



JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL

MAY 11, 2017

Today's Presenters



Name	Position
Rob Weingart	Manager - Retailer and Equipment Support
Rich Conte	Product Investigation
Thomas Bollettieri	Product Investigation
Alan Clarke	Product Investigation

LOCAL TECHNICAL SUPPORT (LTS) STATUS & UPDATES



Administrative

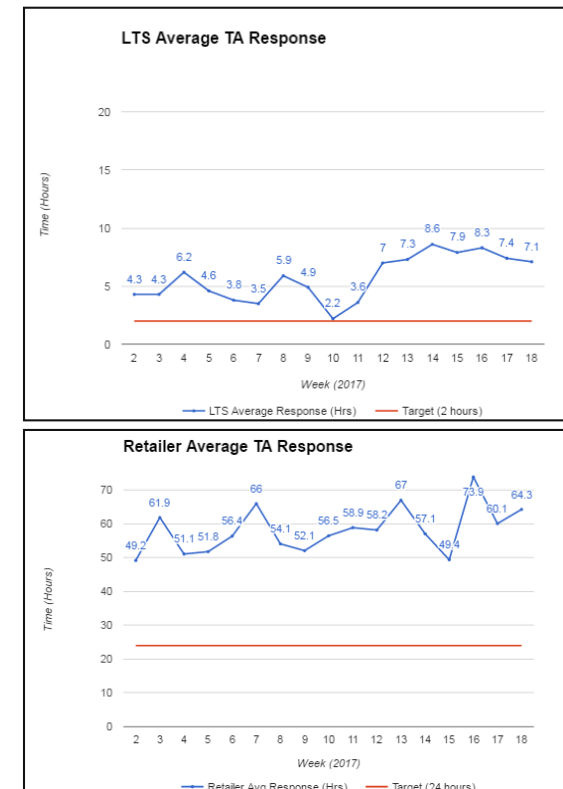
LTS response times still above target

- Increased TA volume is main contributor
- LTS working hard to following up on aged cases with no retailer update
- Please continue to follow guidelines for Primary and Secondary diagnosis before submitting TAs
- LTS continuing to add new staff to LTS Hotline
- PI and Engineering handling TAs and visiting onsite
- GTS is still assisting directly in our inbox

Training

For some LTS - Level 4 retakes this week (May 8-12)

New hires began L3/L4 fast-track training program



BATTERY MAINTAINERS & TESTERS STATUS AND PLANS



Function		Tool	Current Status	2017 Plan
Maintainers		Midtronics PSC-700R	- Incorrect voltage output of 14.4V - Non-optimal ring cable ends - No longer available for order, PSC-701R has replaced	- Midtronics refurbish program underway as of 13-Feb to correct output voltage Please reply to Midtronics when prompted by email
		Midtronics PSC-701R	- Non-optimal ring cable ends - Correct 13.6V output for showroom	- Clamp change not possible near term - Ring terminal version available for order from JLR Marketplace
		Midtronics PSC-700SKIT	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 - Has jump post cable clamps for JLR - Will be supplied by Bosch <u>not</u> JLR Marketplace Minor change needed to attain ETL listing for US sale	- Bosch order awaiting design change Estimated end of May shipping, pending ETL design change sign off
Diagnostic Charger		Midtronics GR8	- Software approved - New units being shipped by Midtronics. Component constraints. - Rework of old existing control heads to begin end of May - TOPlx user guide to be published on usage	- Roll out as mandatory tool - Rework of previously released units (approximately 80)
Diagnostic		Midtronics EXP-1080WiFi	- Currently the only approved tester - See 1-311NAS / STE17-04 for information on resolving Charge and Retest results	Tool status is stable and available for order from JLR Marketplace

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
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 Radial J Chamfer is currently being tested. In development of the revised pad additional updates to the J Chamfer were added. The rear brake pads are now targeted to be available in August.	LTB00725NAS2 (existing)
XCL	A customer may state the vehicle exhibits a vibration/shimmy while driving.	This may be caused by a road wheel/tire assembly imbalance and/or temporary tire flat-spotting. The bulletins have been updated to include the use of the IDU2 (In-Line Diagnostic Unit) to analyze if a wheel/tire balance is required.	JTB00257NAS4 LTB00401NAS5
XJ 16 – 17MY	Customers may report that the analog clock is not working and stops at 11:55.	The hour and minutes hands of the analogue clock may stop at 11.55. This may be caused by incorrect installation of the clock during the manufacturing process. This process has been corrected in production from VIN W10173. Should a customer express a concern refer to SSM73364 and replace the analog clock assembly and submit an EPQR quoting SSM73364.	SSM73364

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL	InControl Touch Pro – IMC programming failures	In addition to the highly effective “Emergency Remote Recovery” process fully deployed this week, our parts system stock has arrived and most IMC back orders are being filled at this time.	JLRP00091 (dual branded)
Discovery Sport Range Rover RR Sport RR Evoque 17MY Only	Head Up Display (HUD) does not display the cruise control value below 20 Mph / Kph	A customer may express a concern that the cruise control value is not displayed on Head Up Display below 20Mph or 20Kph even though the instrument cluster displays the cruise control value down to 10Mph or 10Kph. Head Up Display Control Module (HUDCM) software on 17MY requires update to latest specification.	SSM #73374
XCL	NGI / In control Touch Pro Map Download stops before completion	When downloading map updates into the NGI infotainment Master Controller (IMC) the download process will stop before completion, even if the process is retried multiple times. This can happen sometimes when using a “super speed” USB 3.0 flash drive for downloading the map updates into the IMC. Obtain a “certified” USB 2.0 flash drive as an alternate device for use with NGI Map updates ONLY. (Full details in SSM’s listed here) NOTE: “super speed” USB 3.0 devices are still preferred devices for NGI map updates, the slower USB 2.0 specification should only be used as required.	SSM #73366 (Jaguar) SSM# TBD (Land Rover)

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Range Rover RR Sport Diesel Only	Customers may report “Incorrect Diesel Exhaust Fluid Detected” message displays on Message Center.	This message may display for several different reasons. Service Action Q611 was launched to address a concern found in the PCM software. Reports are being receive for this concern on vehicles with the latest PCM software. SSM73330 has been published to aid in diagnosing the root cause of the concern. If following the steps in the SSM does not identify the cause of the concern, raise a TA case for assistance. Please include all check performed in the TA case. If the root cause is found, please submit an EPQR identifying what was found to be the cause of the concern. Please Note: Diesel Exhaust Fluid has a shelf life. Please ensure the quality of the DEF before installing it into a customers vehicle. When performing a smoke test for air leaks please ensure that the smoke test is performed from both the intake and exhaust sides, not just from one end or the other to ensure any air leak is found. Please ensure leak testing is performed with the tester pressure set to 15psi for diesel engine testing.	SSM73330
Range Rover RR Sport Discovery 3.0L Gasoline	A customer may report an abnormal noise from the engine.	If through the course of diagnosis the supercharger is believed to be the root cause for vehicles post VIN's on TSB LTB00669v2, please refer to SSM73127 for further diagnosis. Should the supercharger require replacement please submit an EPQR quoting the SSM.	SSM73127

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Range Rover RR Sport 17MY	A customer may report a noticeable temperature difference between the left hand and right hand HVAC vents when set to the same temperature value.	This may be caused by the temperature blend door stepper motors being out of synchronization. Should a customer express a concern, please follow the diagnostic steps in SSM73342 to repair the vehicle.	SSM73342
RR Evoque 15 – 17MY	A Customer may express a concern that a noise is coming from the base of the windscreen.	The customer may express a concern of a creaking, rattling or chirping type noise is coming from the base of the windscreen close to the center vent. This may be caused by insufficient clearance between certain vehicle components during assembly has caused the instrument panel to foul against the windscreen. Should a customer express a concern refer to TSB LTB01057 for repair guidance.	LTB01057NAS1 On Sign-off
F-TYPE	Customers may report that the “P” on the Park button is wearing off.	If the Park button on the transmission gear selector is showing signs of cosmetic wear, the button is now available as a low level service part. Should a customer express a concern, please refer to TSB JTB00565NAS1 for repair guidance.	JTB00565NAS1 On Sign-off

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Discovery Sport 15 – 17MY	A Customer may report lack of heat or cooling to the second row seat area.	This may be caused by lack of airflow to the second row seat area due to the front section of the rear HVAC ducts not being installed during assembly. Should a customer express a concern, confirm airflow to the rear HVAC ducts. If no airflow is found refer to TSB LTB01054 to repair the vehicle.	LTB01054NAS1 On Sign-off
XF 16 – 17MY XE	Customers may report that the hood is not aligned correctly.	The hood may have gone out of alignment due to insufficient hood to hinge fixing torque. Should a customer express a concern, refer to TSB JTB00561.	JTB00561NAS1
Range Rover 13MY – On RR Sport 14MY - On	A Customer may report a wind noise at very high vehicle speeds.	A high pitch whistle noise may be reported at speeds above 110 mph/ 176 kmph. This may be caused by the panoramic roof weather strip vibrating against the roof. TSB LTB00610 is being reissued with updated VIN range and procedures.	LTB00610NAS3

Latest Vehicle Concern Fixes – Recent and Upcoming Service Actions/Update Prior to Sale Campaigns



Vehicle	Customer Concern	Details and Status	Publication
17MY Range Rover Range Rover Sport & New Discovery	Customers may report AEB Unavailable or Initializing warning messages are displayed in the message center	Cause: A software conflict producing various Diagnostic Trouble Codes including U3000-96 to be stored in the Image Processing Module A (IPMA).. Solution is to update software in the IMPA using Pathfinder. SSM 73160 was published with details. All affected cars are now to be updated proactively under Service Action N027 due to be published May 17 th 2017. Note - prior to the IMPA software update please ensure the Gateway Module is first updated using latest Pathfinder release. See SSM 73375 published May 10th	N027 Service Action
17MY New Discovery	AEB and Driver fatigue warning functions are not selectable in the Instrument Cluster Drivers Assistance menu	Vehicles in the Initial release of New Discovery to retailers to support demonstration drives and launch activities required a prior CCF update. It has been found that this update did not include a necessary CCF learn routine for the IMPA and as a result these ADAS functions are not selectable in the assistance menu. A service action is planned for release w/c May 15 th to run the IMPA Central Configuration data learning function using Pathfinder on all affected retailer vehicles.	N053 Service Action
17MY New Discovery	The tailgate may unlatch but not power open	UPS2217 has been published to fix this concern. Please follow the workshop procedure to adjust the tailgate hinges, modify the tailgate scuff plate and adjust the rear spoiler alignment.	UPS2217 N034

Latest Vehicle Concern Fixes – Recent and Upcoming Service Actions/Update Prior to Sale Campaigns



Vehicle	Customer Concern	Details and Status	Publication
2016-17 F-TYPE 2016MY XF and XJ 2016MY Evoque/Dis Sport/RR/RRS	Service Required message may not display when expected	When a vehicle reaches its service interval the service required message may not appear when starting the engine. It may appear when turning ignition on only by operating the START button without a foot applied to the brake pedal. This concern is to be rectified on all affected vehicles by updating the Instrument Cluster software. Jaguar, Service Action H007, and Land Rover Service actions N010 & N020. For certain Land Rover Diesel vehicles, based upon mileage, a provision is included for claiming an oil and filter replacement under the campaign.	Service Actions Jaguar H007 Land Rover N010 and N020
16MY XF 17MY XE and F-PACE With NLI	Satellite Radio may freeze	As a result of a prior vehicle update to NLI software v 3.0 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. Service actions are being finalized for publication to proactively update NLI software to v 3.2 to address this issue.	Service Actions H017- Jaguar N037- Land Rover
17MY XE, XF F-PACE	Fuel leak/Odor	The fuel return hose located under hood may leak due to supplier quality concerns resulting in a reduction in the durability of the assembled connector joint. Recall H016 notification was published to retailers May 2 nd . Affects 7 USA XE and 63 Canadian XE/XF/F-PACE must be held from retail until repaired. Repair publication expected Mid May.	RECALL H016

Latest Diagnostic Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL	SDD Compliance Status.	SDD Dashboard - Latest Provisional Data - TARGET SET TO 93% 5/10/2017 Region NA Total SDD Units 1,082 Market (All) Country / Local Market (All) Full / Provisional Latest Provisional Data Metric KPI Total Retailer (All) Use Local Market Definitions True Non Compliant Laptops: 0 Machines Requiring SDD SW Update: 17 VCLs to be Removed: 0 VCLs Requiring Update Only: 3 Total Score 93% Diagnostic Compliance - All - All Value 100% 80% 60% 40% 20% 0% 93.1%</	

Latest Diagnostic Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL	InControl Touch Pro IMC programming "01 General Error" Emergency Recovery	UPDATE: Bosch sourced IMC remote recovery ethernet / USB adapter lead delivered to retailers.(Service Bulletin 1-314NAS / STE17-07) JLR IMC/Diagnostic engineers on temporary assignment in Mahwah have cleared out our backlog of IMC "01 General Error" failures via the WebEx remote process this week. With the recovery lead now available in all retailers, and continued support from the UK based engineers, we anticipate minimal down time for any vehicle that requires "01 General Error" Emergency Recovery support provided technicians carefully follow the instructions provided in Service Compliance Notification JLRP00091	1-314NAS (Jaguar) STE17-07 (Land Rover) JLRP00091 (dual branded)

Questions Raised By Retailers



Vehicle	Customer Concern	Details and Status
Kingston DTSE9G2 USB stick	When doing K437 or Q633 a Kingston DTSE9G2 USB stick is to be used. Ours has failed and replacements are on back order. I have aftermarket 3.0 FAT 32 stick (which has worked on 10+ updates) and tech line telling me will not assist in k437 failed download due to in correct stick. Both meet required specs can anyone answer on why they won't support when using the aftermarket stick ?	<u>Mike Lennie, Jaguar Land Rover Thornhill</u> While <u>some</u> alternate memory sticks <u>may</u> provide comparable quality and performance, <u>many do not</u>. In addition to the specified diagnostic laptops and VCI devices, the approved USB device is used exclusively during all related diagnostic software validation and sign off procedures in the UK. Our “no support for incorrect USB” policy is required to ensure TA cases are only escalated to the global support team when appropriate, and not as the result of a random issues with a USB device of unknown quality. The DTSE9G2 back order situation has been resolved and orders are being filled during first half of May.
Pathfinder	Is it not possible for Pathfinder session data to remain on our machines for some period of time as with SDD. SDD keeps it usually for 30-40 days, not so with Pathfinder. If it is not collected right away. it's gone. Sometimes I need to get that data to review what our techs have seen, if I'm called in for some reason after the fact.	<u>Steve Petry, JLR Indianapolis</u> This is simply a design/strategy change for Pathfinder session management overall which we expect to include other related benefits in the future. However, we are currently working with the UK to see how we might provide an interim solution to retain sessions on the local machine.

Questions Raised By Retailers



Vehicle	Customer Concern	Details and Status
Technical Assistance Responses	Would it be possible when TL advises to replace a component to get the name of the component from the parts catalogue or even a part number? We have run into a couple of instances where the requested module for replacement has a completely different name from the workshop manual to the parts catalogue.	<u>Tara Hopkins, Jaguar Land Rover Lakeridge</u> We are aware of the current situation where terminology can vary for single component within TOPIx, and the parts Catalog. The next major update to our parts catalog will be released in the near future, where we expect to see an overall improvement for alignment of terminology. Its not practical for LTS staff to provide this translation for every TA guidance offered, but please request additional clarity when required, or contact parts technical.
Workshop Manual	What is the L1, M1 and H1 designation for on the electrical schematics found in a system like module communications network for a 2017 F-Pace?	<u>Vern Wiesler, Jaguar Land Rover North Scottsdale</u> The only current method to ensure you are using the correct spec EWD would be to confirm the listing of components in the diagram vs vehicle build. However we are certain L1 is never used in NAS market spec vehicles.
Range Rover	We have now come across 4 – 5 vehicles where the hood finishers are loose, possibly not properly engaged at assembly, or just weak fasteners. Two EPQR's are entered, 2350944 and 2342507. Another will be sent soon.	(Steve Petry, JLR Indianapolis) We are aware of the two submitted, thank you. Engineering are actively investigating the concern, especially the fitment process during assembly. Please report every case of this concern that you find. Please include pictures of the retailing clips, whether they are attached to the trim panel or remain in the hood panel. This detail will aid the investigation. Thank you.



THANK YOU!
Q&A