



**JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL
SEPTEMBER 14TH 2017**

Today's Presenters



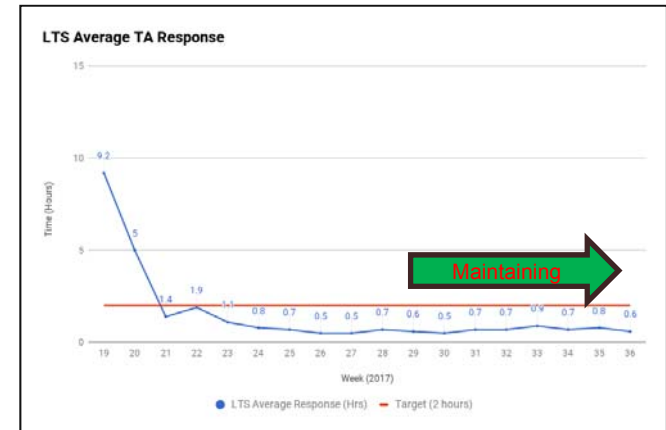
Name	Position
Robert Weingart	Manager – Local Technical Support
Francisco Alcaide	Manager - Warranty
Jerry Bennett	Product Investigation
Greg Martucci	Product Investigation
Thomas Bollettieri	Product Investigation
Rich Conte	Product Investigation
Elyse McArthur	Product Investigation
Matt Priestner	Product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

LOCAL TECHNICAL SUPPORT (LTS) NEWS & UPDATES



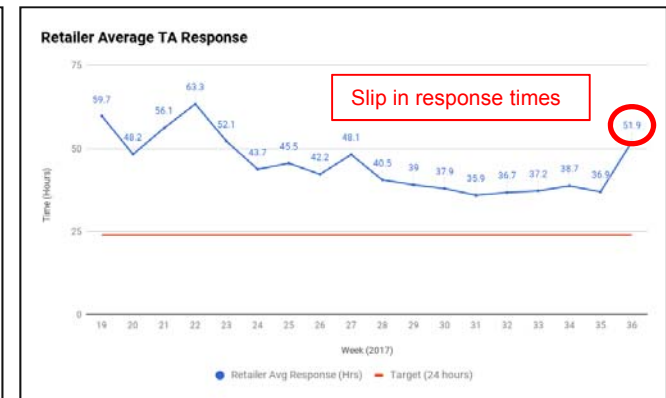
LTS team status:

- Did not reach goal of <300 open TAs
 - Currently ~380 open TAs
 - Need your assistance in keeping TA status up-to-date, so LTS knows where we can assist. No updates forces LTS to constantly ask for current status.
- LTS team at full staff
- Next round of L3 training starts Sept-18 and in split groups as to not impact overall LTS performance
- Saturday hours to start Sept-16: 8AM-5PM Eastern
 - 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:

- **Negative** trend in resolving TAs in the first 6 days
- Slip in Retailer response times (may be weather event related)
- Troubling trend: No backup assigned on TAs while primary tech is out on vacation or training



BATTERY MANAGEMENT INFORMATION SERVER (BMIS) - DISCONTINUED



On 1 September 2017, Jaguar Land Rover (Global) made the business decision to discontinue the use of the Battery Management Information Server (BMIS).

The North American market was not notified in advance of this shutdown, and we apologize for any confusion this may have caused.

All retailers and authorized repairers should continue to use the approved equipment to carry out battery care procedures and for battery testing.

Please continue to use the codes provided by the EXP-1080 or GR8 until further notice. Print codes as available.

As a temporary workaround, past test data can be copied from the SD memory card in each unit. Please refer to Service Alert number: **JA17GI-14** & **SA17GI-17** for the workaround instructions.

The EXP-1080 also has the ability to print via an IR printer, which was a separate unit on top of older Midtronics GR-1 units that you may have.

If desired, the printer can be ordered from JLR Marketplace as “High Speed IR Printer A087”

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
RR Evoque Discovery Sport	Poor AM radio reception	Customers may report interference when listening to AM radio. We have received reports that the interference was being caused by the On Demand Coupling (Haldex Unit) pump assembly. If you believe this this is your concern, unplug the electrical connection to the Haldex pump assembly and see if the interference is gone, if so replace the Haldex pump and raise an ePQR for the concern. Please retain the replaced pump assembly for collection by engineering.	To be released
XCL Vehicles fitted with InControl Touch Pro	Touch Screen image shift	Customers may report the touch screen image may shake from side to side intermittently. Root cause of this issue is still under investigation at this time. If you should have a customer report this issue, please submit an ePQR and get as much information from the customer on when the issue is occurring. What screen does the concern appear, Home Screen, Map Screen, Audio Screen? If they switch screens does the issue still occur? Is a phone paired to the vehicle? Any accessories fitted to the vehicle (including factory)?	Under investigation
RR Velar	Air bubbles in the Touchscreen	We have received some reports of air bubbles in both the upper and lower Touchscreens. Please carefully check both Touchscreens at PDI. If you should encounter this concern, replace the affected screen and submit an ePQR with photos showing the air bubbles.	

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Discovery 17MY RR Sport 16 – 17MY 3.0L Diesel Variants Only	Service Indicator Message does not display or message appears before the published service interval	After performing Service Actions N010NAS1, N020NAS1, N025NAS1, the service interval indicator may be unable to be reset on vehicles with the conventional (analog) instrument cluster. These service actions have been suspended until revised software has been released to address this concern.	SSM73515
Discovery 17MY 3.0L Diesel Variants Only	Engine hesitation at approximately 20 mph during light throttle.	Customer may experience an engine hesitation at approximately 20 mph during light throttle at 1400-2000 RPMs. This is caused by a PCM calibration error. Using Pathfinder 97, update the PCM with the latest software.	LTB01106NAS1
14MY onwards vehicles equipped with 2.0L GTDi engines	Various	A customer may report various symptoms including a Check Engine MIL or a crank, no start condition. Diagnostic Trouble Codes may include camshaft/crankshaft correlation codes or camshaft sensor codes. This may be caused by a loose camshaft sensor reluctor wheel. This can be identified by removing the camshaft sensor and manually turning the engine. The camshaft needs to be replaced to repair. If encountered, please raise an EPQR	Under Investigation

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL	Coolant leaking from the vehicle.	A customer may report a coolant leak from the vehicle shortly after vehicle delivery. It is possible the assembly clip used to hold the coolant hose clamp open remains on a cooling system hose clamp. If an assembly clip is found still installed, please report the vehicle by raising an EPQR. Please include pictures of the assembly clip in place.	TBD



Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Discovery Sport 15 – 17MY	Customers may report a buzzing type noise from the B-Pillar area.	This may be caused by the seatbelt reel vibrating against the vehicle body. TSB LTB01107 is being published to address this concern by adding felt tape from the Squeaks & Rattles kit to the seatbelt reel to prevent vehicle body contact.	LTB01107NAS1 On Sign-off
XE 17MY	A Customer may report water is leaking into the front footwells in the vehicle.	This may be caused by an incorrect sealant application during the vehicle build process. This affects a limited number of vehicles within the VIN range of P14215 – P16316. Should a Customer express a concern, please refer to TSB JTB00580 for the repair process.	JTB00580NAS1 On Sign-off
RR Sport 14MY - On	A Customer may report the appearance of cracks in the surface on the inside of the vehicle tailgate in the area of the hinge.	This may be caused by over extension of the tailgate. These surface cracks are superficial in nature and do not pose a structural concern. Should a Customer express a concern, please refer to TSB LTB01093 for repair guidance for this concern.	LTB01093NAS1 On Sign-off

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Range Rover 13 – 16MY RR Sport 14 – 16MY	A Customer may report the under hood NVH pads have become torn.	This is most likely caused by the NVH pads absorbing moisture and freezing to the hood panel, then becoming torn when the hood is open while frozen. TSB LTB00814 is being updated to include replacing the dirty air duct guides to address this concern.	LTB00814NAS4 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. Note: DO NOT add any more rivets to the vehicle other than those specified in the TSB. If after performing the TSB procedure exactly as written the noise concern is not resolved, please submit a TA case for assistance.	JTB00567NAS1

Example of a suitable tool to create panel separation & install foam padding



Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
RR Velar Discovery 17MY	Customers may report suspension warnings on instrument pack.	The expansion chamber on the air supply unit (compressor) has failed and allows air to escape. This leads to the air suspension not operating fully. The following fault codes may be present during diagnosis, C1A20-64 C1131-92 The expansion chamber will be available in the near future to rectify the complaint.	SSM73560 On Sign-off
F-PACE 17-18MY	Steering Gear Tie-Rod End Ball Joints	An issue has been identified where the steering gear tie-rod end ball joints have not been suitably sealed from exterior weather conditions. Water or other contaminants may be able to enter the steering gear tie-rod end ball joints which could lead to the ball joint developing a knocking noise after long exposure. The application of a sealing wax (Daubert 'NOX-RUST 7703-W) may be required upon inspection of the tie-rod bellow clamp.	H037 On Sign-off
All XCL	TA / EPQR submissions	Just a reminder about using the correct process for obtaining assistance or simply reporting quality issues. Technical Assistance (TA) submissions are processed continuously to ensure vehicle diagnostic / technical assistance is provided in a timely manner. EPQR (Electronic Product Quality Reports) are used to gather feedback after a repair has been completed. <u>EPQR should not be used to obtain assistance with vehicle diagnosis or repairs. Diagnostic EPQR should not be used to obtain technical assistance with Pathfinder or SDD related issues.</u> If a diagnostic tool problem directly affects the completion of vehicle diagnosis or repairs, immediately open a TA request. Otherwise, refer to the troubleshooting section of the Pathfinder / SDD Master Reference Guide on TOPIx	Pathfinder / SDD Master Reference Guide

Questions Previously Raised By Retailers



Vehicle	Customer Concern	Details and Status	Raised By
All Vehicles Equipped with Diesel Engines	Manual Filling Procedures of Diesel Exhaust Fluid (DEF).	<p>SCR information and proper procedures for manually filling DEF are available in numerous locations.</p> <ul style="list-style-type: none"> • JaguarUSA.com/ Ownership/ service & warranties/ DEF (or Canadian equivalent site) • Jaguar YouTube “How To” video page • TOPIx Workshop Manual • Owner’s Handbook 	Gary Sunley, Crown Jaguar
Diagnostic Tool Concern	Panasonic ToughBook Battery Recall	<p>Distribution of replacement batteries for laptops included in this recall has begun in September.</p> <p>Panasonic is managing this directly based on records provided by Bosch from the JLR special tools program.</p>	Leon Kedzierski LR Hunt Valley



THANK YOU!
Q&A