



JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL
JANUARY 12, 2017

Today's Presenters



Name	Position
Rob Weingart	Manager - Retailer and Equipment Support
Alan Clarke	Manager - Product Investigation
Jerry Bennett	Product Investigation
Thomas Bollettieri	Service Diagnostics Engineer

Safety Recalls



The following new Safety Recalls were announced Dec 28th 2016

P094 LR , J080 Jaguar - Front Passenger Airbag – Supplier Quality issue - airbag may not deploy

- Affects 551 USA and 98 CAN RR/RRS/Evoque and 16 USA and 1 CAN XJ units. Repair will be replacement passenger airbag module. Forecast availability - late January 2017.

P095 LR, J081 Jaguar – Front seat belt pre-tensioner - Supplier Quality issue -pretensioner may not deploy

- Affects 13,500 US and 1459 Canadian RR/RRS/Discovery Sport and 8,232 US and 555 CAN XE/F-TYPE. Approx.15% of this population may contain defective parts. Service procedure published to inspect seat belt date codes. Unsold units passing inspection may be sold and delivered. Units failing inspection must to continue to be held pending replacement of affected belts. Forecast availability late February 2017.

Published service bulletins are being updated with Technical Q & A information and repair timing.

Customer mailing for all 4 recalls will be on or before Feb 20th . All repairs and recall closure must await formal repair and claiming instructions.

Safety Recall J077 - Launch Update



J077 13-15MY XF (X250)2.0L GTDi - Underfloor fuel line chafe/leak

Recall announced Nov 1st in Service Bulletin 7-114USA

- Affects 5,081 vehicles in USA and 100 in Canada
- As advised in the bulletin, as required by regulation, customers were notified by interim letter on Dec 19th their vehicle is affected and that Jaguar will notify them in a 2nd mailing expected to take place late January 2017 when the necessary parts and repair instructions become available and repair appointments can be scheduled.
- Launch timing remains on plan for late January.

16-17MY Product Enhancement Program - Status



LAUNCH SUMMARY

Program includes 64 individual campaigns affecting 9 JLR models.

Remaining campaign launches:

- Q627- Service reminder message not flagging –Discovery Sport due by January 16th
- K433 - Oxygen sensor replacement XJ and F-TYPE. Launch timing due by January 16th

	USA	CAN	
RR	14045	751	
RRS	17214	2204	
Evoque	9791	1678	
DS Spt	18594	3055	
	59644	7688	67332
	USA	CAN	
F-PACE	9495	1247	
F-TYPE	7244	772	
XE	9785	555	
XF	10909	724	
XJ	4948	388	
	42381	3686	46067

Owner notification has been delayed by some late campaign launches. Mailing commenced in December for Range Rover/Range Rover Sport diesel models. Mailing for all other model lines:

1st wave during w/c Jan 23rd 20,000 LR and 18,000 Jaguar

2nd wave c. Feb 27th similar volumes as wave 1

Final wave to be reviewed

Retailer Service Program Bulletins to be published By Jan 16th

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
<p>Discovery Sport 15 – 17MY</p> <p>RR Evoque XE, XF & F-PACE 17MY</p>	<p>Cannot change channels and preset stations are missing</p>	<p>Customers may report that their InControl Touch audio system locks up at times. Audio can still be heard, but they lose the ability to change the channels and their presets will have disappeared. This issue has just emerged and we are looking for some more information on when the issue has occurred. Please submit an EPQR with as much detail as possible on what media source the customer was using, whether this occurred at startup or while driving, what customers do (if anything) to resolve the issue. Where there any other symptoms occurring when this issue appeared?</p>	<p>TBD</p>
<p>XF 16MY</p>	<p>Replacement rear view camera functions different from original.</p>	<p>After a replacement of a rear camera, Technicians may notice that the operation of the camera is different from the original. The original fitment camera had 2 sets of guidance lines where the new camera only has one, the dotted lines are missing. The camera part number has been superseded to a 17MY part where the lines are no longer compliant with US regulation. Engineering are in the process of developing new software to make the 17MY camera compatible with 16MY vehicle operation for 16MY vehicles.</p>	<p>SSM73090</p>

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XF 16MY – On XE F-PACE	Customers may report a ticking noise in the cabin while driving.	The ticking noise may be caused by the engine ground cable creating a noise transfer path between the engine high pressure fuel system and the body into the passenger compartment. Should a customer express a concern, please refer to this TSB	JTB00483NAS1
RR Evoque	Customers may report a rattle noise from under the vehicle.	This may be caused by an exhaust heat shield that has become cracked. Should a customer express a concern a replacement exhaust heat shield has been made available to resolve this concern without the need to replace the exhaust pipe..	LTB01026NAS1
XF 16MY - On	A customer may report that the door seal has come loose from the lower edge of the door.	Should a customer express a concern please follow the procedure in the TSB Please note that it is very important to mark the position of the door seal with tape as stated in the bulletin prior to removal of the original door seal to ensure the correct position is maintained.	JTB00544NAS1
XF 16 – 17MY	Luggage compartment lid latch cover coming adrift.	An Update Prior to Sale (UPS) Service Action is being launched to proactively replace the luggage compartment lid latch plastic cover prior to customer handover. This repair is also covered in TSB JTB00523NAS1.	UPS8816-1B K450
XE XF 16 – 17MY	Luggage compartment lid to bumper cover clash	An issue has been identified on a limited number of vehicles where the luggage compartment lid may foul the rear bumper cover when closing, resulting in paint damage to the bumper cover. Service Action K436 has been published to proactively replace the luggage compartment seal for this concern.	K436

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
RR Sport 17MY 3.0L Gasoline Only	Incorrect bracket fitted to 3.0L SC gasoline engine model variants.	A limited number of 3.0L gasoline engine vehicles were built with a bracket intended for use only on 3.0L diesel engine vehicles. This unused bracket could come into contact with an under bonnet coolant hose which, over time could chafe and lead to coolant loss. Update Prior to Sale Service Action 10216-2B has been published to remove and discard this unused bracket prior to customer hand over.	UPS10216-2B Q664
RR Sport 17MY	Negative Battery Cable Connection	A potential concern has been identified on a limited number of 17MY Range Rover Sport vehicles where the battery negative cable connection was not properly tightened. Update Prior to Sale 10016-2B has been published to proactively check and tighten (if required) the negative battery cable connection prior to customer hand over.	UPS10016-2B Q663
Range Rover RR Sport 17MY Diesel Only	Engine Ground Fixing Loose	Investigations have identified that the engine ground fixing located on the transmission on a limited number of 17MY Range Rover and Range Rover Sport diesel vehicles may not have been clamped to design intent and therefore, may lead to a possible non start concern being experienced. Service Action Q657 has been published to proactively address this concern. Unsold vehicles must be repaired prior to customer hand over. Sold vehicles should be repaired at the next service opportunity.	Q657

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
RR Evoque Discovery Sport 17MY	A customer may report a noise from the right front of the vehicle while driving.	A squeak / rubbing noise may be heard from the front right of vehicle while driving. This may be caused by reduced clamping load on the front right halfshaft bearing outer race due to incorrect assembly or components which are not to specification. An inspection of the halfshaft bearing determines if a new halfshaft bearing retainer is required or if a halfshaft is required address the concern.	LTB01030NAS1
XF 16 – 17MY XE 17MY	Unfamiliar icons in the message center.	A customer may experience the 'No Overtaking' symbol (red car next to a black car) in the message center above the speed limit readout. This image may appear in the message center at what seems like random times. New Image Process Control Module (IPMA) software has been developed to remove the false display of this symbol. The software is available on SDD DVD 148.02 with Calibration File 258.	JTB00540NAS1 On Sign-off
RR Evoque 16 – 17MY Discovery Sport 15 – 17MY	Unfamiliar icons in the message center.	A customer may experience the 'No Overtaking' symbol (red car next to a black car) or a 'night speed' warning in the message center above the speed limit readout. This image may appear in the message center at what seems like random times. New Image Process Control Module (IPMA) software has been developed to remove the false display of this symbol. The software is available on SDD DVD 148.02 with Calibration File 258.	LTB01028NAS1 On Sign-off

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
F-PACE XE XF 16 – 17MY	Customers may report coolant leaking from the coolant reservoir.	TSB JTB00518 is being reissued to extend the VIN range for affected vehicles. This is due to a second change that was introduced into the manufacturing process of the coolant reservoirs to provide robustness against filler neck distortion. If any reservoirs are found to have a concern post the VIN range provided in the bulletin please submit an EPQR for the concern with pictures and measurements of the filler neck opening.	JTB00518NAS39 (also linked to service action K445)
Discovery Sport 15 – 17MY	No Service Interval Required Message Displayed in the Message Center	The message center does not provide a warning message to the customer when an engine service is required after covering the appropriate distance/time in service. Service Action Q627 has been published to proactively address this concern by updating the Car Configuration File (CCF). Unsold vehicles must be repaired prior to customer hand-over.	Q627

JLRNA SDD Compliance Status

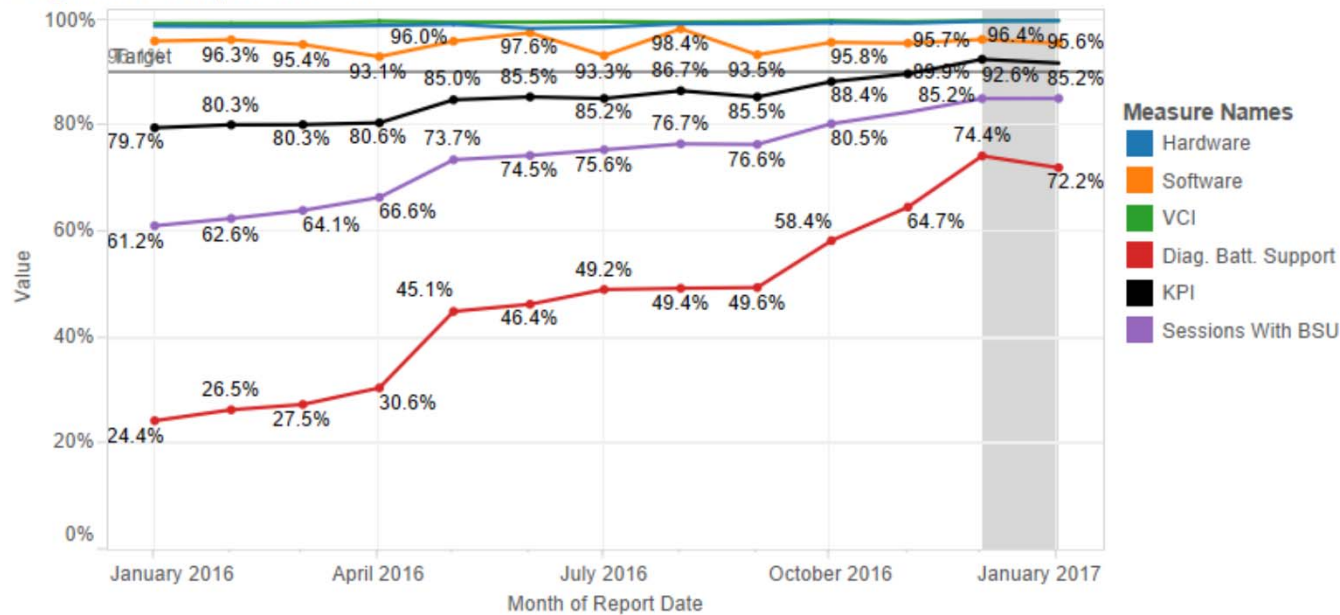


Vehicle	Customer Concern	Details and Status	Publication
XCL	SDD Global Compliance Update	<p>JLRNA retailers have been working hard to meet JLR’s global standards for diagnostic compliance, and we wrapped up the year with an overall compliance of 92.6%!</p> <p>December SDD Compliance KPI’s were: Overall – 92.6% Hardware – 99.8% Software – 96.4% VCI devices – 99.9% Diagnostic Battery Support – 74.4% (but almost 10% better than November!)</p> <p>Unfortunately, the first 10 days of 2017 have erased much of the progress during December 2016..</p>	BSU Quick Start Guide 1-300NAS or STE16-11

JLRNA SDD Compliance Status



Diagnostic Compliance - All



While 2016 shows considerable progress towards compliance with JLR's Global Standards, 10 days into 2017 we have erased 1/4 of the progress obtained during the month of December. (decline seen in gray section of chart)

Retailers must work to make all recommended best practices for diagnostic compliance a consistent part of daily operations. Any underperforming retailers must apply a higher priority to these objectives in 2017.

Our commitment to support this process begins with additional training for JLRNA field staff tomorrow.

Latest Diagnostic Concern Fixes



PATHFINDER “by the numbers” (as of Jan 10th)

For 17MY Range Rover and Range Rover Sport Only
Approximately 1200 vehicles delivered to customers
Approximately 3825 PATHFINDER session files generated against 2600 unique VIN's
41 TA cases created, 25 closed/16 open
8 Diagnostic EPQR raised 6 closed / 2 open
5 SSM's issued.

SSM73082 - Connection of DoIP VCI when using PATHFINDER
SSM73100 - PATHFINDER fails to add Deployable Side Steps or displays an error when updating module software
SSM73108 - BCM functions not available in `service` tab of PATHFINDER.
SSM73016 - MY17 Range Rover and Range Rover Sport - Nerve Centre
SSM73091 - Transit Relay No Longer Fitted at 17MY

PATHFINDER v41 currently is available and supports all vehicle systems, expanding system coverage originally offered.

Many functional enhancements are scheduled for release during 2017. Pay attention to PATHFINDER release notes on TOPIx as your primary resource for related info. A function to extract PATHFINDER session files similar to the STS utility used with SDD will be released in the near future. Please submit EPQR under the diagnostic category to highlight problems or issues that do not require a TA to assist with vehicle diagnosis or repairs.

Responses to Questions Raised by Retailers



Vehicle	Customer Concern	Details and Status	Publication
LR4 16MY	What is the correct A/C system refrigerant oil capacity in ml?	The correct refrigerant oil capacity for a 15 - 16MY LR4 is 80ml for a 2 zone system and 130ml for a 4 zone system of SPA2 refrigerant oil, which is compatible with 1234YF refrigerant.	



THANK YOU!
Q&A