



JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL

OCTOBER 12TH 2017

Today's Presenters



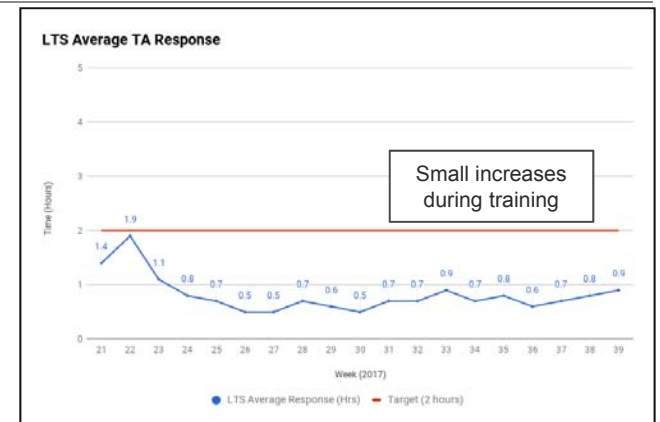
Name	Position
Robert Weingart	Manager – Local Technical Support
Elyse McArthur	Product Investigation
Matt Priestner	Product Investigation
Greg Martucci	Product Investigation
Rich Conte	Product Investigation
Jerry Bennett	Product Investigation
Thomas Bollettieri	Product Investigation

LOCAL TECHNICAL SUPPORT (LTS) NEWS & UPDATES



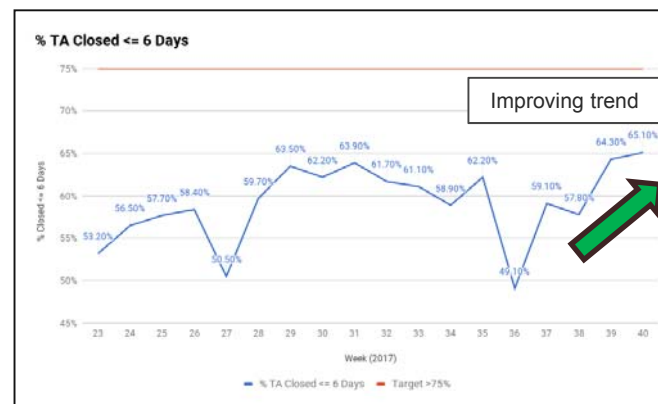
LTS team status:

- Working hard to resolve your TAs in under 6 days
 - Currently ~370 open TAs
 - Need your assistance in keeping TA status up-to-date. No updates forces LTS to constantly ask for current status.
- L3 training for most of October -- minimal impact to overall LTS performance so far
- Saturday hours (8AM-5PM Eastern) started on 16-Sept:
 - Saturday submitted TA volume has been fairly light
 - Follow all guidelines for submitting TA case and Retailer response times
 - Please keep phone contact details up-to-date in GCM (direct numbers), as this is key for timely LTS follow-up



Focus on speed of resolution:

- **Positive** trend in resolving TAs in the first 6 days
- Need to reach 75% goal
- Improvement in Retailer response times
- Still a lot of time wasted in LTS trying to contact techs through switchboards



Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL	New GCM Mobile App.	The GCM Mobile App has been developed to allow users to submit Electronic Product Quality Reports (ePQR) and submit and respond to Technical Assistance (TA) Reports with a mobile device. The GCM Mobile App is available on Apple iOS 8.0 or later and Android OS 4.4 KitKat or later The GCM Mobile App is compatible with iPhone, iPad, iPod Touch, Android phones and Tablets. Please refer to the SSMs listed for downloading and App use information.	SSM73539 Land Rover SSM73540 Jaguar
All Diesel Variants	Diesel Service Tools	Special Service Tool ST-512 latest update now includes applications for checking DEF level & displaying the amount required to fill the tank, undertaking DPF Regeneration, in addition to other functions. Email their dealer name, dealer number, and unit serial number to support@diagnostic-associates.com of any issues with registering for free updates	Service Bulletin STE17-18

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
F-PACE 17 – 18MY RR Velar	Customer may report the Check Engine Light with a DEF Level Low warning message displayed.	If PCM DTC P21C5-64 is present as the sole DEF tank related fault code, this concern is addressed with a PCM calibration. Software will be released and available for this concern October 30th.	TBC
Range Rover RR Sport 3.0L Diesel Only	Service Required message appears before published interval.	Software for the inability to reset Service Indicator light in suspended campaigns N020, N010, N025 has been postponed until the week of November 4th.	SSM73515
F-PACE XE XF RR Velar 18MY 2.0L AJ200 Petrol Engines Only	The customer may experience a check engine lamp illuminated.	Perform the following steps should Diagnostic Trouble Code (DTC) P013E-00 is stored: • Check Live Data in Pathfinder to validate readings • Perform harness inspection for intermittent short/open • Inspect connectors for proper pin tension and verify pins are set correctly in connector housing If root cause is identified, raise an EPQR which includes details of your findings and hold parts that were replaced for PRR. If no faults are identified, raise a TA for diagnostic support.	Under Investigation

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
F-TYPE 18MY	Telematics Control Module (TCU) fails activation and DTC U2109 flagged	We have been receiving multiple reports from TAs and ePQRs that the 'SOS Not Available' message is displayed after performing PDI along with DTC U2109-09 in the Telematics Control Unit (TCU). An error in the TCU software was allowing the backup battery to fall below the recommended state of charge. An SSM has been published, SSM73298, to advise retailers to program the TCU and switch the ignition on for 40 minutes to allow the battery to recharge. After the battery is recharged, clear the DTC and recheck for faults.	SSM73298
XCL Vehicles Fitted with InControl Touch Pro	InControl Pro features may not function as desired.	Two fix on fail bulletins will be published to update to phase 3.0, vehicles fitted with InControl Touch Pro infotainment. The software will resolve a number of concerns including Bluetooth connectivity, 'Camera System Not Available, Consult Your Dealer' message, large white patches on the Rear Seat Entertainment (RSE) screens and warm reboot delays. Vehicles must be at phase 2.5 software level before attempting the phase 3.0 update. In addition UPS campaign H046 is being released to update 18MY Jaguar models to 3.0 level software prior to Customer handover.	JTB00593NAS1 LTB01008NAS1 H046 To be released
Range Rover RR Sport 17MY	Rear Seat Massage Operation	Previous ICTP software enabled seat massage with "opposite seat" activated. Latest version InControl Touch Pro (ICTP) Phase 3 software, JX63-19C204-BC and has no ability to turn on seat massage for rear seats. (Rear seat shown as a bench seat on screen) Software is currently being developed to correct this for release near the end of October.	TBC

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication										
F-PACE XE XF RR Velar 18MY 2.0L AJ200 Petrol Engines Only	The customer may experience a check engine lamp illuminated.	When diagnosing Variable Camshaft Timing (VCT) Diagnostic Trouble Codes present, some inaccuracies may exist in the electrical wiring diagrams. See references below: <table><thead><tr><th>Currently</th><th>Should Be</th></tr></thead><tbody><tr><td>• C1E444AP-2 to C1E106A-20</td><td>C1E444AP-1 to C1E106A-20</td></tr><tr><td>• C1E444AP-1 to C1BB03A-11</td><td>C1E444AP-2 to C1BB03A-11</td></tr><tr><td>• C1E446AP-2 to C1E106A-21</td><td>C1E446AP-1 to C1E106A-21</td></tr><tr><td>• C1E446AP-1 to C1BB03A-13</td><td>C1E446AP-2 to C1BB03A-13</td></tr></tbody></table> This has been escalated to the UK and the teams are working to resolve. If a successful repair is performed for these faults, please raise an EPQR which includes details of your findings.	Currently	Should Be	• C1E444AP-2 to C1E106A-20	C1E444AP-1 to C1E106A-20	• C1E444AP-1 to C1BB03A-11	C1E444AP-2 to C1BB03A-11	• C1E446AP-2 to C1E106A-21	C1E446AP-1 to C1E106A-21	• C1E446AP-1 to C1BB03A-13	C1E446AP-2 to C1BB03A-13	Under Investigation
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F-PACE XE XF RR Velar 18MY 2.0L AJ200 Petrol Engines Only	The customer may complain of an oil leak from the engine.	Clean residual oil and install leak trace dye if necessary. Include an inspection of the variable valve lift unit. Should the gasket be identified as the source of the oil leak, it can be replaced and is available separately (outlined in the JLR EPC) from the variable valve lift unit.	Under Investigation										

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
RR Evoque 16MY Onwards	A Customer may express a concern that there is a noise from the rear of the vehicle while braking at slow speeds.	One noise described as a 'groan', 'drone', 'honk' or 'graunch' from the rear brakes usually most noticeable during light braking when reversing after an initial start in colder ambient temperatures. A second noise described as a high pitched 'squeal' or 'squeak' with light braking at various speeds in both forward and backward motion. These noises could be caused by the delamination of the brake pad shim. The bulletin will be updated with the use of one brake pad (LR110327) for both noises.	LTB01045NAS3 On Sign-off
XJ 16-17 MY	A customer may report a creak noise from the front of the vehicle that may be evident when driving over a rough road surface or speed bump.	This may be caused by the incorrect manufacture of the coil spring. Should the customer express this concern, the front coil springs and spring isolators will need to be replaced.	JTB00588NAS1 On Sign-off

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Discovery 17MY	Second Row Seat Operation	A concern has been identified on a limited number of Discovery vehicles equipped with power seats where the second row seat cables may fail preventing proper power operation. (Manual operation is unaffected.) Service Action N094 is being published to proactively replace the seat cables on the affected vehicles. 2 cables are required per vehicle and are being supplied 2 to a package, so 1 package/ part is required per vehicle.	N094
Discovery 17MY	Rear Bumper Exhaust Heatshield Modification	A Customer may report that there is a sharp edge underneath the rear bumper. Should a Customer express a concern refer to TSB LTB01110 to modify the exhaust heatshield by adding aluminium tape and rivets.	LTB01110NAS1 On Sign-off
F-PACE XE XF 16 - Onwards	A Customer may express a concern of premature front seat bolster cosmetic wear (Oyster Leather Only).	An issue has been identified on some oyster coloured front seat backrest and cushion seat cover durability. This only affects oyster coloured front seat leather covers. Revised covers have been created with assured durability. Should a Customer express a concern, please refer to TSB JTB00591.	JTB00591NAS1 On Sign-off

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XJ 16 - 17MY	A Customer may report that the rear seat heater is not working properly (vehicles with Heat/ Cooled rear seat).	Should a Customer report a concern and upon inspection DTC's B142D-4B or B1432-4B is found to be stored in the HVAC module, please submit a Technical Assistance case for the concern. The Local Technical Support team will then be able to provide assistance in resolving the Customer's concern.	Under Investigation
RR Evoque 15 – 17MY	A Customer may report that the front bumper cover is cracking.	Reports have been received of front bumper cover cracking Post TSB LTB00783NAS3. A change of the bumper cover supplier has led to front bumper covers being manufactured without a radius in the corners of the mounting flange. Revised bumper covers have been produced with a radius in the corners to address this concern. The new cover was introduced into production from VIN: HH259726. The TSB will be updated with a revised VIN range and new part numbers.	LTB00783NAS3 To Be Updated
RR Velar	Customers may report that the exterior door handle cover is loose or detached.	An issue has been identified on a limit number of vehicles where the installation of the exterior door handle cover (coloured part) has damage the retaining clips. Improve cover retention feature has been introduced into production Mid September from VIN 707600.	SSM73572

Questions Raised By Retailers



Vehicle	Customer Concern	Details and Status	Raised By
RR Sport L494	On multiple vehicles customer has complained about a MIL light on 2 or 3 times. I have pulled vehicle in shop and found no light on with DTCs U0592-00 and U0402-00 in the PCM with similar codes in the GSM and TCM. Both vehicles had software updates available in the GSM and TCM. There is no drivability issues. Wondering if you have seen this issue at other retailers or not and if there is a fix coming soon?	An improved DTC set strategy for U0402-92 will be implemented in the GSM, currently scheduled for release by the end of this year. It is important to understand this is only an improvement to minimize the impact to the customer and will not correct the root cause that is setting the fault. This will only affect U0402-92 in the GSM and cascading faults of U0402-00 in the PCM and U0404-64 in the TCM. If additional DTCs are stored in the vehicle, diagnosis must be performed for those faults as the software update will not have an effect on additional faults.	



THANK YOU!
Q&A