



JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL

JANUARY 11, 2018

Today's Presenters

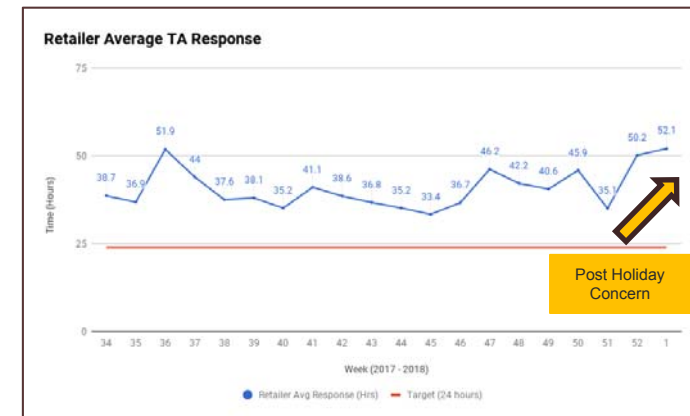
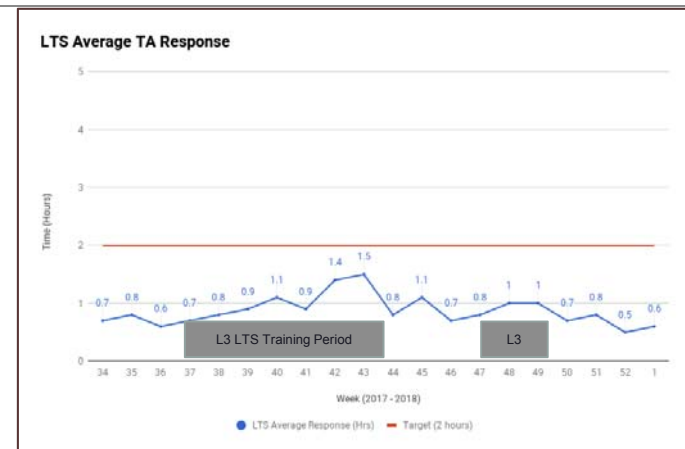
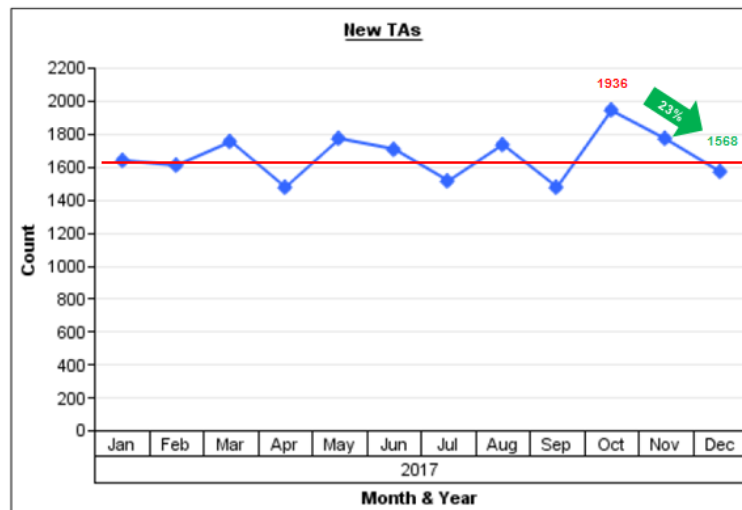


Name	Position
Robert Weingart	Manager – Local Technical Support
Alan Clarke	Product Investigation
Matt Priestner	Product Investigation
Elyse McArthur	Product Investigation
Rich Conte	Product Investigation
Jerry Bennett	Product Investigation
Tom Bollettieri	Product Investigation

LOCAL TECHNICAL SUPPORT (LTS) NEWS & UPDATES



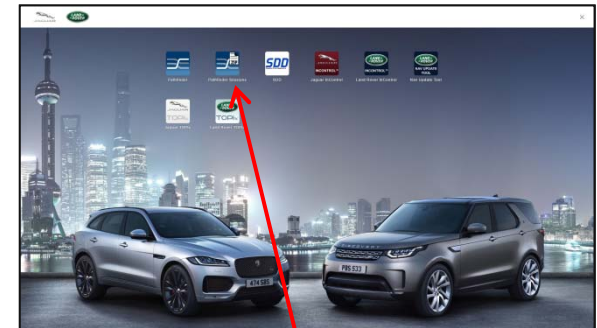
- December trended below average for TA volume
- LTS response times returned to expected performance
 - L3 Assessments week of 08-Jan-2018
- Retailer response times degraded during the Holiday week and continued into 2018



LOCAL TECHNICAL SUPPORT (LTS) PATHFINDER SESSION FILES IN TAs



- Unlike SDD pathfinder session files are available for a limited time before they are removed from the machine and uploaded to the server.
- These sessions may take some time before they are available to view.
- For TA cases it is best to extract and attach a session just after closing so the information will be available immediately.
- This can be done via the session export tile located on the SDD/Pathfinder home screen next to the Pathfinder launch tile.
- Session can be transferred from pathfinder device to a flash drive where it can then be attached to a TA.



LOCAL TECHNICAL SUPPORT (LTS)

REMINDER: TA VERSUS FRED



- The TA provides guidance during your repair process, if you are unable to make a determination for component replacement
- If you are complete in your diagnosis and require authorization to replace a component on the FRED parts list*, then only submit a FRED
*found in download section of GCM
- Any subsequent questions on your existing FRED submission should be handled through the FRED and not by opening or reopening a TA

TAKATA PASSENGER AIRBAG RECALL



Launch of expanded recall for Takata Front Passenger Airbag Module (Phase 3 & 4) for all regions of the US and Canada.

- Announced to retailers January 11th and all affected VIN flagged in DDW
- Interim customer mailing by Feb 28th
- Interim bulletins with repair procedure due w/c Jan 22nd.
- Letters requesting customers make service appointments will be mailed in batches throughout 2018
- Vehicles affected:
 - J071 – 09,10 &13MY XF 8,925 USA 895 CAN
 - J072 - 10 to 15MY XF 16,532 USA 3,073 CAN
 - P083 – 09 &10MY Range Rover 2,583 USA 148 CAN
 - P084 – 10 to12 MY Range Rover 8,480 USA 1,328 CAN
- Parts: 10,000 airbags in US inventory for both brands, ready for immediate delivery
- Some repair demand may be driven by a remailing of P054 Range Rover front brake hose recall.

Currently open (Phase 1 & 2) : Older products ever registered in Hot and High Humidity markets

- 2009-2012 XF ~25,000 units have owner mailing. About half have been completed
- 2007-2012 Range Rover ~41,000 units have owner mailing . About half have been completed.

VIN lists available based on last servicing retailer. These will be provided upon request to AMM/RTM

- Questions on the Takata Recall? Please submit emails to recallq@jaguarlandrover.com

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL	InControl Touch Pro software download failures	Since the release of 17C software we have seen an increase in programming failures. Related service publications have been suspended until programming success rates have improved. The next software releases have been delayed for about a week to ensure best results.	SDD and PATHFINDER diagnostic software release notes
XCL Mostly RR Velar	InControl Touch Pro software 17C specific issues	Engineering is currently tracking a few problems on vehicles that have already been updated to InControl Touch Pro software 17C, and is working to deliver improved IMC software near 1/21/2018.	SDD and PATHFINDER diagnostic software release notes
XCL	Telematic Control Module failures	PI is investigating the root cause of Telematics Control Module (TCU) failures where the vehicle is immobilized and the TCU is found to be offline. Please check the TCU for water ingress. Whether or not water ingress is found in the TCU please generate an EPQR and hold the old part for return to engineering.	TBD

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL 18MY	Difficulty activating TCU during PDI	SSM73634 & SSM73635 should be attempted before opening a TA. New TCU software is available on the current PATHFINDER release to resolve this concern but due to the time required for programming the advice in these SSM's are still regarded as best practice since most vehicles can be activated after multiple attempts.	SSM73634 Jaguar SSM73635 Land Rover
F-TYPE 18MY	Unable to activate TCU during PDI VINS: K47320-K51945	Update Prior to Sale UPS9217 campaign (H060) is currently under final review for publication to address discharged TCU backup battery preventing "e-Call" activation during PDI. Until H060 is published, TCU back-up battery replacement is strongly advised BEFORE attempting PDI on F-TYPE in the listed VIN range, in addition to the previously mentioned 18MY XCL advice.	H060 to be released by January 12 th .
XJ 18MY	Unable to activate TCU during PDI	18MY XJ models are still supported by SDD which is currently unable to activate the latest spec TCU fitted to 18MY XJ vehicles. A solution is being prepared for release on SDD152.02 with timing TBD	Release notes for SDD152.02 once released.

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL	InControl Remote Climate intermittent operation	PI is still investigating the intermittent operation of the InControl Remote Climate app. Please submit EPQRs with screenshots if possible of the error message received and the time and date of the failure. Please also include a screenshot of the app version which can be found at the bottom of the last page in the app. Any other information that can be gather from the customer such as a certain location or a certain time of day where the app fails to start the vehicle more often, or when the vehicle was last used before the failure would also be helpful.	SOP product quality reporting.
XCL with Intelligent Stop / Start	Unable to resolve all customer concerns after successful recharge of a vehicle's primary or secondary battery.	SSM73688 & SSM73689 - Service requirements after successfully recharging batteries, documents the necessity to use the JLR approved diagnostic system to perform the "Battery Replacement" service function (where applicable) following any successful primary or secondary battery recharging operations.	SSM73689 Jaguar SSM73688 Land Rover

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
All Diesel Engine Variants	A customer may report difficulties with startup in extremely cold temperatures.	This may be due to the development of wax crystals in the fuel which may cause difficulties with startup. As a preventative measure, follow the procedures outlined on the use of DFC fuel additive in the Land Rover & Jaguar bulletins respectively. Please submit an EPQR should a vehicle come in with this issue.	6-373NAS SGI18-02 SSM 73138 SSM 73599
All Diesel Engine Variants	A customer may report that "No Restarts in XXX Miles" is displayed on the instrument cluster during a cold start in only extremely low temperatures.	This could be caused by DEF freezing or beginning to freeze. Should a vehicle come in with this concern, allow the vehicle to sit inside with warmer temperatures for a period of time in order for the DEF to thaw and retest. Please submit an EPQR should this concern be diagnosed.	
RR Sport 16MY Diesel Only	A customer may report a Check Engine Light is illuminated on the instrument cluster.	The CEL may be paired with DTC P2002-00 stored in the PCM for DPF Efficiency. Should any repairs be made on a vehicle with this issue, please submit an EPQR and retain all replaced parts. Engineering may call the parts back for further analysis.	Under Investigation

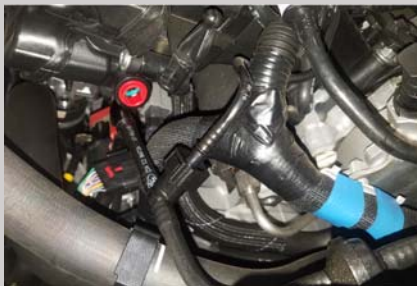
Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL	The fuel tank is difficult to fill, fuel spits back, fuel pump clicks off while filling, and for diesel vehicles nozzle cannot be inserted.	Should the vehicle not be included in a published document such as an SSM or TSB, it is important to completely understand the customer complaint to perform proper diagnosis. Below are some questions to help guide your diagnosis: 1. Clarify exactly what the complaint is (i.e. spit back, click off)? 2. For nozzle insertion complaints, validate the complaint occurs at multiple pumps and nozzles and ensure the mis-fueling device properly disengages. 3. Does the complaint happen when filling only from a certain level? 4. Does the customer fill up at different station or always the same station? 5. Does the complaint occur more often in certain ambient conditions? 6. When did the complaint start (i.e. since new, following a previous repair, etc.)? Test the vehicle in the same conditions and location the customer experienced the complaint. If diagnostic support is required, raise a TA and include the information below if possible: 1. All detail provided by the customer to occurrence and diagnostic steps taken already. 2. Picture of the nozzle used for testing and if possible, a video of the pump during the fill so the fill rate can be calculated.	Under Investigation

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL vehicles equipped with GTDi engines and not covered by LTB00606NAS1	A Customer may report the check engine lamp is on or various engine performance complaints.	Diagnosis may identify a vacuum leak from a disconnected vacuum line from the intake manifold. This condition may be caused by boost pressure created during normal operation of the engine. Re-secure the line and make sure the fitting in the intake manifold is locked. Test the retention strength of the connection. Raise an EPQR if this condition is encountered and repaired. If parts replacement is required, hold the original parts for PRR.  	Under Investigation
F-PACE	A Customer may report a brake squeal from the rear of the vehicle during braking.	A 10.3 kHz noise may be heard while braking at slow speeds with light pedal application. This could be caused by brake pad resonance. Replace the brake pads (T2H9989) and apply grease (C2C39930) to the areas of the brake calipers highlighted in the images attached to the SSM.	SSM73707

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
F-PACE	A Customer may report a brake squeal from the front of the vehicle during braking.	A squeal noise from front brakes whilst braking with light brake pedal application (17 inch brakes 325mm brake disc only) is currently under investigation. If a customer reports this concern, please replace the brake pads (T4N13434) and submit an EPQR for the concern.	SSM73713 Published January 11 th .
Discovery 17MY	A customer may report a suspension warning message displayed on the Instrument Cluster.	It may be reported by the customer that a hissing or single pop noise was heard. The vehicle then displays a suspension warning message on the Instrument Cluster (IC), which can lead to a loss of functionality to the vehicle's suspension ride height adjustment. Service Action N141 has been published to proactively replace the Vehicle Dynamic Suspension air supply unit expansion chamber. Parts are in limited supply. A temporary parts restriction has been put on the parts to ensure an equitable distribution. This will be an Owner Notified Campaign.	N141NAS1
XF 16 – 17MY	A customer may report the feedback vibration for Lane Departure is insufficient.	Insufficient steering wheel vibration during a lane departure warning system event may be evident. This may be caused by a Power Steering Control Module (PSCM) calibration error. Should a Customer express a concern, please refer to TSB JTB00601 to configure the Power Steering Control Module (PSCM).	JTB00601NAS1

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
RR Velar	Customers may report slow demisting of interior windows during freezing temperatures.	This may be caused by an HVAC recirculation door linkage that has become detached due to the actuator motor overdriving the recirculation door linkage travel. Revised HVAC control module software has been developed to prevent this concern by creating soft stops in the actuator operation preventing over travel of the actuator arm. Update Prior to Sale UPS11517 (N143) has been published to proactively update HVAC software prior to customer handover. Customer owned vehicles will require an actuator arm replacement in addition to the updated software. A Service Action will be published for Customer vehicles when parts become available, target timing is mid February.	N143 Published
RR Evoque Discovery Sport 17 – 18MY	A Customer may report the ambient air temperature display is incorrect.	The (outside) ambient temperature reading displayed may be incorrect compared to actual ambient temperature. This may be caused by an error in the HVAC module software. Revised HVAC software has been created to correct this concern. Update Prior to Sale UPS9317 (N131) has been launched to proactively update HVAC software on certain unsold 18MY vehicles. TSB LTB01119 has been published to address this concern for sold vehicle should a Customer express a concern.	N131 LTB01119NAS2
Discovery 17 – 18MY	A Customer may report the cabin temperature cycles between too cold and too hot.	This may be caused by the Direct Pressure Sensing (DPS) valve within the air conditioning compressor sticking and not respond to changing demands for air conditioning compressor displacement. New HVAC software has been developed to prevent the DPS valve from sticking. Service Action N151 is being launched to proactively update the HVAC software in affected vehicles.	N151 On Sign-off

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
F-TYPE 14MY - Onwards	A Customer may report the rocker panel paint is delaminating where it meets the quarter panel.	TSB JTB00613 is being published to address this concern by adding adhesive tape between the rocker panel and quarter panel mating surfaces. Should a Customer express a concern please refer to this TSB to repair the Customer's concern. This TSB will replace JTB00323NAS1.	JTB00613NAS1 On Sign-off
F-TYPE Coupe Only	A Customer report that the load space cover comes adrift when opening the tailgate.	The rear parcel shelf (load space cover) may shift to one side when opening the tailgate and due to variations in tolerances may fall off the end of one of the anchor pivot pins. A rubber bush has been developed to address this concern. Should a Customer please refer to TSB JTB00618 to repair this concern by installing the rubber bushings onto the pivot pins to prevent lateral movement.	JTB00618NAS1 On Sign-off
F-PACE	A Customer may express a concern of an audible boom in the cabin while driving.	This audible body boom type noise may be caused by an incorrect rear sub-frame alignment and or an incorrect alignment of the rear tailgate. Should a customer express a concern please refer to TSB JTB00609 for repair guidance.	JTB00609NAS1 On Sign-off

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Discovery 17MY onwards	A Customer may report difficulty in opening the hood.	A few reports have been received regarding difficulty opening the hood panel when the release level is pulled. The reports suggest that the cable is too long for the application and does not pull far enough to release the hood latches. This concern is currently being investigated. Should this concern be found please submit an EPQR for the vehicle to aid in the investigation.	Under Investigation
F-TYPE Coupe	A Customer may report the load space cover is warping.	A Customer may find the Parcel Shelf (load space cover) is distorting, lowering in the center. This concern is currently under investigation. If you find any cases of this concern please submit an EPQR with picture showing the amount of distortion.	Under Investigation



Questions Raised By Retailers

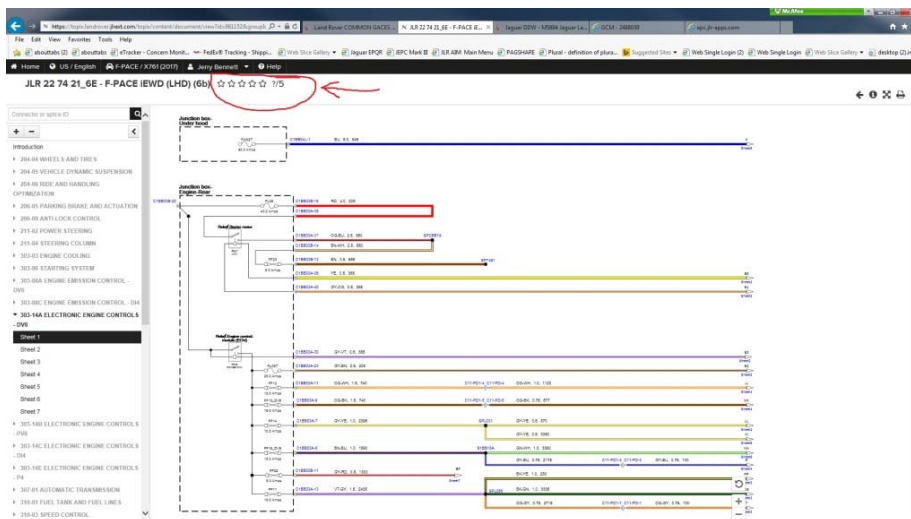


Vehicle	Customer Concern	Details and Status	Raised By
Range Rover RR Sport 17MY	Is there a known reason or resolution for the extended time required for performing the N124 service action. We have had multiple accounts in which the IPC goes through as designed and upon conclusion of the post validation, the module flash procedure promptly restarts but takes 2 hours too complete.	When performing the steps written in the Workshop Procedure in the bulletin " <i>Select N124 - Virtual Display Instrument Cluster (IC) Going Blank from the 'Campaigns' section.</i> " the task should complete in the allotted time on the bulletin. If you find you are having problems with PATHFINDER completing the programming as listed, please submit a Diagnostic EPQR with session files attached so the concern can be investigated.	Chris Baker Land Rover Hunt Valley
Discovery 17MY	A customer is complaining that while driving with climate control off she turns on max defrost you get a loud groaning noise as the defroster comes on. I road tested with the customer and heard the noise. If the climate control is already on I was unable to reproduce the noise. I tried a new car on the lot and was able to get that vehicle to produce the same noise under the same conditions. Any Ideas?	This is not something that has been reported or experienced before. Please submit an EPQR for the concern and we will confirm with engineering the designed operation of the HVAC system under these conditions.	George Bodulow Jaguar Land Rover Willow Grove

Questions Raised By Retailers



Vehicle	Customer Concern	Details and Status	Raised By
TOPIx	There is no feedback button and I'm finding errors in Topix. The email address provided doesn't work either so there is no way to contact anyone about the issues.	There is a Feedback button in TOPIx. It is displayed as a rating button near the top of the screen. When you click on the stars, you can rate and provide feedback relating to the information in the comments box. The information is handled the same as the original Feedback button which changed quite some time ago.	Kevin Goldsmith Jaguar Land Rover of Peabody





THANK YOU!
Q&A