



JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL

AUGUST 17TH 2017

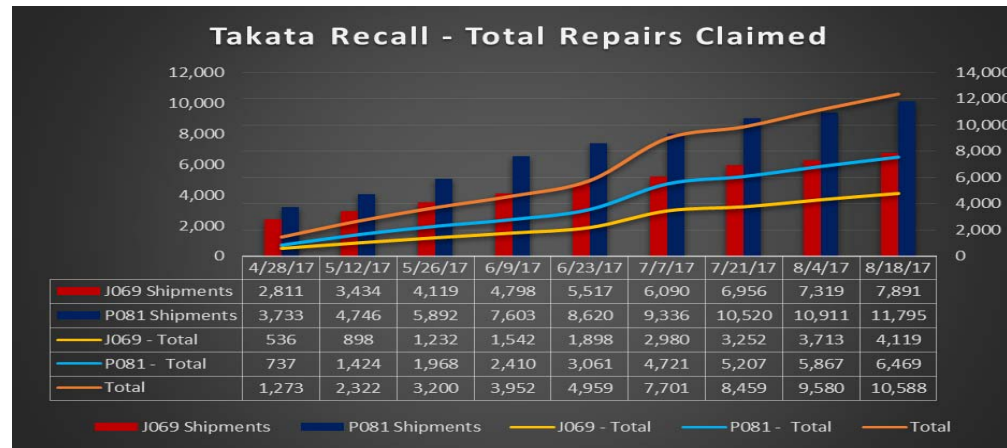
Today's Presenters



Name	Position
Jeff Furchak	Takata Program Manager
Jerry Bennett	Product Investigation
Greg Martucci	Product Investigation
Rich Conte	Product Investigation
Matt Priestner	Product Investigation

Takata Recall

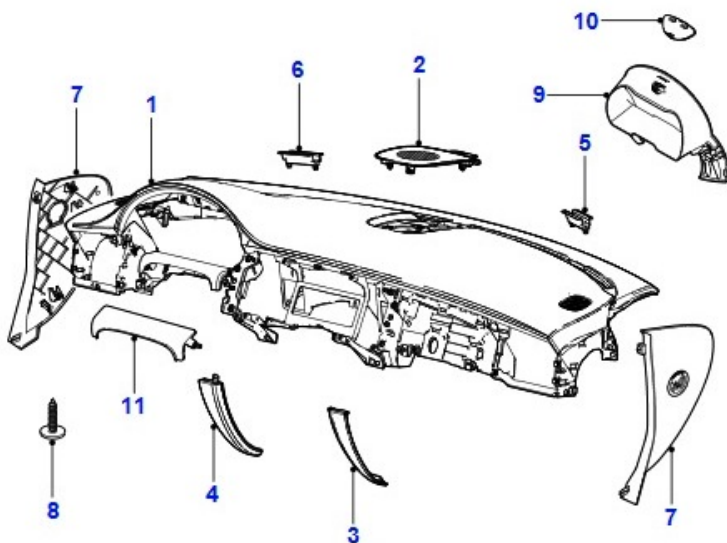
Parts Availability & Completion Rates



Parts Supply (Shipments)	Jaguar (J069)				Land Rover (P081)				Total			
	N.A. Parts on Hand	Units Shipped	Wkly Avg. Units Shipped	Week Supply	N.A. Parts on Hand	Units Shipped	Wkly Avg. Units Shipped	Week Supply	N.A. Parts on Hand	Units Shipped	Wkly Avg. Units Shipped	Week Supply
Total	4,891	7,891	343	14	5,337	11,795	513	10	10,228	19,686	856	12

Priority Group Performance Includes "OoT"	Jaguar (J069) 2009 - 2011 XF				Land Rover (P081) 2007 - 2011 Range Rover				Total			
	Affected Units	% of Jag Recall	Units Repaired	% Vehicles Completed	Affected Units	% of L.R. Recall	Units Repaired	% Vehicles Completed	Affected Units	% of Total Recall	Units Repaired	% Vehicles Completed
Total PG4 / PG5	15,001	28%	5,209	34.7%	27,701	51%	10,692	38.6%	42,702	39%	15,901	37.2%

Takata Recall Parts Availability



Parts ordering restrictions will apply to ensure adequate supply for customer vehicles.

Call Out	Part #	Description
NEW	C2Z9072AMS	Facia Vent RH (Truffle)
NEW	C2Z9072AMT	Facia Vent RH (Oyster)
NEW	C2Z9072LEG	Facia Vent RH (Warm Charcoal)
NEW	C2Z9072JMN	Facia Vent RH (Navy)
NEW	C2Z9073AMS	Facia Vent LH (Truffle)
NEW	C2Z9073AMT	Facia Vent LH (Oyster)
NEW	C2Z9073LEG	Facia Vent LH (Warm Charcoal)
NEW	C2Z9073JMN	Facia Vent LH (Navy)
5	C2Z3304AMS	Defrost Vent Blanking Plug RH (Truffle)
5	C2Z3304AMT	Defrost Vent Blanking Plug RH (Oyster)
5	C2Z3304LEG	Defrost Vent Blanking Plug RH (Warm Charcoal)
5	C2Z3304JMN	Defrost Vent Blanking Plug RH (Navy)
6	C2Z3303AMS	Defrost Vent Blanking Plug LH (Truffle)
6	C2Z3303AMT	Defrost Vent Blanking Plug LH (Oyster)
6	C2Z3303LEG	Defrost Vent Blanking Plug LH (Warm Charcoal)
6	C2Z3303JMN	Defrost Vent Blanking Plug LH (Navy)
2	C2Z1835AMS	Speaker Grille (Truffle)
2	C2Z1835AMT	Speaker Grille (Oyster)
2	C2Z1835LEG	Speaker Grille (Warm Charcoal)
2	C2Z1835AMT	Speaker Grille (Navy)

Takata Recall

Customer Outreach



Customer Calls:

- Epsilon to begin calling owners of Priority Group 4 Range Rovers (MY2007-2009) the week of August 21st
- Calls will be made on behalf of the JLR retailer
- Appointments may be scheduled at your retailer location
 - Appointments will be scheduled 7 days in advance
 - Service Managers will be notified via email
- Scheduled appointment targets
 - August: 375
 - September: 1,500

Postcard Mailing:

- Postcards to be mailed to owners of all non-repaired open Priority Group Jaguar and Land Rover vehicles
 - Jaguar: 10,882
 - Land Rover: 17,009

Internet Car-Buying Site Emails:

- Several Car-Buying websites have agreed to test a used car outreach campaign on behalf of JLR
- Test program will target all open priority group JLR vehicles
- Owners of affected JLR vehicles listed on these car-buying sites will receive a recall notification via email
- Test program to begin the week of August 21st

EPSILON TO SCHEDULE TAKATA AIRBAG RECALL SERVICE APPOINTMENTS

Starting in August, 2017, Epsilon will be calling customers on behalf of Jaguar Land Rover North America to schedule service appointments for customers identified as owners of a vehicle that is part of the Takata Airbag Recall.

The historic Takata Recall is an unprecedented recall with significant government oversight. In fact, it has been mandated that no promotional offers or upsell be tied to the completion of the recall.

APPOINTMENTS MAY BE SCHEDULED AT YOUR RETAILER LOCATION

All service appointments will be scheduled seven days in advance and an email notification will be sent to the Service Manager. For questions regarding scheduling or to opt out, please call:

Epsilon Program Headquarters
Phone: 888-240-6521
Email: jaguarlandroverphq@epsilon.com

URGENT
TAKATA
AIRBAG
SAFETY RECALL

SCHEDULE A "FREE" REPAIR FOR YOUR JAGUAR VEHICLE IMMEDIATELY!!

IMPORTANT: SAFETY RECALL INFORMATION
Issued in Accordance With Federal Law
U.S. Department of Transportation
NHTSA

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Discovery Sport RR Evoque RR Sport Range Rover	Instrument Cluster (IC) Update takes too long	We have received multiple EPQRs stating that the software download to the IC is taking approximately an hour to perform when the time allotted in Service Action N010NAS1 is only 0.10 hrs. After reviewing session files in these instances, we have found that retailers are not following the correct procedure when performing the campaign. There are two separate diagnostic procedures outlined in the publication. One procedure is for a Conventional Display Instrument Cluster (analog gauges, TFT message center) to program the IC as existing. The other procedure is for a Virtual Display Instrument Cluster (digital gauges, full TFT display) to run 'Special applications – Instrument cluster service interval update'. When viewing the campaign on SDD there will be two programming hyperlinks, technicians should only be clicking on the hyperlink for the correct IC fitted to the vehicle. Please note: Labor operation times for diagnostic tool related processes are typically based on time required for a technician to directly manage the procedure, excluding any unattended processing managed by the diagnostic tool.	N010NAS1 N020NAS1

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Range Rover RR Sport 17MY	Multiple warning lights illuminated.	Customer may report upon startup that numerous warning lights are illuminated in the Instrument Cluster (IC). If after reviewing the Diagnostic Trouble Codes (DTCs) you find that the High Speed Chassis CAN is going offline, check pin tension on pins 44 & 45 in connector C2BP01H at the BCM/GWM. Please continue to submit ePQRs if you should come across an issue with these pins and check pin tension on other pins in that connector as well. Repairs can be made following TOPIx wiring repair methods and the replacement terminals are available in the terminal repair kit.	
XCL InControl Touch Audio System (NLI)	System resets while driving.	Customer may report that their InControl Touch infotainment system reboots while driving. New software has been created for the Audio Head Unit (AHU) and released on SDD DVD 150.02. Follow the Service Instruction in LTB1085NAS1 & JTB0575NAS1 to complete the repairs.	LTB01085NAS1 JTB00575NAS1

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Range Rover RR Sport 16MY Onwards 3.0L Diesel	Customer may report Service Indicator Message does not display or Service Required message appears before the published service interval	After performing Service Action N010NAS1/N020NAS1, the Service interval indicator may not be unable to be reset on vehicles with conventional (analog) instrument cluster. This issue is currently under investigation. It will not be possible to reset the service interval indicator until a revised software is released.	SSM73515 On Sign-off
Range Rover RR Sport 16MY Onwards 3.0L Diesel	Service Required message appears before the published service interval	Diesel engine variants may display the Service Required message ahead of a time and or mileage scheduled maintenance schedule based on oil dilution calculations as normal operation (this is not a fault). A new software update will be released that separates the oil dilution counter from the time and distance service counter which will allow for individual counter resets.	To Be Released

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Discovery Sport RR Evoque 16MY Onwards 2.0L GTDi Only	Customers may report the Check Engine Lamp is illuminated and DTC P0128-00 is store in PCM.	Should Diagnostic Trouble Code P0128-00 be set in isolation, follow the guidelines below for diagnostic tips in addition to those outlined in TOPlx. • Check coolant fill level and measure specific gravity of the coolant mix and compare to specification in TOPlx. • Use Datalogger to check ECT 1 & 2 from cold start; values should be within 10 degrees of ambient temperature. • Allow the vehicle to idle until the thermostat begins to regulate. • Use a laser thermometer, if available, to monitor ECT 1 and compare to Datalogger value; the value should not drop below 80C, or have more than 15C in variation between values. • If ECT 1 never reaches 80C, investigate thermostat operation. Once root cause is identified, raise an EPQR outlining the results of your diagnostic steps and the repair performed.	Under Investigation
Range Rover RR Sport	Fuel filler neck replacement procedure change.	The procedure for replacing a fuel filler neck on Range Rover and Range Rover Sport vehicles has been changed. The new procedure now instructs that the rear subframe is lowered for access only and no longer requires removal. This has significantly reduced the repair operation time for this repair. SSM73526 has been published to help announce this change. The Workshop Manual procedure on TOPlx has been updated to reflect the new process.	SSM73526

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL vehicles equipped with Petrol Engines 10MY Onwards	Customer may report the Check Engine Lamp is illuminated	When performing diagnosis of engine misfires, always use the application "Misfire: Cylinder Identification" within SDD and Pathfinder. Variation in Datalogger/Live Data information between different models and model years may lead to misinterpretation of the data.	SSM 72335 live for LR, Separate SSM to be published for Jaguar
Range Rover RR Sport 16MY Onwards	Customers may report the Check Engine Lamp is illuminated.	If Diagnostic Trouble Code(s) P0042, P0043, P0044, P0055, P0142, or P0144 is present, include inspection of the harness located at the rear of the transfer case for contact with the output flange in your diagnostic steps. If damage to the harness is noted, please raise an EPQR with pictures of the damage attached to the report. The vehicle can be repaired and released.	Under Investigation
Range Rover RR-Sport LR4 Discovery	Customers may report a rattle noise under the vehicle while driving.	This may be caused by a transmission heat shield bracket being cracked around the mounting point. Should a customer express a concern, please refer to TSB LTB01091 to replace the heat shield bracket.	LTB01091NAS1 On Sign-off

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Discovery 17MY	Customers may report the 3 rd row seat does not fold properly and returns to the deployed position.	If the 3 rd row seats start to fold when commanded by the switch, but then reverse direction back to the open/ deployed position, this may be caused by the seat cover seam pressing on the anti-trap sensor. Should a customer express a concern, refer to TSB LTB01094 and reposition the seat anti-trap sensor on the seat cushion.	LTB01094NAS1 On Sign-off
Range Rover 17MY	Customers may report that the hood finisher has become loose.	A issue has been identified on a limited number of vehicles where the hood finisher may become loose from the hood panel. This may be caused by the finisher retaining clips. Update Prior to Sale UPS4717-1bNAS1 has been published to proactively replace the hood finisher retaining clips prior to sale on affected vehicles. TSB LTB01088 is being published to repair vehicles already in customer's possession upon complaint.	N057 LTB01088NAS1 On Sign-off
F-PACE XE	Customers may report a creaking/ ticking type noise from the accelerator pedal or steering column area.	This may be caused by the bulkhead panel moving against the reinforcement panel. Should a customer express a concern, please refer to TSB JTB00567NAS1 to repair the concern by increasing the clearance between the bulkhead panel and the reinforcement panel and add two additional body rivets.	JTB00567NAS1 On Sign-off

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XF 16 – 17MY	A Customer may report a cracking type sound intermittently when opening a door.	The noise concern occurs when the door is open to near end of travel and is heard from the door check area. This is most likely caused by E-coat within the door pillar area. Should a customer express a concern, please refer to TSB JTB00571NAS1 to resolve this concern.	JTB00571NAS1 On Sign-off
RR Velar	Deployable Side Step Fitment Location Rework	A limited number of Velar models have been built with the holes in the body panels used to install the deployable side step mounts to have not been correctly aligned. If installing the deployable side steps to a customer's vehicle, refer to Service Action N076. Please refer to the Service Bulletin on Infotrail to have the vehicles VIN loaded for claiming purposes. This affects vehicles built up to VIN 704686.	N076
Range Rover RR Sport 17MY	Rear wheel arch blanking seals not installed.	A limited number of 17MY Range Rover and Range Rover Sport models have been manufactured away from process and in some cases a number of blanking seals have been omitted from the rear wheel arch area. Service Action N069 is being released to proactively install the blanking seals on affected vehicles. Please ensure unsold vehicles are corrected before customer hand over. Please correct Customer vehicles at the next service opportunity.	N069

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Jaguar All Models 10MY Onwards	Customers may report inadequate A/C performance.	TSB JTB00380 is being reissued with updated diagnostic procedures to diagnose a A/C compressor Direct Pressure Sensing (DPS) valve fault. Please refer to this TSB before replacing an A/C compressor or DPS valve for a inadequate performance concern.	JTB00380NAS6 On Sign-off
XCL	HVAC System Diagnostic Improvements	JLR would like to make further improvements to the Diagnostics that we offer in TOPIx for HVAC issues, and require further information from retailers to assist them in the development of this. If a vehicle has returned with a HVAC issue and the issue is not covered by a published TSB or SSM please submit an EPQR detailing any repairs that are carried out.	SSM72970 Jaguar SSM72991 Land Rover

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 (standard brake system)) during light braking. In development of the revised pad additional updates to the J Chamfer were added. The rear brake pads LR108260 are now available in limited quantities for use on escalated customer concerns. The VIN in customer material field with a quantity of one is required in the parts order.	LTB00725NAS2 To Be Updated
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. The bulletin has been updated with an example of a correct vs incorrect location of how the chamfer should be applied to the brake pads.	LTB00857NAS5

Questions Raised By Retailers



Vehicle	Customer Concern	Details and Status	Publication
Range Rover RR Sport	Requesting update on rear brake pad availability for 405 & 494 with high performance brakes. The May conference call refers to updated brake pads coming available in Aug. Bulletin 752 has not yet been updated.	As stated in the above presentation. The rear brake pads LR108260 are now available in limited quantities. The VIN in customer material field with a quantity of one is required in the parts order. Anthony Turner, Land Rover Indianapolis	



THANK YOU!
Q&A