JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL

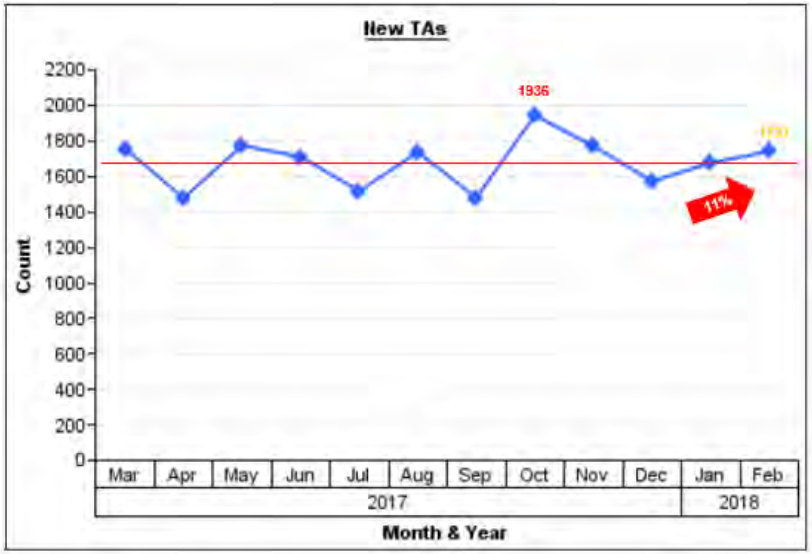
MARCH 8, 2018

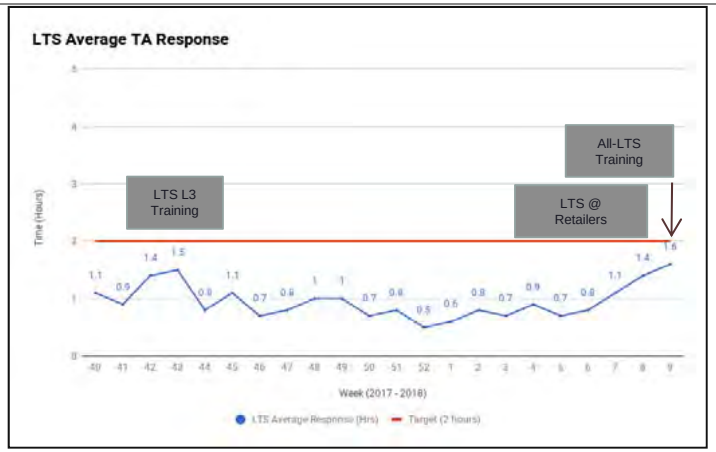
Today's Presenters

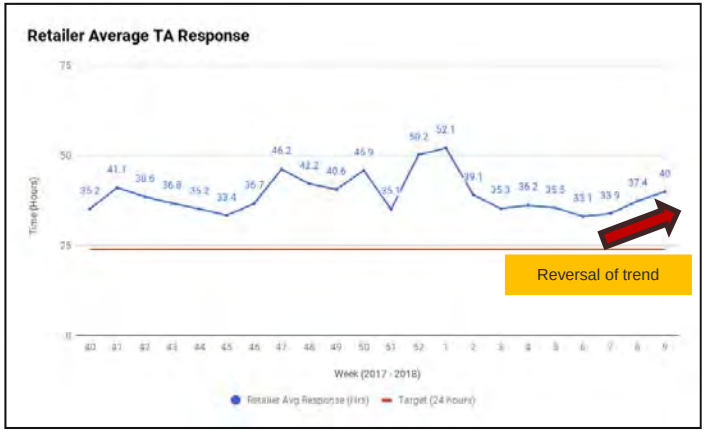
Name	Position
	Manager – Local Technical Support
	Manager – Product Investigation
	Product Investigation
	Product Investigation
	Product Investigation
	Product Investigation
	Product Investigation
	Product Investigation
	Product Investigation

LOCAL TECHNICAL SUPPORT (LTS)
NEWS & UPDATES

- February trended above average pace for last 12 months
- LTS response times in February increased
  - All-LTS mandatory training (as announced in Service Alert)
  - LTS out at retailers more often, so less staff available on hotline
- Retailer response times reversed to 40 hours







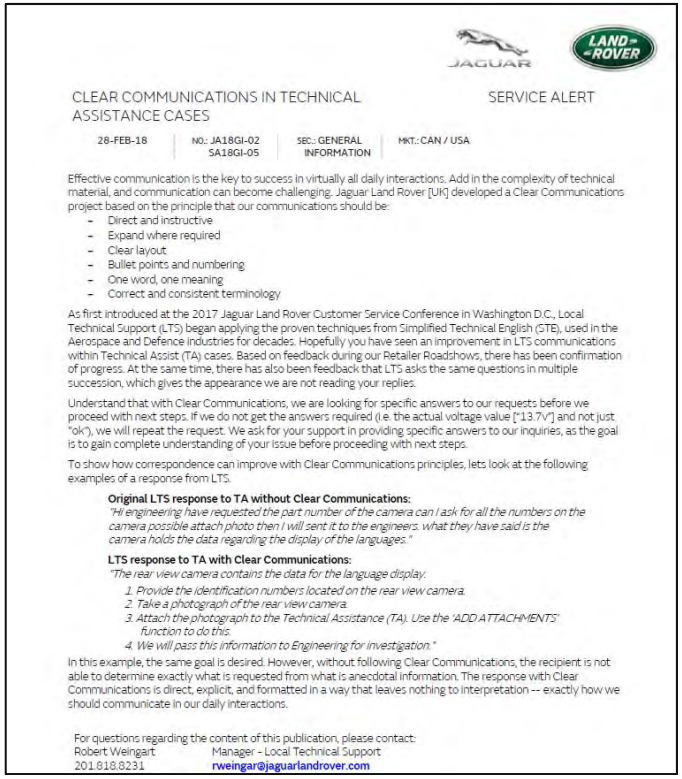
LOCAL TECHNICAL SUPPORT (LTS)
CLEAR COMMUNICATIONS INFORMATION

Please take the time to read the General Information published on 28-Feb-18: *Clear Communications in Technical Assistance Cases*

Explains the program we are undertaking at LTS to communicate more effectively with Retailers.

Gives brief summary and example of how clear communications can help us in every day interactions and how LTS will be checking ourselves for progress

Starts within LTS and will be something that takes time to learn and embed in our way of doing business



CLEAR COMMUNICATIONS IN TECHNICAL ASSISTANCE CASES

SERVICE ALERT

28-FEB-18	NO.: JA18GI-02 SA18GI-05	SEC.: GENERAL INFORMATION	MKT.: CAN / USA

Effective communication is the key to success in virtually all daily interactions. Add in the complexity of technical material, and communication can become challenging. Jaguar Land Rover [UK] developed a Clear Communications project based on the principle that our communications should be:

- Direct and instructive
- Expand where required
- Clear layout
- Bullet points and numbering
- One word, one meaning
- Correct and consistent terminology

As first introduced at the 2017 Jaguar Land Rover Customer Service Conference in Washington D.C., Local Technical Support (LTS) began applying the proven techniques from Simplified Technical English (STE), used in the Aerospace and Defence industries for decades. Hopefully you have seen an improvement in LTS communications within Technical Assist (TA) cases. Based on feedback during our Retailer Roadshows, there has been confirmation of progress. At the same time, there has also been feedback that LTS asks the same questions in multiple succession, which gives the appearance we are not reading your replies.

Understand that with Clear Communications, we are looking for specific answers to our requests before we proceed with next steps. If we do not get the answers required (i.e. the actual voltage value ["13.7V"] and not just "ok"), we will repeat the request. We ask for your support in providing specific answers to our inquiries, as the goal is to gain complete understanding of your issue before proceeding with next steps.

To show how correspondence can improve with Clear Communications principles, lets look at the following examples of a response from LTS.

Original LTS response to TA without Clear Communications:
"Hi engineering have requested the part number of the camera can I ask for all the numbers on the camera possible attach photo then I will sent it to the engineers. what they have said is the camera holds the data regarding the display of the languages."

LTS response to TA with Clear Communications:
"The rear view camera contains the data for the language display.

1. *Provide the identification numbers located on the rear view camera.*
2. *Take a photograph of the rear view camera.*
3. *Attach the photograph to the Technical Assistance (TA). Use the 'ADD ATTACHMENTS' function to do this.*
4. *We will pass this information to Engineering for investigation."*

In this example, the same goal is desired. However, without following Clear Communications, the recipient is not able to determine exactly what is requested from what is anecdotal information. The response with Clear Communications is direct, explicit, and formatted in a way that leaves nothing to interpretation -- exactly how we should communicate in our daily interactions.

For questions regarding the content of this publication, please contact:
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Safety Recalls N138 and H081
AJ20P 4 Cyl Gasoline Engines – Fuel Rail leaking

- New safety recalls were announced February7th affecting certain 18MY Jaguar and Land Rover models fitted with 4 cyl AJ20P gasoline engines. Service Bulletins with Q & A have been posted to Infotrail and JBN. SRE18-03 and SRE18-03C. 7-142USA2 and 7-142CAN2
- Models affected:
  - Jaguar 18MY XF/XE/F-PACE/E-PACE and F-TYPE Recall H081
  - Land Rover 18MY Discovery Sport, Evoque and 18MY Range Rover Velar. Recall N138

- Defect: The brazing of the engine fuel rail end caps is inconsistent and may not meet the design condition, thereby not sealing the fuel rail ends. Fuel vapor and liquid fuel leaks can occur over time.
- Prior to recall launch please submit EPQR's for any vehicle with a fuel rail leak and attach a short video clearly showing source of leak
- There are several reports of fuel leaks but there have been no reports of accidents, injuries or fires.
- Affected vehicles will need a replacement fuel rail plus 4 injector seal kits
- Parts and technical repair bulletins are expected to be available week of March 12th 2018. Initial parts shipments will be pushed to stores
- Check DDW to confirm which vehicles are affected. Not all vehicles in the VIN range are affected. Lists of unsold new vehicles are published on JBN/Infotrail
- Affected new cars must not be sold prior to completing the recall repair.
- Customer notification is scheduled to begin March 16th 2018.

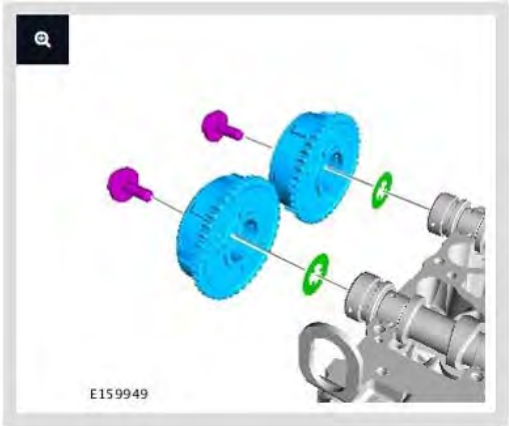
Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
F-PACE E-PACE RR Velar Discovery 17MY-Onward	Activity Key application is missing from Pathfinder	Technicians may find that they are not able access any Activity Key related functions on Pathfinder. (program/erase/test) This can occur when the BCM specification is not recognized by Pathfinder. A manual patch is being prepared to resolve this concern. An SSM will be published with the details to load the patch. In the meantime a TA case can be opened and the Technical Helpline will be able to assist you in installing the Activity Key.	SSM to be released
XCL	Loss of voice functions after update to 17C4 NGI software	Technicians may notice that after loading the latest NGI software (17C4) the voice functions are inoperative. If you should encounter this concern please open up a request for Technical Assistance (TA) and the Technical Helpline will be able to assist you in resolving the concern.	To be released
RR Evoque Discovery Sport 16MY-Onward	Buzz/Warble noise heard by the recipient of a Bluetooth phone call.	This issue affects vehicles fitted with both InControl Touch and InControl Touch Pro audio systems. The repair for this concern is to replace the wiring harness and install a new microphone for the audio system. New harness are in stock in the UK and supply is being sent to North America.	LTB01151NAS1 On Sign-off
RR Velar RR Sport Range Rover 18MY	Touch Screen Delamination	A customer may express a concern that the lower Interactive Control Display Module (ICDM)/Integrated Control Panel (ICP) is delaminating. This may have the appearance of tiny bubbles in the screen. The only resolution will be to replace the Touch Screen.	LTB01160NAS1 On Sign-off

Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
XE XF	TCU Water ingress	Recent investigations into root cause of some TCU failures on XE and XF models have uncovered a water ingress concern, due to poor sealing at the Center High Mounted Stop Lamp.(CHMSL) A communication is being prepared, but any XE or XF should be checked for water ingress past the CHMSL gasket as possible root cause for TCU failure.	TBD
pre-18MY XCL	TCU failure/ Intermittent No start (mis-diagnosis)	In many cases technicians are attempting to update TCU software to address intermittent no-start concerns based on DTCs set in TCU. While there may be updated software available for the TCU, its not expected to correct this symptom which is potentially an early sign of TCU failure.	TBD, open a TA for interim advice.
18MY XCL	TCU activation at PDI	We are beginning to see an overall reduction of TCU activation failures during PDI due to introduction of updated TCU software in mfg during Dec and January. XJ and F-TYPE are still on review for sign-off. Continue to follow the published SSM's listed as required.	SSM73779 SSM73634

Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
Discovery Sport RR Evoque 18MY with Active Exhaust	A customer may complain of a Check Engine Lamp or Restricted Performance Message.	Diagnosis returns DTC P2170-11 “Exhaust Pressure Regulator Vent Solenoid Control Circuit Low - Circuit short to ground”. If electrical circuit checks return no issue, place the active exhaust valve in the freezer for several hours then re-install and retest. If this allows for duplication of the fault, replace the valve and submit an EPQR with contact details so we can organize PRR of the original parts.	Under Investigation
Vehicles equipped with 2.0L GTDi Engines	Installation of Friction Washers after removal of VVT.	Work instructions outlined in TOPIx reference installation of new friction washers. These friction washers are not installed during initial assembly of the engine, but MUST be added if service work is performed. CAUTION: Make sure new washers are installed.  	TOPIx Workshop Manual Section 303-01’X’

Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
Vehicles equipped with Flexray and 8HP Trans.	A customer may complain of a gearbox warning lamp, or restricted performance message.	Diagnosis finds DTC P0715-64 “Input/Turbine Shaft Speed Sensor "A" Circuit - Signal plausibility failure” stored in the TCM. Should you encounter this condition, please raise a TA for diagnostic assistance. Include in your submission a session file, adaptation data read out from the vehicle and a picture of a fluid sample.	Under Investigation
F-TYPE 18MY with Ingenium AJ20P	A customer may complain of a coolant leak from the vehicle.	If diagnosis leads to identification of the upper radiator hose breather pipe leaking due to damage to the pipe close to the turbocharger, please raise a TA. This topic is under investigation and repair guidance will be offered via the TA.	TBD

Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
All 3.0L Diesel equipped vehicles	“Restricted Performance” may be seen on the instrument cluster, which is sometimes paired with a loud whine	DTC P0299-77 “Turbocharger “A” underboost condition” may be stored in the PCM. Follow primary & secondary diagnosis. If damage is found to the vanes & actuator rod, raise an EPQR with clear pictures of the damage & part label should this issue be resolved in your retailer or a TA if further support is required.	Under Investigation
RR Sport 16MY 3.0L Diesel	Customer may experience a CEL on the instrument cluster	DTC P2002-00 may be stored in the PCM for “Particulate Filter Efficiency Below Threshold Bank 1”. SSM 73738 has been released requesting that if parts need to be replaced, that the Diesel Particulate Filter, Particulate Matter Sensor & Differential Pressure Sensor should be replaced together and an EPQR submitted with your parts manager information. Engineering is requesting these parts back for further analysis	SSM73738
All 3.0L Diesel equipped vehicles	Customer may experience a CEL on the instrument cluster	If a MAP Sensor is found severely clogged due to carbon buildup, ensure that this is not attributed to customer driving habits. If this has been ruled out and a parts replacement is required raise an EPQR with clear pictures of the MAP Sensor and any other components that have been affected.	Under Investigation

Latest Vehicle Concern Fixes

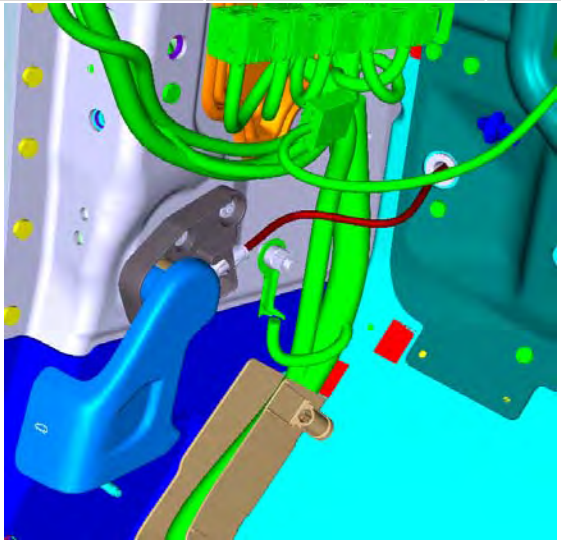
Vehicle	Customer Concern	Details and Status	Publication
XCL 2.0L & 3.0L Diesel vehicles	Customer may see “DEF Dosing Malfunction” & “No Restarts in XXXX Miles” on the instrument cluster	DTC P208A-13 and P208C-11 for the Reductant Pump may be stored in the PCM. Follow TOPIx for steps of diagnosis and should you require additional support raise a TA, otherwise submit an EPQR is parts have been replaced with your parts manager shipping information.	Under Investigation
Range Rover RR Sport RR Evoque Discovery Sport Discovery	The 'Service Required' warning text will not appear on the Instrument Cluster (IC) if a vehicle has reached its service point.	This Service Action is currently on sign off which has an updated procedure which address the SRO time issue.	N118NAS3
E-PACE	A Customer may report a knocking type noise from the rear of the vehicle.	An issue has been identified on certain vehicles where the rear suspension stabilizer bar bushes have been manufactured away from the required specification, causing insufficient clearance between the rear suspension stabilizer bar and the rear suspension left coil spring. Replacement of the sway bar will be required.	H082NAS1

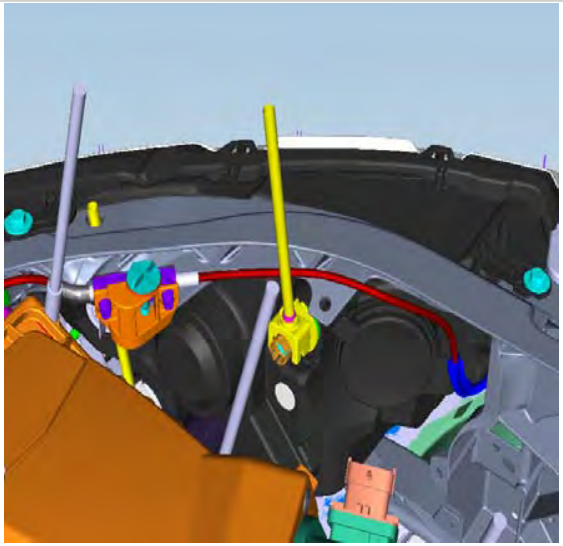
Latest Vehicle Concern Fixes

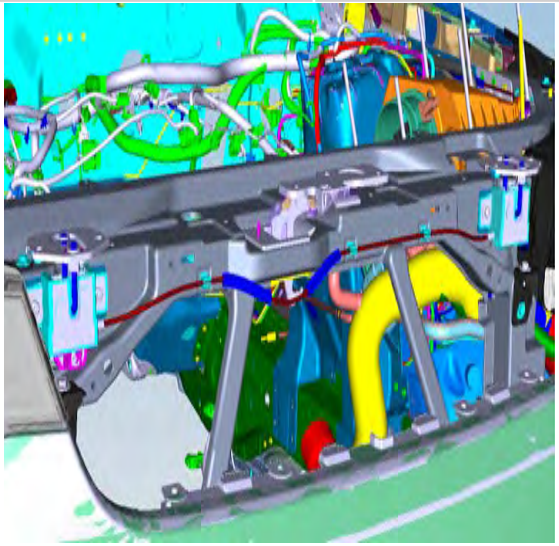
Vehicle	Customer Concern	Details and Status	Publication
XF Sportbrake 18MY	Restraints Control Module (RCM) Calibration Incorrect	A limited number of 2018 XF Sportbrake models have been built with the incorrect Restraints Control Module (RCM) calibration. Safety Recall H090 is being published to proactively correct the RCM calibration in the affected vehicles. All unsold vehicles must have this Recall performed before customer handover.	H090NAS1
E-PACE	A Customer may report the air blowing through the HVAC vents on one side is noticeably cooler than the other side.	A potential concern has been identified on a specific vehicles within a limited VIN range. A customer may report that regardless of the temperature setting, one side HVAC vents is blowing noticeably cooler than the other side. This is likely due to the HVAC module software. A revised HVAC module software has been developed to address this concern. Service Action H100 is being published to proactively update the HVAC module software in the affected vehicles. Unsold vehicles must be updated before customer handover. Customer vehicles should be updated at the next available service opportunity.	H100NAS1 On Sign-off
Range Rover RR Sport 18MY	Customers may report that the interior veneer inserts are scratched.	This may be caused by vehicle protection covers that are installed to the vehicle during transportation. LTB01162 is being published to provide a repair process and recommended polish to remove fine scratches from the veneers.	LTB01162NAS1

Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
Discovery 17 -18MY	Customers may report the hood is difficult to open.	Engineering is currently investigating a concern where the hood release level is pulled fully, but either one or both of the hood latches does not release. Further pulling of the release cable releases the latches. This may be caused by the hood cable routing. Engineering is requesting that the hood cable routing be inspected prior to removal or replacement of the cable. Specifically checking the radius of the cable bends. Should a customer express a concern, please submit an EPQR with pictures of the cable routing prior to any removal of the cable.	TBC

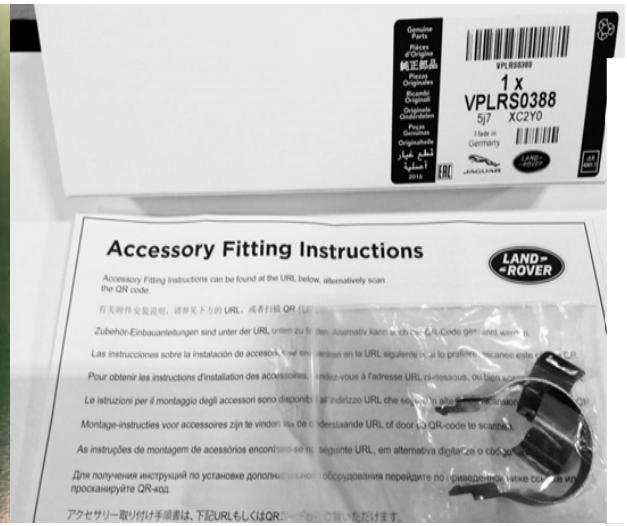


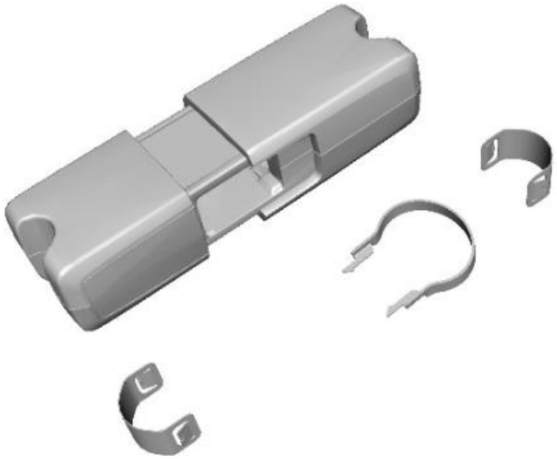




Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
E-PACE XCL	During PDI some vehicles come 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.	SSM73747





Questions Raised By Retailers

BASIC REAR SEAT CONVENIENCE PACK **ALL MODELS** **LRX92**

PREFERRED OPTION

Contents:

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

Spring retaining clip for convenience pack base mounting

THANK YOU!

Q&A