



JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL
NOVEMBER 9TH 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 |
| Alan Clarke | Product Investigation. |

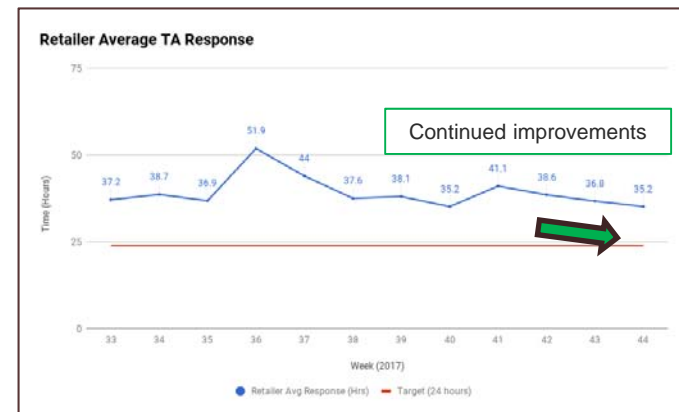
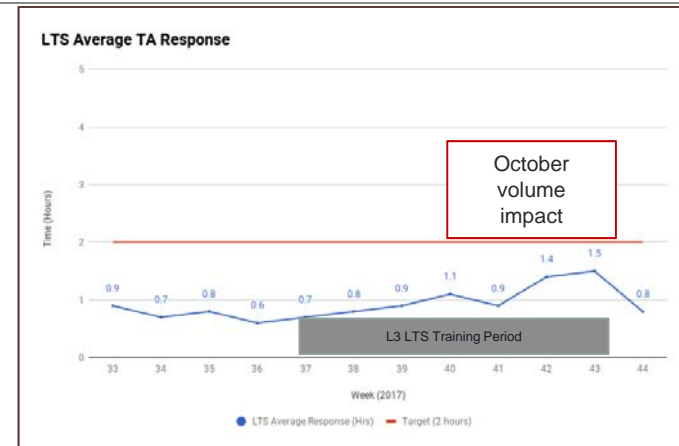
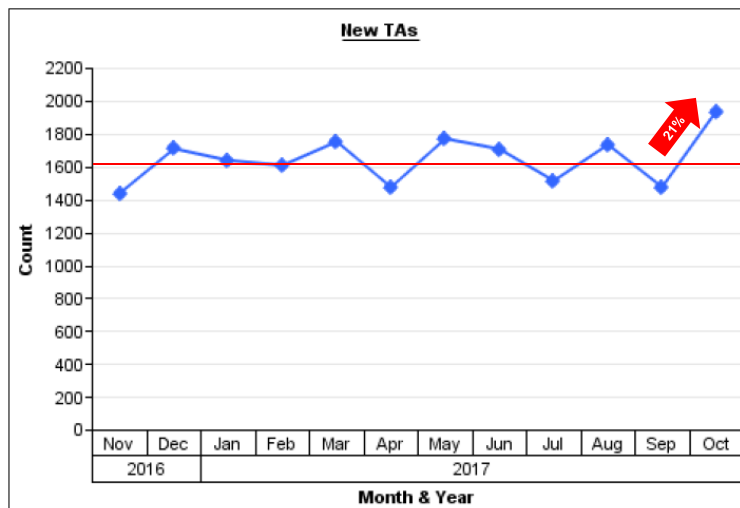
LOCAL TECHNICAL SUPPORT (LTS) NEWS & UPDATES



High TA volume in October

- LTS response times climbed slightly (overlapped with last L3 session)
- Heightens need to keep TA status up-to-date → saves LTS time on follow-up of each TA

L3 training resumes end of November into December for 2 weeks



LOCAL TECHNICAL SUPPORT (LTS) NEWS & UPDATES



Saturday hours update:

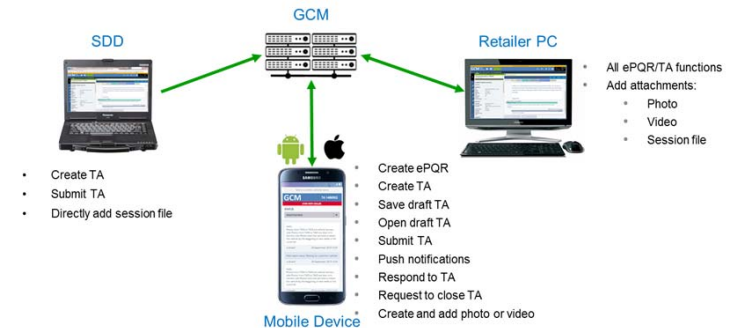
- Saturday submitted TA volume increasing, but still fairly light
- Increased number of retailer replies on Saturday TAs

SSM 73625 - GCM System Update - Retailer Housekeeping for TA

- Update to GCM on 27-Oct allowing UK Parts to comment on part order status
- UK Parts is commenting on initial order status, which is not always the latest information matching our NAS Parts (i.e. after it has been escalated and SAP number changes)
- Working to get latest NAS status updates back to UK and fed into TA case

Pathfinder session file attachment to TA:

- Auto upload to Vehicle Feedback Database is not instant, so TA may be reviewed by LTS before data is on server
- When creating a TA, please attach session files to TA
- Back out of session completely to grab entire session file for attaching



Reminder: Download the GCM mobile app (SSM 73540)

TOPIx iEWD “Targeted” User Survey



The screenshot shows the TOPIx user interface. At the top, the user is logged in as THOMAS BOLLETTIERI. A red '1' indicator is next to the user name. Below the navigation bar, there is a 'Message content' pop-up window with the following text:

TOPIx message indicator. Select drop down menu to access your inbox.

The main interface has two sections: 'VIN selection' and 'Model selection'. The 'VIN selection' section has a form for entering a 17-character VIN and an 'OR' section for entering the last 8 characters. The 'Model selection' section has a form for selecting a model, model year, engine, body style, and drive.

The screenshot shows a 'Message content' pop-up window. The message is from Andrew Cooper and is an exclusive invitation to participate in a survey. The message content is as follows:

From: Andrew Cooper
Subject: Exclusive invitation to participate!
Date: 04-Aug-2017 07:00:00

Based on your experience with Jaguar Land Rover vehicles and frequent use of Electrical Wiring Diagram Resources within TOPIx, you are invited to participate in unique survey to assist us with mapping out future technical service offerings in this area.

Your feedback will help us expand and improve the capabilities of our Electrical Wiring Diagrams, focused on achieving our combined Customer Service expectations and goals in all markets globally.

We ask for thoughtful consideration of your diagnosis & repair needs to provide the highest quality feedback against the questions presented.

Please use the following link to fill out our iEWD survey (including an option to decline participation)
https://docs.google.com/forms/d/e/1FAIpQLSedNBHibQ8hcRRiQkue3g9RVJr0vgMTyRS3MKcHbRFIVhZv8w/viewform?usp=pp_url&entry.1631752420=i-oneill&entry.502244336=-i-


OK

In August 2017 the UK launched a iEWD survey targeted at TOPIx users in major markets that most frequently accessed iEWD documents based on individual usage tracking. About 50 users in the NAS market were targeted for this survey but less than a dozen have replied thus far. This survey request was only communicated via the embedded messaging system within TOPIx not often used for retailer communications.

Selected TOPIx users should have seen the “new message indicator” next to their name when logged in as shown above. If you have an invitation to participate waiting in your TOPIx Inbox, your feedback as a frequent iEWD user is important to us and we would like to have your input ASAP.

Latest Vehicle Concern Fixes



| Vehicle | Customer Concern | Details and Status | Publication |
|--|---|---|---------------------|
| Vehicles Equipped with Auto High Beam | A Customer may report that the headlamp high beams randomly flash on and off. | Customers may express a concern where intermittently the high beam headlights will randomly start flashing when set to auto. This concern is currently under investigation and we are asking for some reports in the form of EPQRs. Please try to gather as much information from the customer as possible such as if other vehicles are in sight where the forward facing camera should pick their lights. | Under Investigation |
| Vehicles Equipped with Head Up Display | Head Up Display dim in daylight | <p>Customers may report that the Head Up Display (HUD) is not visible during the daylight. Upon investigation through TA reports we have found the incorrect Rain/Light Sensor has been installed. Check the label on the lower right hand corner of the Rain/Light Sensor, A denotes non HUD and B denotes HUD. If you come across a vehicle with the incorrect sensor, please submit an EPQR with a photo of the Rain/Light Sensor label.</p>  <p>- Non HUD Rain/Light Sensor</p> | To be released |



Latest Vehicle Concern Fixes



| Vehicle | Customer Concern | Details and Status | Publication |
|--|--|---|--|
| RR Velar F-PACE 18MY | Unable to Activate TCU during PDI | Some vehicles are arriving at retailers with the TCU having a software configuration not currently supported on our servers, others have general communication issues. Current best advice and specific instructions for opening a related TA request will be available in the publications listed to the right. | JA17TE-06 / SA17TE-07 |
| F-PACE 17 – 18MY RR Velar Diesel Only | 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 that is now available in Pathfinder v114. | SSM 73632 (F-PACE) LTB01125NAS1 (RR Velar) On Sign-off |
| F-PACE 17 – 18MY Diesel Only | Customer may report a whining or whistle noise coming from the engine bay. | Diagnosis may lead to the discovery of metal shavings in the oil filter & pan. This may be caused by the lower timing chain rubbing against the crankshaft balancer. If you require technical support please raise a TA, otherwise submit an EPQR for repaired vehicles. Note in the EPQR if SSM 72672 has been completed on the vehicle. | Under Investigation |
| 17MY RR/RRS 5.0L SC | Customer may report an unusual engine noise | UPS9817 Campaign N134 Potential Crankshaft Bearing Failure is being published affecting 80 vehicles in the USA which must be placed on sales hold pending further information on any required repair. Further information expected by November 13 th . | UPS9817 |

Latest Vehicle Concern Fixes



| Vehicle | Customer Concern | Details and Status | Publication |
|--|---|---|----------------------------|
| <p>Vehicles equipped with separate Starter Pinion and Starter Motor Relays</p> | <p>A customer may complain of a grinding noise when starting the vehicle.</p> | <p>Diagnosis may reveal wear on the flex plate (may not affect complete circumference). A possible cause for this complaint is the wiring for starter pinion circuit and starter motor circuit reversed. Compare the installation position including intermediate connectors in the circuit to the electrical diagram.</p>  | <p>Under Investigation</p> |
| <p>18MY F-PACE RR Velar with 2.0L Petrol Engine</p> | <p>A customer may complain of an oil leak from the vehicle.</p> | <p>Inspect for evidence of a leak at the bottom of the bell housing. Use standard diagnostic procedures such as UV dye or leak trace powder to determine the source of the leak. If the leak is identified as coming from the rear main seal, raise an EPQR which includes pictures with the transmission removed.</p>  | <p>Under Investigation</p> |

Latest Vehicle Concern Fixes



| Vehicle | Customer Concern | Details and Status | Publication |
|--|---|---|--|
| F-PACE 17MY - On | A Customer may report a rubbing noise from the front of the vehicle. | A customer may report a concern relating to a noise from the right hand front wheel area at slow speeds. The noise is more evident when a slight steering input is applied to the steering wheel. The noise may be evident up to speeds of approximately 20mph. This may be caused by harmonic resonance from the front right halfshaft support bracket. There is a sound clip attached to SSM 73492 for reference. This noise will require the replacement of the halfshaft support bracket. | JTB00577NAS1 On Sign -off |
| LR3 LR4 05 - 16MY | A Customer may report a squeak noise from the steering gear. | A 'squeak' noise may be heard from the steering column area when turning the steering wheel. This may be caused by a lack of lubrication to the power steering gear pinion seal. The replacement of the steering gear pinion seal will rectify the concern. This re-issued TSB has updates to the parts section, VIN range and addition of 3.0L S/C engines. | LTB00154NAS4 On Sign -off |
| F-PACE 17MY - On Land Rover XCL 17MY -On | The customer or retailer reports the steering wheel is misaligned or the vehicle pulls. | Jaguar Land Rover is trialing a new diagnostic procedure for steering wheel alignment. Should a Customer express a concern, please raise an EPQR tilted "Steering Wheel Angle diagnostic procedure" for the concern. A link to a Google form will be provided in an EPQR response which will provide a procedure to follow. Upon completion of the Google form an SRO will be provided back in the EPQR. This activity will run for 3 months from 10/31/17 to 01/31/17. | SSM 73630 Jaguar SSM 73629 Land Rover |

Latest Vehicle Concern Fixes



| Vehicle | Customer Concern | Details and Status | Publication |
|--|--|---|--------------|
| RR Evoque 16MY - On | A customer may report that with vehicle parked, the hands-free tailgate opens on it's own. | The hands-free tailgate may unintentionally open during or after periods of rain (or similar occasions where water has been applied to the rear of the vehicle) when the Smart Key is within 1.2m of the tailgate. This may be caused by a number of situations including water ingress around the rear fog lamp unit causing the hands-free (gesture) tailgate module to respond as if it received a gesture input. Should a Customer express a concern, please refer to TSB LTB01112 for further information and repair guidance. | LTB01112NAS1 |
| RR Evoque Discovery Sport 15MY - On | A Customer may report a lack of cooling from the vehicle's air conditioning system. | This may be caused by a loss of refrigerant in the air conditioning system due to corrosion of the evaporator core. Should a Customer express a concern, please verify the vehicle's refrigerant charge level. Should the system charge level be found to be low and a system leak check finds a leak at the evaporator core, please refer to TSB LTB01120 for repair guidance. | LTB01120NAS1 |
| Discovery 17MY | A Customer may report a temperature difference between left & right front HVAC vents. | A customer may report that there is a noticeable temperature difference between the LH and RH HVAC vents when the temperatures selected on the front integrated control panel are set to the same value. During diagnosis no DTCs may be stored in the HVAC module. The cause may be a synchronization loss with the blend door stepper motors. Should a Customer express a concern, please refer to SSM73587 for repair guidance. | SSM73587 |

Latest Vehicle Concern Fixes



| Vehicle | Customer Concern | Details and Status | Publication |
|---|---|---|-------------------------------|
| RR Evoque 12MY - On | A Customer may report that the exhaust finisher is corroded or discolored. | The stainless steel exhaust finisher may become corroded or discolored due to the steel retaining nuts causing galvanic corrosion. Should a Customer express a concern, please refer to TSB LTB01111 to replace the exhaust finishers. | LTB01111NAS1 On Sign-off |
| Range Rover 13MY – On RR Sport 14MY – On RR Evoque 12MY - 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. TSB LTB01093 is being updated to include Range Rover Evoque model variants. Should a Customer express a concern, please refer to the TSB for repair guidance. | LTB01093NAS1 To Be Updated |
| Discovery Sport 15MY - On | A Customer may report a ticking type body noise coming from the B-Pillar area. | TSB LTB00827 is being updated to address this concern. One key element to the revision is the addition of using a PTFE spray lubricant to prevent re-bonding of the E-coating cracked during the procedure. Should a customer express a concern please ensure the procedures in the bulletin are performed as written. Should a concern still remain after following all the bulletin steps, please submit an TA case for further assistance. | LTB00827NAS7 |

N124 and H056 Safety Recall

– full TFT Screen Intermittently Blank



Problem Definition

- Instrument cluster goes blank intermittently for a minimum of 7sec, specific to Visteon Full TFT instrument cluster
 - Range Rover/Range Rover Sport 17MY
 - XF and F-PACE 17-18 MY; XE 18MY; XJ 16 – 17MY

Effect on Vehicle Operation

- Cluster resets, going blank for at least 7s during which no legislated functions (speedo, warnings etc) are visible
- Duration can be multiples of 7s if reset conditions are re-triggered on recovery.

Fix Implementation

- Issue cut off in production on all cars 18th August 2017 with permanent corrective action made to cluster hardware.

Affected Population & Service Action Support

- 29,034 in USA and 4052 in Canada
- Existing software download now available for some vehicle types with a 2hr download, Software-patching solutions in development for all affected models which reduces download time to c.10 mins. Pathfinder solution available late Nov SDD 7th Dec.
- Owner Mailing by December 19th

N124 and H056 Safety Recall – Campaign Launch Timing



| Vehicle Line | Tool Type | 2hr Repair | Special App Repair (approx. 10 mins) | Campaign Launch |
|---------------------------|------------|---------------|--|---------------------|
| RR/RRS 17MY | Pathfinder | Available Now | Due late Nov | 8th Nov |
| XF/XE & F-PACE 18MY | Pathfinder | Available Now | Due late Nov | 8th Nov |
| XJ 16-17MY | SDD | N / A | Not released yet - Manual Patch est. Mid Nov | Mid Nov |
| XF & F-PACE 17MY | SDD | Not planned | Not released yet - Due 7 th Dec - Investigating pull forward and manual patch opportunity | 7 th Dec |

Questions Raised By Retailers



| Vehicle | Customer Concern | Details and Status | Raised By |
|---------|---|---|---------------------------------------|
| XCL | The R1234YF Jaguar recommended tool has been very problematic and not user friendly. Are there any improvements available? | Jaguar Land Rover has approved the Robinair AC1234-6 machine for use on JLR vehicles. This is available for purchase through Bosch Service Solutions in addition to the Mahle/RTI machine currently in use. Please refer to Service Bulletin 1-322NAS / STE17-14 published July 19, 2017. | Jim Lynch Alvarez Jaguar |
| GR-8 | We have owned our GR-8 for 22 months. (purchased 1-16). We are still waiting on the updated control head. We understand Midtronics is relying on retailers to return there old control heads. My question is, Due to the fact we have had our GR-8 for so long (before they were sent out on auto shipment). Why have we not received our updated head? | The list of retailers needing reworked GR8 control heads was managed by Midtronics. Initially the first units went to retailers with non-functioning units that they were aware of. Reminder to those retailers that have not sent back in their GR8 control head cores or just receive one: Please send in your core immediately after you receive your new unit. so we can continue this project for all other retailers. Receiving back these units is key to overall project completion. | Jake Stark Land Rover Flatirons |

Questions Raised By Retailers



| Vehicle | Customer Concern | Details and Status | Raised By |
|----------|---|---|--------------------------------|
| RR Velar | Velar comes at PDI with two, small tools in a baggie in the center console or glove box that we can not identify what it is used for. | The tool pictured in the baggies are the removal tools for the spring clips that retain the accessory convenience pack base mounting bracket to the front seat headrest bars. The convenience pack consists of a coat hanger or hooks that are easily removed from the base bracket. Port fitted convenience packs will have these removal tools provided in the vehicle. | Mark Beaudrow Cole European |



Questions Raised By Retailers



BASIC REAR SEAT
CONVENIENCE PACK
PREFERRED OPTION

ALL MODELS

LRX92

Contents:

- ❖ 2 Click & Go Base
- ❖ 1 Click & Hang
- ❖ 1 Click & Hook



Spring retaining clip for convenience
pack base mounting

Questions Raised By Retailers



| Vehicle | Customer Concern | Details and Status | Raised By |
|---------------------|---|--|---|
| XCL | What should we do with all these rear brake noise concerns on Jaguars and repeat front brake noise from performance pads that have already been chamfered. | Please submit an EPQR following SSM 58457 - Guidelines for Submitting a Brake Noise EPQR for the rear brake squeal concerns. This concern is under investigation. For Land Rover High Performance front brakes. Vehicles that have returned after LTB00857NAS5 has been performed. Please submit a TA case with pictures of the chamfer applied to the front brake pads. | Justin Matheny JLR Chantilly |
| InControl Touch Pro | Are there any updates on the touch screen image shift concern for the InControl Touch Pro fitted systems. We are still getting complaints even after the phase 3.0 has been performed. | Phase 3.0 did not contain the fix for the image shift. Software is being developed to address this concern and is targeted for an early December release. | Brandon Martz Rosenthal Jaguar |
| XCL | We have been seeing a handful of new vehicle PDI's that will not activate the telematics system. If you park the vehicle for a few hours or days the vehicle will usually/finally connect. Are there any current server issues like we have seen in the past with activating telematics and if so will there be a fix for the server? | Covered in the earlier slide presentation above. | Vern Wiesler JLR North Scottsdale |

Questions Raised By Retailers



| Vehicle | Customer Concern | Details and Status | Raised By |
|----------------------|---|--|---|
| Discovery Sport 18MY | When activating navigation SD cards on Discovery Sport 2018 Pathfinder prompts to update the maps manually. We have tried to update the maps manually but it wants to charge us \$120.00 To update the maps, otherwise it's asking for a scratch code. We submitted EPQR 2454782. Is there an updated step for PDI map SD card activation for 2018MY Discovery Sport? | This is the first report of this concern we have received. We are investigating the concern. Thank you for reporting it. | Ernie Sandoval Land Rover Orlando |
| Electric Vehicles | What is Dealer time table requirements for electric car charging preparedness? How many charging stations will be required for public use? How many battery chargers will the shop be required to install? Is ABM the only Tool source recommended at this time? Please expand on dealer requirements. | For JLR Vehicle Equipment Charging Requirements, please refer to Operations Bulletin 171808.005 published August 1 st 2017 and posted to Infotrail and JBN. This document provides comprehensive information on Retailer charging equipment requirements and details of the roll out plan. Contact details for ABM, JLR's EV facilities management company, are provided. Questions may also be sent to your local JLR Franchise Development Manager. Requirement for additional shop equipment is being finalized and will be communicated to Retailers in Q1 2018 with a planned deployment during Q2 2018. | Jim Lynch Alvarez Jaguar |



THANK YOU!
Q&A