanced SDD software release SDD DVD 148
- Q594 Diesel Range Rover/Range Rover Sport- Engine calibration/emissions update with changes to DEF consumption- due Dec 9th Dedicated owner mailing
- K439 XF with InControl Touch Pro– owner handbook update. Due Dec 12th awaiting handbook distribution
- K433 – Oxygen sensor replacement XJ and F-TYPE. On hold due to incorrect parts specified. Parts re-ordered. Timing now January 2017
- K436 XF (X260) new trunk seal to prevent ‘overslam’ bumper damage – launch when parts are in stock. –expected January 2017
- Q627 – Discovery Sport service reminder message will not display. Delayed until w/c Dec 12th due to delayed software delivery.
- K444/Q642- XCL Telematics module replacement to fix intermittent 3G connection – Launch due when parts are in stock - due January 2017

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
RR Evoque Discovery Sport 15 – 16MY	A Customer may report a hesitation or delayed acceleration on a cold engine with ambient temperatures below 39°F / 4°C.	This may be caused by incorrect ball valve operation in the transmission valve block also known as Hydraulic Control Unit (HCU). Should a customer express this concern, please raise a Technical Assistance case to confirm vehicle requires a new HCU as this failure is related to very specific driving conditions. A new HCU will only be released by the Parts Team upon approval from the Technical HelpLine on qualified cases.	LTB01018 NAS1
Range Rover RR Sport Diesel Only Cars built June 2015 to Jan 2016 and Feb 2016 to June 2016	Engine Management System Calibration Improvements	A revised PCM calibration has been developed to improve the robustness of the emission control system of TDV6 3.0L diesel vehicles. Specifically, the key improvements comprise a number of revised driver instrument display messages. These include the status of the Diesel Exhaust Fluid (DEF) system as well as an optimized emission control strategy for the extended operation of the vehicle under demanding conditions such as sustained high speed driving, aggressive acceleration, or heavy towing. After the update, for <u>vehicles built up to January 2016</u> it is expected that some customers who regularly operate their vehicles under such conditions will experience a noticeable increase in the rate of consumption of DEF. For these vehicles the campaign provides the customer with an owner manual supplement which updates DEF related information. Copies are being sent to each Service manager. Vehicles built after January 2016 already have the revised DEF dosing strategy and correct OHB info and the EMS update will not change DEF consumption. Owner Notified Service Action Q594 will be released to update the vehicle's PCM software and check and top up the Diesel Exhaust Fluid level.	Q594 on sign off

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Range Rover RR Sport Diesel Only	Customers may report "Incorrect Diesel Exhaust Fluid Quality Detected" message displays on the message center.	This may be caused by a PCM calibration error. Revised PCM software has been released on DVD 147.06 to address this concern and eliminates the need for a manual patch to get the correct PCM software. Service Action Q611 has been published to proactively update both unsold and customer vehicles to the latest software level.	Q611
Range Rover RR Sport Diesel Only	Customers may report Check Engine lamp is illuminated with PCM DTC P249C & P205B stored.	If PCM DTCs P24C-00 and P205B-00 relating to EGR flow is present this may be caused by a calibration error in the PCM. Revised PCM software has be released on DVD 147.06 for this concern. Should a customer express a concern update the PCM software as per the TSB. If Service Action Q594 or Q611 is open on the vehicle, please claim this repair under the Service Action.	LTB00900NAS1 On Sign-off
Range Rover RR Sport Diesel Only	Customers may report Check Engine lamp is illuminated with PCM DTC P208B stored.	If PCM DTC P208B-00 relating to the Diesel Exhaust Fluid (DEF) System Pressure Build Up is present this may be caused by a calibration error in the PCM. Revised PCM software has be released on DVD 147.06 for this concern. Should a customer express a concern update the PCM software as per the TSB. If Service Action Q594 or Q611 is open on the vehicle, please claim this repair under the Service Action.	LTB00914NAS1 On Sign-off

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
RR Evoque Discovery Sport 16MY	Heated Oxygen Sensor Failure due to sensor cracking.	A number of 16 MY vehicle were built with a rear heated oxygen sensor (sensor 3) that was manufactured away from specification which could lead to sensor failure due to cracking. Service Action Q619 has been published to proactively replace the rear heated oxygen sensor on all affected vehicles.	Q619
RR Evoque 14 – 15MY Discovery Sport 15MY	Safety Recall P091	An issue has been identified on a limited number of vehicles within the affected VIN range which may have insufficient crimps in a transmission wiring harness which may cause an unexpected shift to neutral resulting in a sudden loss of motive power. A revised Transmission Control Module software has been developed to change the transmission reaction to a fault condition set by the wiring harness from neutral to a default limp mode so that vehicle motion can be maintained. See TSB for harness crimp repairs	P091 LTB00740NAS3

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Range Rover 13 – 16MY RR Sport 14 – 16MY Gasoline Engines Only	A customer may report a rattle type noise from the vehicle's exhaust area.	This may be caused by an exhaust heat shield that has become loose. Should a customer express a concern, please refer to TSB LTB00980NAS1 to remove and replace the exhaust heat shield.	LTB00980NAS1 On sign -off
Discovery Sport	Customer's may report a rattle or tic type noise coming from the B-Pillar area.	A customer may report a tick type noise from the upper B-Pillar area while driving. This occurs mostly when the body panels are warm. TSB LTB00827 which has been released previously is being reissued with a significant change to the repair procedure process. When followed exactly it has proven very successful in resolving the customers concern. Should a customer express a concern please refer to TSB LTB00827NAS6 and carefully follow all procedural steps to the letter.	LTB00827NAS6 On Sign-off
Discovery Sport	Customers may report a creak type noise coming from the rear tail lamps mounted in the tailgate.	TSB LTB00890 was published to address this concern. Now Service Action Q629 has been published to proactively address this concern. All unsold vehicles must be repaired prior to customer handover and sold vehicles at the next available service opportunity.	Q629
Discovery Sport	Customers may report a rattle type noise from the center console arm rest.	This may be caused by the console armrest lid hinges being out of specification causing excessive movement. Should a customer report a concern, refer to TSB LTB00999 and replace the console armrest lid assembly.	LTB00999NAS1

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XJ 17MY	Customers may report a rattle type noise from the overhead console area.	This may be caused by an overhead console tolerance concern. Should a customer report a concern, please refer to TSB JTB00539 and install felt tape from the JLR Squeaks & Rattles Kit to resolve the concern.	JTB00539 On Sign-off
XF 16MY	A customer may report a water sloshing sound coming from the RH rear door area.	This may be caused by a right side rear door drain that has been blocked by body sealant. Should a customer express a concern, please refer to SSM72986 to remove the sealant blocking the door drain.	SSM72986
F-PACE XE	Customers may state that there is a ticking or creak type noise from the front driver's floor area.	Should a customer express a concern, please submit a Technical Assistance case with a sound file/ video of the concern so that the Technical HelpLine can provide support in the diagnosis and repair of the vehicle.	TBC

Latest Diagnostic Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL	SDD Global Compliance Update	JLRNA retailers collectively have failed to meet the minimum global standard of 90% overall compliance in November. This primary objective is no longer valid, and we must now push forward with the long term objective to become 90% compliant among each of the 4 KPI's. November SDD Compliance KPI's were: Hardware – 99.4% Software – 95.7% VCI devices – 99.7% Diagnostic Battery Support – 64.7% Aside from Market 43 in the Western Region, there are no local markets within this NSC that attained better than 90% for all 4 KPI yet. Our AMM's are prepared to support retailers in taking actions required to turn this around. Please seek their advice if your Service Department is struggling with this objective.	BSU Quick Start Guide 1-300NAS or STE16-11

Latest Diagnostic Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL	PATHFINDER Readiness Feedback	As of today, approximately 118 Land Rover retailers that have submitted a '17MY Vehicle "PATHFINDER Ready" Self-Certification Form'. The Land Rover Service Bulletin STE16-14 was re-issued again this week urging all retailers to complete this task ASAP. It is important to ensure every Land Rover retailer is 100% prepared for 17MY Range Rover and Range Rover Sport for new vehicle delivery, and all possible inhibitors related to PATHFINDER installation and operation are rectified before vehicles arrive at our retailers as early as next week. Also, before attempting any PDI work or diagnosis of these vehicles, ensure your PATHFINDER software is up-to-date according to the PATHFINDER Software Release Notes published on TOPIx. As the PATHFINDER software environment is quite different compared with SDD, the on-screen instructions and processing will be unique when running similar procedures. Users must be prepared to read and follow all on-screen prompts carefully to obtain effective results using PATHFINDER.	Land Rover STE16-14 [issue 4] on Infotrail.

Responses to Questions Raised by Retailers



Vehicle	Concern	Details and Status
XCL	Can retailers be provided with a publication detailing processes by model line for emergency release of PARK to support roadside recovery?	Training materials covering these requirements have been provided to the Roadside vendor for use with towing providers. Equivalent data is published to TOPIx however a publication suitable for retailers is being prepared with target availability January 2017.
F-PACE	Is there a recommendation on suitable spring compressor for rear spring isolator repairs?	Retailers have reported success using a 9-CIRCLE (9CL-1100742) Macpherson spring compressor. The spring compressor can be purchased on Amazon (\$375). https://www.amazon.com/9-Circle-MCPHERSON-SPRING-9CL-1100742/dp/B00YTK9E72 Another tool retailers and JLRNA have successfully used can also be ordered through Amazon(\$80) via link below. https://www.amazon.com/Go2buy-Automotive-MacPherson-Interchangeable-Compressor/dp/B01M3SS82G/ref=sr_1_1?ie=UTF8&qid=1481313917&sr=8-1&keywords=Automotive+MacPherson



THANK YOU!
Q&A