



JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL

FEBRUARY 9TH, 2017

Today's Presenters



Name	Position
Rob Weingart	Manager - Retailer and Equipment Support
Alan Clarke	Product Investigation
Jerry Bennett	Product Investigation
Greg Martucci	Product Investigation
Rich Conte	Product Investigation
Thomas Bollettieri	Service Diagnostics Engineer

AGENDA



	TOPIC	PRESENTER
1	InControl Touch Pro - Programming updates	Alan Clarke
2	Campaign Actions update	Alan Clarke
3	Latest Technical Concerns	PI Team
4	Battery maintainer and diagnostic power supply updates	Rob Weingart
5	Latest Diagnostic fixes	Tom Bollettieri
6	Q & A	

InControl Touch Pro - Phase 2.5 Software Update



- Service Actions Q633 and K437 were launched Dec 12th 2016 to proactively update infotainment software in affected Jaguar and Land Rover vehicles.
- To date 8,033 US and Canadian vehicles out of a population of 21,931 (37%) have been updated.
- Approx 5% of all downloads initiated fail in a manner that requires a replacement IMC (Infotainment Master Controller). Some replacement parts are currently backordered
- Where the retailer order is submitted as critical, line pinch parts are being obtained. Where feasible JLRNA engineering are supporting local recovery and return of IMC's in Mahwah. Support is provided following TA case submission.
- c.70% of cases requiring replacement IMC are due to a 'General failure 01' most prevalent on XJ models. An 'Emergency IMC recovery process' is currently being developed to avoid the need for hardware replacement for this specific symptom. Help desks will run remote webex sessions on affected cars to deliver special recovery routines that will then enable normal IMC software programming to take place.
- Retailers will need a USB - Ethernet adaptor expected to become a FOC special tool. Some retailers may be asked to support a pilot program run by the Mahwah team ahead of a deployment in March across the network.

Safety Recall P094 LR / J080 Jaguar - Front Passenger Airbag



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- Supplier Quality Issue - airbag may not deploy when required due to inflator chemical mix spec. error.
 - 551 USA and 98 CAN RR/RRS/Evoque
 - 16 USA and 1 CAN XJ
 - Jaguar J080 launched Feb 6th
 - Land Rover P094 to launch by Feb 13th.
 - Owner mailing before Feb 20th
 - Repair - replace the passenger front airbag module.

Safety Recalls P095 / J081 – Front Seat Belt Pre-tensioner



- Supplier Quality issue - pre-tensioner may not activate when required due to chemical mix spec. error. Parts not traced to VIN. c 15% of vehicle build range may contain defective parts.
- 13,500 US and 1,459 Canadian RR/RRS/Discovery Sport
- 8,232 USA and 555 Canadian F-TYPE and XE.
- Dec 28th 2016 - Recalls announced with inspection procedure tied to belt date code. New units passing inspection may be sold and delivered. Units failing inspection must be held pending publications of Recall repair.
- Improved supplier data linking model/belt part number and date code has recently resulted some changes to affected population.
- Additional date code identified for F-TYPE - may result in some inspected vehicles being re-opened for 2nd inspection. Also for both recalls, some units that failed inspection may now pass.
- Revised bulletins with updated inspection information and claim instructions due by Feb 13th
- Replacement parts and Recall repair launch due by Feb 24th

TAKATA Front Passenger Airbag Safety Recalls - Jaguar J069 & Land Rover P081



- NHTSA Coordinated Remedy program across the Industry defines timing for 4 phases of Recall Remedy.
- Phase 1 - Hot/Humid markets affecting a combined c.55,000 07-11MY Range Rover and 09 -11MY XF - announced June 2016
- Replacement airbag modules are now being manufactured and supplies have started to arrive in market
- Phase 1 launch is being prepared for w/c February 20th. "Like for like" Service Actions will close.
- Initial mailing wave to c 26,000 customers to be completed by mid March. Balance of phase 1 mailing TBA

TAKATA Phase 2 - New Recalls J070/P082

- Affects 07-09 MY & 12MY Range Rover and 09 and 12MY XF operated in less hot/humid zones compared to Phase 1
- Incremental c.17,000 units
- Retailer Service Bulletins with affected vehicle details, Q & A and Vin flagged in DDW due Feb 14th
- Phase 2 owner mailing and repair timing is TBA.

Update Prior to Sale - N006 UPS0417 17MY Range Rover Sport SVR - Certification Label.



- Certain 17MY RR Sport SVR vehicles have been built with an incorrect Gross Weight Rating (GWR) printed on the driver's B post VIN certification label.
- 319 US and 42 Canadian units affected
- All unsold cars must be repaired before sale. VIN list by retailer to be posted to Infotrail
- Launch by Feb 10th
- Replacement labels are now in market held by the Mahwah Parts team
- Follow service bulletin instructions and complete and submit the order form provided. Replacement labels will be immediately shipped FOC.

Latest Vehicle Concerns



Vehicle	Customer Concern	Details and Status	Publication
Discovery Sport 15-17MY XF 16-17MY XE F-PACE 17MY	InControl Touch phase 3.0 Software	Customers may raise a concern that after performing an InControl Touch software update and possibly a software update on their iPhone, the text message read out feature is now inoperative. If a customer should report this concern, please submit an EPQR and detail what software level is on their phone (photo is helpful) and a session file showing what software level is in the Audio Head Unit (AHU).	Under investigation
Discovery Sport 15-17MY XF 16-17MY XE F-PACE 17MY	InControl Touch phase 3.0 Software	Customers may report that intermittently their satellite radio may freeze on the current channel and not allow the channel to be changed. Customers may also notice that instead of their presets they see 3 dots. The issue may resolve itself during a drive cycle or it may require a full shutdown to resolve. A new software is being developed to resolve the error in the satellite radio chipset. A publication will be released when the new software is available.	TBA
RR Evoque 16-17MY	Rear camera inoperative	The Technical Helpline has been receiving reports of rear cameras inoperative where the root cause has been found to be an open circuit in the tail door harness. If you should encounter this issue, please raise an EPQR and hold the old harness for return to Engineering.	Under investigation

Latest Vehicle Concerns



Vehicle	Customer Concern	Details and Status	Publication
Range Rover RR Sport 17MY	AEB warning messages	A customer may report a concern with one of two messages in the Message Center of the Instrument Cluster, 'AEB Initializing', or 'AEB Not Available'. An engineering and supplier team are investigating the root causes of these messages and a technical publication will be released when a resolution is available. Initial containment action may include the use of neoprene pad to more accurately locate the IMPA module. Permanent corrective action is expected to include new software.	Under investigation
Range Rover RR Sport 17MY	Passive Entry/Passive Start temporarily disabled during vehicle shipment	As of 01-Feb-2017 Passive Entry and Passive Start (PEPS) has been temporarily disabled during vehicle build. This is to resolve a quiescent battery drain issue caused by an RFA module sw bug, when the vehicles are in transit mode during shipment to market. New software is being developed to prevent the drain issue and will be introduced at the factory March 20 th 2017 at which time PEPS will be re-enabled. When the PDI procedure in TOPIX is followed using Pathfinder on V45 or later, PEPS will be enabled automatically. Should you encounter a vehicle where PEPS is not enabled after the PDI routine has been completed please open a TA case with the Technical Helpline before any diagnostics are performed on the vehicle.	Information only

Latest Vehicle Concerns



Vehicle	Customer Concern	Details and Status	Publication
Range Rover 13-17MY RR Sport 14-17MY High Performance Brakes	A customer may report a squeal from the front brakes during low speed braking	This may be caused by front brake pad resonance. New LR093886 brake pads have been available in the market since Sept 2016 and corrects most brake squeal concerns. Refer to this TSB for details. To assist with repeat complaint cases, engineering are testing a further pad modification to add a tangential chamfer. This has proved effective in some other markets and when approved will be published in an update to the TSB.	LTB00857NAS3 (to be updated)
Range Rover 13-17MY RR Sport 14-17MY	A customer may state a squeal is heard from rear of the vehicle when braking.	A 9 kHz brake squeal can be heard from the rear brakes (350mm diameter rear brake discs) during light braking. A brake pad with a J Chamfer is currently being tested. New pads are targeted to be available in March subject to successful testing.	LTB00725NAS2 (existing)
XE F-PACE 17MY	A customer may report an Adaptive Dynamic Fault Message displays on the Message Center.	Adaptive Dynamic Fault Message Displayed on the IP with DTC U3000-04 stored in the CHCM (Chassis Control Module / Integrated Suspension Control Module) Please raise a Technical Assistance case for help in the use of a manual patch to resolve this concern.	SSM73161

Latest Vehicle Concerns



Vehicle	Customer Concern	Details and Status	Publication
Range Rover RR Sport Diesel Only	Use of BG Diesel Fuel Wax Breaker additive.	In cold weather (below -15 degrees Celsius / 5 degrees Fahrenheit) untreated diesel fuel can experience formation of wax crystals (commonly known as gelling or waxing) which can lead to difficulties with starting or engine running. JLR Product Development has validated the use of BG products to prevent this concern. It is important to note: Artic Diesel Fuel already has anti-gelling additives within it. Further additive additions could lead to drivability concerns and fuel system damage. Anti-gelling fuel additives are meant to be applied to fuels that may have been purchased in an area where Artic or Winter blend fuels are not available and the vehicle is traveling to an area where conditions require the use of these fuels. Please refer to the SSM for the recommended BG product part numbers. Use of additive is to help prevent waxing not resolve a no start complaint resulting from this concern.	SSM73138
Range Rover RR Sport 17MY	Customers may state the coolant level warning is illuminated when the coolant level is full.	Land Rover is currently investigating report of the coolant reservoir sensor float sticking or not floating inside the reservoir. Should you find this concern, please replace the coolant reservoir, submit an EPQR and hold the failed part for possible return to engineering.	Under Investigation

Latest Vehicle Concerns



Vehicle	Customer Concern	Details and Status	Publication
17MY RR Evoque Convertible	Customers may report condensation in the high mounted stop lamp.	An issue has been identified on a certain number of Range Rover Evoque Convertible models which may exhibit condensation inside the High Mounted Stop Lamp (HMSL) assembly. Service Action Q654 is being published by Feb 13th to proactively replace the HMSL on the affected vehicles. Please note that there is an anti-rattle foam tape that needs to be applied to the new lamp assembly during installation. 1 roll of tape will cover 13 vehicles and only 1 roll per 13 vehicles repaired should be claimed in the option codes.	Q654
17MY F-TYPE	Customers may complain of a buzz noise from the door speakers.	TSB JTB00432 is being reissued with several additional procedure steps to resolve potential vibration noise concerns. Should a customer express a concern please refer to the latest version of the bulletin.	JTB00432NAS5
17MY F-PACE	Customers may report a creak or body ticking type noise from the rear upper shock mount area.	Jaguar is currently investigating a body creak type noise coming from the rear upper shock mount area. Should a customer express a concern after Service Actions K421 & K417 have been performed, please submit an EPQR for the concern with a sound file capturing the issue.	Under Investigation

Latest Diagnostic Concerns



Vehicle	Customer Concern	Details and Status	Publication
17MY Range Rover & Range Rover Sport	Unable to complete PDI	When using Pathfinder v45 to perform PDI on some 17MY Range Rover or Range Rover Sport vehicles with V6 S/C engines, "Invalid Security Key" errors prevented successful completion of the task. The root cause was identified and immediately supported via manual patch within a single business day, and the proper fix released on v46 within 3 days.	Land Rover Service Alert SA17TE-01
17MY Range Rover & Range Rover Sport	Pathfinder DTC printing	Specific print options are not provided for DTC's read from a vehicle using Pathfinder. Users are currently only able to capture this info as a screen shot. (via Print Screen, button and paste to "Paint") A structured print option for DTC's is scheduled for release later this month.	TBC
17MY Range Rover & Range Rover Sport	Pathfinder Session Files & GCM	Some users are reporting that GCM will not allow the attachment of Pathfinder Session files to TA cases. Files exported using the Pathfinder Sessions Zip tool on the JLR Application Launcher (Pathfinder home screen) which begin with PF should be allowed as an attachment for a TA, but this is not always permitted. We are looking into the problem and will release an appropriate communication once more facts are known.	TBC

BATTERY MAINTAINERS & TESTERS

STATUS AND PLANS



Function		Tool	Current Status	2016 Plan	2017 Plan
Maintainers		Midtronics PSC-700R	- Incorrect voltage output of 14.4V - Non-optimal ring cable ends	- Rework of voltage output - Rollout of new clamps (Traction brand style)	Midtronics refurbish program target start 13-Feb to correct output voltage
		Midtronics PSC-701R	- Non-optimal ring cable ends - Correct 13.6V output for showroom	Rollout of new clamps (Traction brand style)	- Clamp change not possible near term - Ring terminal version available for order from JLR Marketplace
		Midtronics PSC-700SKIT	In absence of GR8 availability, may be used as standard battery charger	Tool status is stable and available for order from JLR Marketplace	Tool status is stable and available for order from JLR Marketplace
		Traction SSU2-50/B Showroom	- UK/Global approved - Awaiting ETL listing (est Feb) for US sale - Has jump post cable clamps for JLR	Not available for sale in US due to lack of UL/ETL Listing	- Building tool stock at Bosch - Launch as soon as ETL Listing is obtained
Diagnostic Charger		Midtronics GR8	3rd round of software testing with UK - Midtronics diligently working with UK for approval, pending latest test	- Release new units by end of December - Send out rework kits for ~70 units already released	- Software bug identified - Once software passes production will begin & rework of previously ~70 released units
Diagnostic		Midtronics EXP-1080WiFi	Currently the only approved tester	Tool status is stable and available for order from JLR Marketplace	Tool status is stable and available for order from JLR Marketplace

Responses to Questions Raised by Retailers



Customer Concern	Details and Status	Publication
When will we get print features for Path Finder		Mark Beaudrow Cole European
Any new ETA on GR-8 warranty software and wireless fitment for BMIS System?? Last I recall was late January; since came and went.		Steve Petry JLR Indianapolis
What is the correct way to submit a Pathfinder session file to the helpline? I used the Pathfinder Session Extractor and tried to attach it to a case and the format was not accepted. It is named a "pf_" file once it is extracted which the system will not allow to be attached.		Bryan Peterson JLR Cary



THANK YOU!
Q&A