



## **JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL**

**JUNE 8, 2017**

## Today's Presenters



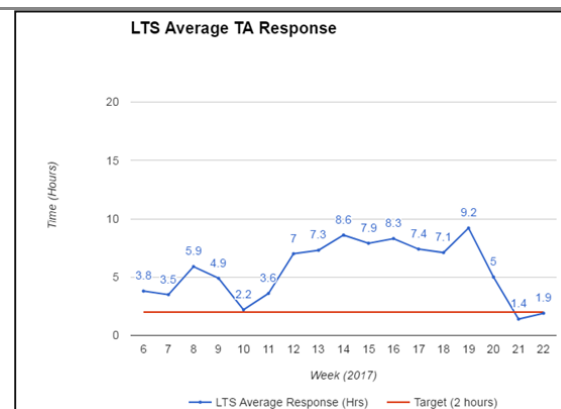
| Name               | Position                            |
|--------------------|-------------------------------------|
| Rob Weingart       | Manager – Local Technical Support   |
| Wayne Kung         | Upstream Technical Services Manager |
| Jerry Bennett      | Product Investigation               |
| Greg Martucci      | Product Investigation               |
| Thomas Bollettieri | Product Investigation               |
| Alan Clarke        | Product Investigation               |

# LOCAL TECHNICAL SUPPORT (LTS) STATUS & UPDATES



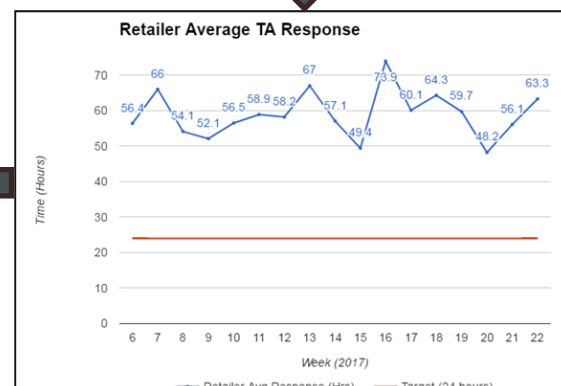
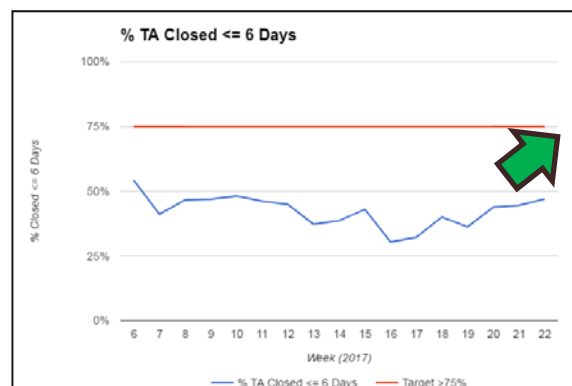
LTS response time significantly improved last month:

- Closed out high volume (~200) of aged TAs
- New team members making a positive impact
- Team still looking to fill remaining two open positions
- PI and Engineering handling TAs and visiting onsite
- Please continue to follow guidelines for Primary and Secondary diagnosis before submitting TAs



Focus on speed of resolution:

- Push to resolve TAs in the first **6 days**
- LTS and Retailer response times are key to success
- LTS feeding data to PI and PE to drive issue resolution



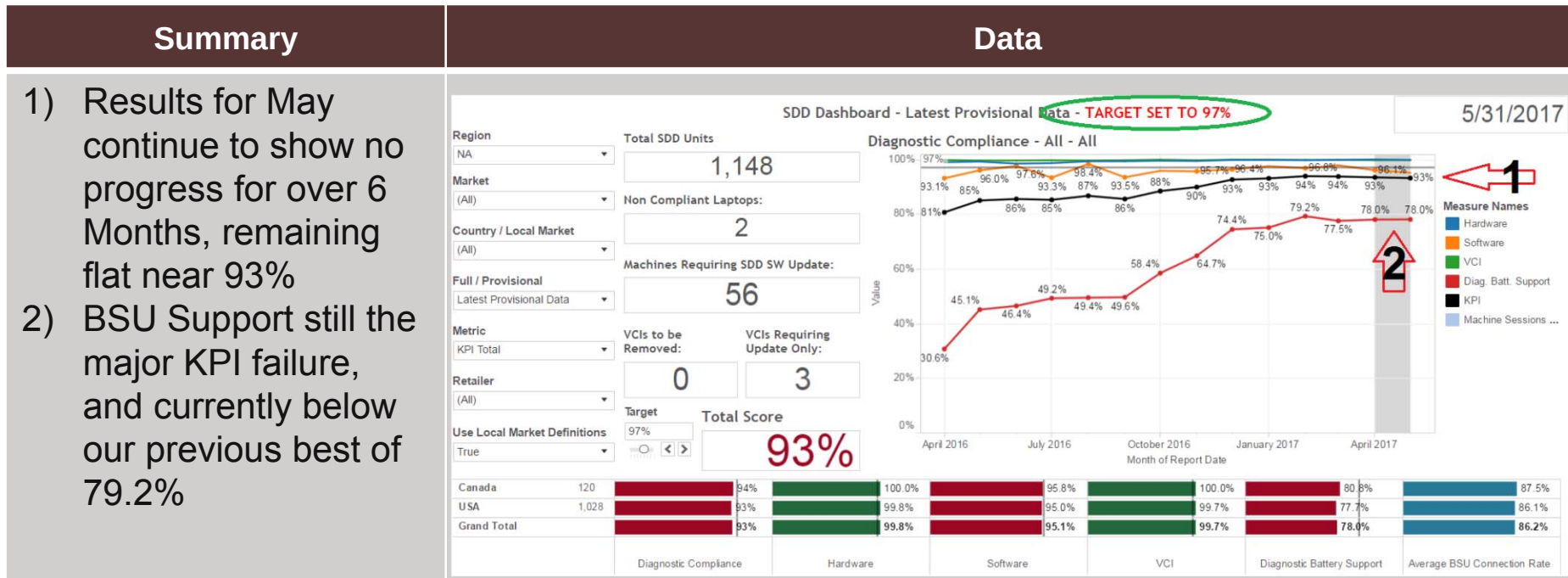
# BATTERY MAINTAINERS & TESTERS

## STATUS AND PLANS



| Function           |                                                                                     | Tool                        | Current Status                                                                                                                                                                                                                                          | 2017 Plan                                                                                                                                                                                      |
|--------------------|-------------------------------------------------------------------------------------|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintainers        |    | Midtronics PSC-700R         | <ul style="list-style-type: none"> <li>Incorrect voltage output of 14.4V</li> <li>Non-optimal ring cable ends</li> <li>No longer available for order, PSC-701R has replaced</li> <li>Reworked units on way back from Midtronics to retailers</li> </ul> | <ul style="list-style-type: none"> <li>Midtronics refurbish program underway as of 13-Feb to correct output voltage</li> <li>All US and CAN retailers contacted by Midtronics email</li> </ul> |
|                    |    | Midtronics PSC-701R         | <ul style="list-style-type: none"> <li>Non-optimal ring cable ends</li> <li>Correct 13.6V output for showroom</li> </ul>                                                                                                                                | <ul style="list-style-type: none"> <li>Clamp change not possible near term</li> <li>Ring terminal version available for order from JLR Marketplace</li> </ul>                                  |
|                    |    | Midtronics PSC-700SKIT      | <ul style="list-style-type: none"> <li>Tool status is stable and available for order from JLR Marketplace</li> </ul>                                                                                                                                    | <ul style="list-style-type: none"> <li>Tool status is stable and available for order from JLR Marketplace</li> </ul>                                                                           |
|                    |   | Traction SSU2-50/B Showroom | <ul style="list-style-type: none"> <li>UK/Global approved</li> <li>Jump post cable clamps for JLR vehicles</li> <li>Will be supplied by Bosch <u>not</u> JLR Marketplace</li> <li>Production of units at Traction has begun</li> </ul>                  | <ul style="list-style-type: none"> <li>As soon as sufficient stock is in Bosch US, tool bulletin will be released</li> </ul>                                                                   |
| Diagnostic Charger |  | Midtronics GR8              | <ul style="list-style-type: none"> <li>Production halted in May due to shortage of circuit board at Midtronics</li> <li>Production expected to resume and shipping by end of June</li> <li>TOPlx user guide to be published on usage</li> </ul>         | <ul style="list-style-type: none"> <li>Roll out as mandatory tool</li> <li>Rework of previously released units (approximately 80)</li> </ul>                                                   |
| Diagnostic         |  | Midtronics EXP-1080WiFi     | <ul style="list-style-type: none"> <li>Currently the only approved tester</li> <li>See 1-311NAS / STE17-04 for information on resolving Charge and Retest results</li> </ul>                                                                            | <ul style="list-style-type: none"> <li>Tool status is stable and available for order from JLR Marketplace</li> </ul>                                                                           |

## Diagnostic Compliance Status



With the global KPI targets moving to 95% next month, JLRNA will immediately fall out of compliance unless significant improvements are realized in June. Our objective is 97% overall KPI to ensure JLRNA is among the global leaders for diagnostic compliance.

# TAKATA AIRBAG RECALLS P081/J069

## STATUS & UPDATES

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Customer Outreach Timeline - Customers must be contacted monthly by JLR HQ

- March 2017
  - Customer letters mailed for the first group of customers
- May 2017
  - Reminder Postcards sent to customers
- June 2017 - Volume of recall customers expected to increase sharply
  - Email reminders being sent to customers
  - Customer letters mailed to the second group of customers
  - Phone calls by Epsilon will begin to schedule customers to retailers

Recommended actions:

- Check all used vehicles in your inventory for recall completions
- Vehicles at independent used car dealers must be repaired. Check dealers near you.
- Check your customer databases for vehicles which are affected. Customer can check VINs at [NHTSA.gov](http://NHTSA.gov)

Government mandates:

- It is prohibited to upsell or market any services with the airbag recall.
- 100% completion rate mandatory. Every airbag from a USA vehicle, including salvage, deployed, or used parts airbags must be recovered per published procedure
- Privacy Laws prohibit distribution and sharing of customer data

## Latest Vehicle Concern Fixes



| Vehicle                            | Customer Concern                                                   | Details and Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Publication                 |
|------------------------------------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| 12MY LR4                           | DVD inoperative after ACM replacement.                             | The customer may complain that after having the radio replaced for other issues, they are unable to play DVD's on the system with the message "Check DVD Region" displayed on-screen. Due to a software mismatch between the ACM and the FCDIM, DVD access is denied because the DVD Region cannot be verified. Update the Audio Control Module to the latest software using SDD149.06 or later.                                                                                                           | LR SSM73416                 |
| XCL InControl Touch Plus (Gen 2.1) | ACM disabled due to an improperly managed HERE Map update attempt. | ACM performance is severely impaired or disabled after HERE Map updates are attempted. Investigation confirms this failure only happens when the USB is removed out of process during the procedure. A revised instruction manual for HERE Map updates has been released as an SSM this week. This revision includes additional cautions and consequences related to mishandling the USB device. Customers will also receive these updated instructions with all HERE Map updates purchased going forward. | LR SSM73418<br>Jag SSM73419 |
| 18MY F-TYPE<br>18MY F-PACE         | SOS Unavailable Message and eCall button not illuminated           | Emerging Concern: Following a successful PDI some retailers are reporting these vehicles are showing "SOS Not Available" messages and the eCall button is not illuminated. Open TA cases Under investigation with Engineering.                                                                                                                                                                                                                                                                             | TBD                         |

## Latest Vehicle Concern Fixes



| Vehicle                                               | Customer Concern                                                                                     | Details and Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Publication                           |
|-------------------------------------------------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| XCL                                                   | InControl Touch Pro updates                                                                          | A new software update has been released for vehicles equipped with InControl Touch Pro audio systems. SDD DVD 149.05 with NGI software 004.03 was released on 20-May to resolve issues of SDARS lock up/loss of audio, unable to access seat massage auto function on the touch screen, rear seat massage actuation reversed when using the touch screens, and blank screen with audio playing for an entire drive cycle plus other issues that will be listed in the updated bulletins. | JTB00552<br>LTB01009<br>To be updated |
| Discovery<br>Range Rover<br>RR Sport<br>17MY          | Customer may report that restart by use of the Stop/Start button is required following an Auto Stop. | A issue has been identified with a limited number of 17MY vehicles with 3.0L S/C V6 & 5.0L S/C V8 gasoline engine variants where the vehicle will fail to restart upon an Auto Stop (ECO Stop). This then causes the driver to restart the vehicle by pressing the Stop/ Start button. Please refer to SSM73385 for diagnostic guidance and if required update the PCM software to address the concern.                                                                                  | SSM73385                              |
| Range Rover<br>RR Sport<br>17MY 5.0L<br>Gasoline Only | Misfire Diagnostic Trouble Code Incorrectly Mapped.                                                  | A limited number of 17MY Range Rover and Range Rover Sport vehicles with a 5.0L S/C gasoline engine have been manufactured away from process where a 3.0L misfire DTC mapping was applied to the 5.0L engine variant. This can cause difficulty in diagnosing a misfire concern as the DTC may not be mapped to the cylinder with the fault. Service Action N049 is being published to proactively correct the PCM software in the affected vehicles.                                    | N049                                  |

## Latest Vehicle Concern Fixes



| Vehicle                                              | Customer Concern                                                                                   | Details and Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Publication                 |
|------------------------------------------------------|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| F-PACE<br>XE<br>XF<br>Diesel Only                    | Customers may report the CEL is illuminated and 'Restricted Performance' message is displayed.     | Should a customer express a concern and a test for faults finds PCM DTC P062F-44 (EEPROM Error) present, this may be caused by PCM software. Revised PCM software has been developed to address this concern and will be released on DVD 150.00 and Calibration File 271. TSB JTB00572 will be published once the software becomes available on SDD.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | JTB00572NAS1<br>On Sign-off |
| Range Rover<br>RR Sport<br>Diesel Only               | Customers may report "Incorrect Diesel Exhaust Fluid Detected" message displays on Message Center. | A revised PCM calibration has been developed to add further robustness into the monitoring of NOX gas conversion. A manual patch for 16MY vehicles has been requested by market, timing for this is TBD. Target timing for the release of the software on SDD (16MY) and Pathfinder (17MY) is end of June. While this software adds further robustness, it won't however resolve air leaks and DEF quality concerns as the root cause of the concern. SSM73330 has been updated to provide clearer guidance on performing these checks and the order in which to perform them. <b>Please Note:</b> It is important that the DEF is approximately 68 degrees F (20 degrees C) to ensure accuracy of the of the hydrometer reading. When smoke testing be sure to test from both the intake and exhaust system to ensure a thorough test is performed. | SSM73330                    |
| Discovery<br>Sport<br>16MY<br>RR Evoque<br>16 – 17MY | Customers may report a judder from the vehicle when turning at low speeds.                         | This may be caused by water ingress through the Active On-Demand Coupling breather, allowing water to contaminate the oil. Should a customer express a concern, confirm water contamination on the Active On-Demand Coupling oil and refer to TSB LTB01064NAS1 for further repair guidance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | LTB01064NAS1<br>On Sign-off |

## Latest Vehicle Concern Fixes



| Vehicle                         | Customer Concern                                                                         | Details and Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Publication                 |
|---------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| Range Rover<br>RR Sport<br>17MY | Customers may report that the deployable side steps do not stow properly.                | An issue has been identified with a certain number of vehicles where the deployable side steps may not stow or in some cases turn itself off. Revised Deployable Towbar Control Module (DTCM) has been developed to address this concern. Service Action N035 has been published to proactively update the DTCM software in the affected vehicles.                                                                                                                                                                                                     | N035                        |
| Discovery<br>17MY               | Customers may report that the power tailgate does not open properly.                     | TSB LTB01065 is being reissued to provide additional checks to the deployable luggage compartment operating arm. If there is signs of distortion or cracking of the deployable luggage compartment operating arm it must be replaced. Should a customer express a concern please refer to the reissued TSB for further repair guidance. Update Prior to Sale (UPS) Service Action N034 was published to ensure proper tailgate alignment before sale. Inspecting the deployable luggage compartment operating arm is not currently covered in the UPS. | LTB01065NAS2<br>On Sign-off |
| F-PACE                          | Customers may report a creak noise from the rear of the vehicle when driving over bumps. | This may be caused by the rear body panels moving against each other in the rear upper shock mount area. TSB JTB00570 is being published to provide a repair for this concern by welding the body panel seams in the area of concern. Note: This involves welding of aluminum panels and should only be performed by an Authorize Aluminum Repair Facility. If applicable, please ensure Service Actions K417 & K421 are performed and a noise concern is still present prior to performing this TSB.                                                  | JTB00570NAS1<br>On Sign-off |

## Latest Vehicle Concern Fixes



| Vehicle                         | Customer Concern                                                                              | Details and Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Publication                 |
|---------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| Range Rover<br>RR Sport<br>17MY | Retailers / Customers may complain the lug wrench and foam block are missing from the vehicle | The foam block has been removed due to packaging restraints and continuous model improvements. The lug wrench is now strapped to the jack assembly. Updates are for Range Rover LG348767 onwards Range Rover Sport LW149961 / LW684938 onwards.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | SSM73380                    |
| Discovery<br>17MY               | Front license plate plinth installation.                                                      | When installing the front license plate plinth to the front bumper during PDI you will find that there are two locating pegs on the back of the plinth with no corresponding holes in the front bumper. The locating pegs are require to be cut off the plinth to allow for proper fitment to the front bumper. The PDI manual has been updated to reflect this. In addition, SSM73408 has been published to provide guidance for the peg removal. (Supplementary info: For Canada only a service campaign is to be published to remove factory installed front plate plinths on vehicles in certain Provinces that do not require a front plate. The front bumper is to be replaced on affected units. Publication timing TBC.) | SSM73408                    |
| F-PACE<br>XE                    | Customers may report a rattle noise when closing the front doors.                             | Customers may express a concern of a rattling type noise from the front doors while closing the door or while driving over rough roads. This may be caused by the door skin panel bonding adhesive separating from the door side impact protection bar which allows the door skin to rattle against the protection bar. Should a customer express a concern, please refer to TSB JTB00568 to bond the door skin panel to the side protection bar.                                                                                                                                                                                                                                                                                | JTB00568NAS1<br>On Sign-off |

## Latest Vehicle Concern Fixes



| Vehicle                                                              | Customer Concern                                                                                                         | Details and Status                                                                                                                                                                                                                                                                                                                        | Publication                 |
|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| Discovery Sport<br>RR Evoque 17MY<br>RR Evoque Convertible 16 – 17MY | Customers may report the air from the 'A' Pillar vents is noticeably cooler than the air blowing through any other vent. | This may be caused by an error in the Automatic Temperature Control Module (ATCM) software. Revised ATCM software has been developed to address this issue. Should a customer express a concern, please refer to TSB LTB01068 and update the ATCM software.                                                                               | LTB01068NAS1<br>On Sign-off |
| F-PACE                                                               | Customers may report a Check Engine Lamp illumination or a no start condition.                                           | If the results of the diagnosis of the concern finds water intrusion into the PCM connector, please submit an EPQR with detailed pictures of the PCM connector and seal as well as any related damages. This concern is currently under investigation and any additional reports submitted for the concern will aid in the investigation. | TBD                         |
| F-PACE XF<br>16 – 17MY                                               | Customers may report multiple warning lamps have illuminated.                                                            | If the results of the diagnosis of the concern finds the wiring harness under the vehicle is contacting the driveshaft, please submit an EPQR with a photo showing the concern. This issue is currently under investigation and depending on which wire(s) in the harness become damaged the customer symptoms will vary.                 | TBD                         |

## Latest Field Service Actions



| Vehicle                                       | Customer Concern                                                                                                           | Details and Status                                                                                                                                                                                                                                                                                            | Publication                              |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Range Rover<br>Range Rover Sport<br>Discovery | 'AEB not available' warning messages incorrectly displayed                                                                 | Service action N027 has been published to proactively update all affected sold and unsold units. Software Update to IMPA is required to resolve this concern. Pathfinder will also check and automatically update the Gateway Module software if required, prior to updating the IMPA software.               | N027                                     |
| 18MY F-TYPE                                   | Driver warning for front turn signal LED bulb failure is inoperative.                                                      | Non Compliance Recall H026. Affects 1060 USA and 145 Canadian units, mostly still held in ports. Unsold units in retailer stock must not be sold until updated. A software update is expected c.mid June.                                                                                                     | Service Bulletin<br>7-130USA<br>7-130CAN |
| 16-17MY XJ<br>Canada only                     | The required Statement of conformity and the Canadian National Safety mark have been omitted from the certification label. | Non-compliance recall H029 affects 453 Canadian vehicles has been declared. Unsold unit should not be retailed until updated. The existing label will need to be removed and replaced. Replacement labels will be available to order free of charge from Unipart. Recall repair bulletin expected c mid June. | 7-131CAN                                 |

## Questions Raised By Retailers



| Vehicle                         | Customer Concern                                                                                                                                                                                                                                                                | Details and Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| XCL                             | Can the service message display be programmed to clearly identify by date and miles when the vehicle is due for service? Is there a toggle feature available in the message center that would enable the vehicle owner or service advisor to determine when the service is due? | Unfortunately no, the service required message will display only when near a service interval either by time and or mileage. To determine the time or distance to the next service interval the date and mileage of the last service would have to be referenced.                                                                                                                                                                                                                                                                                                                                                                                                      |
| Range Rover<br>RR Sport<br>17MY | Do you know when we might see a repair for the "Transmission Not In Park" message?                                                                                                                                                                                              | Revised BCM software has been developed and released on Pathfinder 85 for 17MY Discovery and Range Rover. Software for 17MY Range Rover Sport is due next week. A publication will be published to TOPIx to address this concern once the software is available on Pathfinder for every model.                                                                                                                                                                                                                                                                                                                                                                         |
| XCL                             | Can we PLEASE get a list of every module that requires the old one being installed before a new module can be "programmed as new". Warranty will not pay for double R&Rs.                                                                                                       | An all inclusive list of modules that require information from the original module to be extracted by the diagnostic tool prior to installing and programming a new module does not exist, as it will vary from vehicle to vehicle and model year to model year. Following SDD best practices (covered in SSM233071 & SSM233072) new modules should only be fitted when prompted to by the diagnostic tool. The Workshop Manual procedure and the diagnostic tool should cover this in most instances. If the Workshop Manual procedure is found to be incomplete, please submit TOPIx feedback through the TOPIx site to have the concern investigated and corrected. |

## Questions Raised By Retailers



| Vehicle                  | Customer Concern                                                                                                                                                                                                                                                       | Details and Status                                         |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| 18MY<br>F-PACE<br>F-TYPE | We have received 6 2018 jaguars for PDI and all 6 have SOS messages on dash after PDI all using Pathfinder.... I know they use same telematics module as Land Rover and all those are going through ok...have you heard any other issue with 2018 using Pathfinder ??? | Please see prior topic details covered in this slide deck. |
|                          |                                                                                                                                                                                                                                                                        |                                                            |



**THANK YOU!**  
**Q&A**