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| <p>F-PACE RR Velar 2.0L Diesel</p> | <p>Customers may report a "Diesel Exhaust Fluid (DEF) Dosing Malfunction", "No Restarts in XXXX Miles" message displays on the Instrument Cluster and Check Engine (CEL) Lamp illumination.</p> | <p>This message may be accompanied with DTC P203B-31 for Reductant Level Sensor- No Signal stored in the PCM. Drain and refill the DEF tank and read the tank level again. If it still reads 0, check DEF quality and the injector for signs of crusting of DEF and or leaks. Follow primary and secondary diagnosis for the DTC. Submit a TA for further support if required. Hold onto replaced parts, engineering is requesting them for further analysis.</p> | <p>Under Investigation</p> |
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All vehicles equipped with AJ20D Diesel Engines

Customer may experience an audible whine in the vehicle cabin.

This campaign is ONLY completed when there is a noise, not proactively. The noise can be mistaken for the sound of a turbo. Two SSMs were released in order to offer some clarity on how to diagnose this noise as well as affected vehicles. Raise a TA if you think a vehicle is affected with a clear audio file of the noise. LTS and LPE have instructions on how to proceed with diagnosis.

H059NAS1
N128NAS1
SSM73839
(Jaguar)
SSM 73840
(Land Rover)

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| <p>All vehicles equipped with a 3.0L Diesel Engines</p> | <p>Customer may experience a Check Engine Lamp (CEL) illumination with a "Restricted Performance" message displayed on the Instrument Cluster.</p> | <p>DTC P0087-16, 22, 21, or 84 may be stored in the PCM for Low Fuel Rail Pressure. After exhausting primary and secondary diagnosis, should you need additional support, take a fuel sample and include clear pictures of the fuel sample in the TA with a description of where the fuel sample was taken from. If parts are replaced as part of the repair, please hold these parts for possible return for engineering investigation.</p> | <p>Under Investigation</p> |
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| <p>XCL when equipped with AJ20P Petrol Engine</p> | <p>A customer may experience a Check Engine Lamp (CEL) illumination.</p> | <p>Diagnosis may reveal misfire DTCs are stored in the PCM. Root cause of after primary and secondary diagnosis leads to replacement of the Variable Valve Lift (VVL) unit. We require additional reports and parts returned to help support investigation into this complaint. Should you encounter this situation, please ensure the parts are not scrapped and raise an EPQR including contact name, phone number, and email address for someone at the retailer who can support PRR. JLR can then organize return and analysis of the parts.</p> | <p>Under Investigation</p> |
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| XCL | A customer may experience Eco Stop/Start not operating. | Diagnosis with SDD or Pathfinder shows capacity of the battery is inhibiting system operation although testing the battery with the Midtronics EXP-1080 returns a positive tests result. Replacement of the battery resolves the Eco Stop/Start complaint. It is necessary to raise an EPQR including the test codes and SDD/Pathfinder screen shots for warranty compliance. JLR is investigating a replacement for the EXP-1080. | SSM 72823 SSM 72824 |
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| XCL | No 3G mobile data connection | <p>Customers may express a concern where they can no longer connect to 3G mobile data through their SIM card. Our service provider AT&T has sent out an Over The Air (OTA) update to roughly 13,000 SIM cards in error. AT&T have corrected this issue with another OTA update and currently there are less than 700 vehicles still affected by this issue. In order for the new OTA to be received, the roaming feature must be turned on in the Touch Screen of the vehicle. If you suspect this issue, please ensure the customer has an active InControl account first and an active data plan. If the issue is not resolved by switching roaming on, please submit a TA so the issue can be investigated further with the aid of the Telematics Service Desk (TSD).</p> | |
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| F-PACE 17-18 MY XE 17-18MY XF 16-18MY | A Customer may report a “Brake Warning Message” displays on the Instrument Cluster. | The Electric Park Brake (EPB) may not release fully and the brake warning lamp will illuminate on the Instrument Cluster with the warning message 'Recalibrate EPB' displayed in the message center. This may be caused by an Anti-lock Brake System (ABS) control module software error. Should a customer express this concern, configure the existing module - ABS control module. | JTB00633NAS1 |
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| F-PACE | A Customer may report a click noise from the front of the vehicle. | The click noise may be heard at slow speeds when turning (with the wheels on the ground). This could be caused by the Hub/Knuckle joint not fully consolidated. Follow the action listed in the SSM for the torque with a new nut. Vehicles with higher mileage will require a new wheel bearing. Please submit an EPQR for a vehicle that the wheel bearing has been replaced and the noise can still be duplicated. | SSM73822 |
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| XE 17 – 18MY | A-Pillar Water Ingress | A potential concern has been identified on specific XE vehicles where a small area of sealant in the vicinity of the A-Pillar has been omitted due to a change in the robotic sealing process. Consequently water can run through this area into the passenger compartment of the vehicle. Update Prior to Sale (UPS) 1618-1B is being published to proactively repair vehicles prior to hand over to the Customer. Vehicles already registered and in use either with Customers or retailers will be subject to a separate repair bulletin that is forthcoming. | UPS1618-1B On Sign-off |
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| <p>F-TYPE Coupe 15 -18MY</p> | <p>A Customer may report that the headlining is coming loose on the vehicle.</p> | <p>This applies to F-TYPE coupe model variants with the leather headlining option. Engineering is currently investigating this concern and request that any cases of this concern be reported via an EPQR. Please retain any replaced parts for possible collection from engineering to support the investigation.</p> | <p>Under Investigation</p> |
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