

<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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<p>Range Rover RR Sport 16MY 3.0L Diesel</p>	<p>A Customer may report a Check Engine Lamp (CEL) is illuminated.</p>	<p>DTC P2002-00 may be stored in the PCM for "DPF Efficiency Threshold". After all Primary &amp; Secondary Diagnosis, replace the DPF, Differential Pressure Sensor &amp; Particulate Matter Sensor together. Submit an EPQR, we require these full assemblies back for 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)

<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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Discovery Sport

The customer may experience a high pitched noise while driving.

The noise may be perceived as coming from the front of the vehicle. Inspect the purge line between the charcoal canister and purge valve in the left rear wheel arch and manipulate the line routing. If the noise is eliminated, the position can be held using cable ties.



TBC

<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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Discovery  
Sport  
18MY

A customer may experience a Check Engine Lamp (CEL) illumination or a "Restricted Performance Message displayed on the Instrument Cluster.

Diagnosis reveals a DTC P2170-11 stored in the PCM. Remove the Exhaust Pressure Regulator Vent solenoid and inspect the alignment of the heat shield on the exhaust. If the heat shield is incorrectly aligned, replace the rear exhaust section. If alignment is correct, please raise a TA for diagnostic support after completion of primary and secondary diagnostics.



Under  
Investigation



<p>Range Rover RR Sport 18MY</p>	<p>Charge system fault displayed in the Instrument Cluster.</p>	<p>Need assistance from retailers in obtaining more EPQR's to further drive issue resolution. Technicians may find a LIN connection that may be loose / disconnected at PDI or low months in service. Loose / disconnected connection seems to be at C11-M1-20 with a potential fault code stored in the GWM: P065B-16 - Generator Control Circuit Range / Performance.</p>	
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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&amp;T has sent out an Over The Air (OTA) update to roughly 13,000 SIM cards in error. AT&amp;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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Range Rover RR Sport 18MY	SOS system not available message displayed in the Instrument Cluster.	Technicians may notice shortly after PDI that the red eCall button is not illuminated and the Instrument Cluster (IC) displays the 'SOS system not available' message. Upon further inspection it is found that there are no fault codes stored in the Telematics Control Module (TCU). If this concern is present please submit a FRED for a TCU replacement, but hold the old TCU for return to engineering for analysis. Please include the PRR details in the FRED submission.	Under Investigation
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## Customer Concern/ Comments

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Issue: SURROUND CAMERA FAILURE DIAGNOSIS HELPFUL SHORT CUT. REFER TO CLOSED CASE 2511766. COLLECTIVLY WE CAME TO THE CONCLUSION THAT WE HAD A FAULTY IMC AS WE HAD NO WAY OF TESTING THE SURROUND CAMERA AS THEY ARE UNIQUE COMPARED TO THE SINGLE CAMERA SYSTEM.

Investigation: UPON INVESTIGATION, I REALIZED THAT ALTHOUGH WE WERE UNABLE TO SOURCE A DONOR REAR CAMERA FROM A SINGLE CAMERA SYSTEM, ALL THE CAMERAS IN THE SURROUND SYSTEM OF MY SUSPECT VEHICLE ARE THE SAME CAMERA. I DEPINNED THE CONNECTOR FOR THE LEFT MIRROR CAMERA AT THE IMAGE PROCESSING MODULE (SEE PHOTOS, POP THE WHITE RETAINER UP AND THEN USE YRW5000070 TO RELEASE CONNECTOR) AND SWITCHED THE BARE CONNECTOR INTO THE SPOT FOR THE REAR CAMERA, THEN SELECTED REVERSE. I WAS ABLE TO VERIFY I HAD A PROBLEM FROM THE HARNESS BACK TO THE CAMERA WHEN REVERSE BROUGHT THE KNOWN GOOD LEFT MIRROR IMAGE ONTO THE SCREEN.

Repair: FORTUNATLY, I THOUGHT OF THIS BEFORE THE NEW IMC WAS INSTALLED SO WE SHOULD BE ABLE TO RETURN IT. WE REPLACED THE REAR CAMERA. OPERATION RETURNED.



**Special tool YRW5000070 to pop up the white retainer to release the connector shell. Note this can be done at the IPMB or at the camera itself.**



**Camera lead shown with connector shell removed.**

**Without the connector shells the leads can be swapped at the IPMB**

Discovery 17MY	A Customer may report wear marks on the tailgate and or interior trim panels on the tailgate opening.	This may be caused by a tailgate that is not properly aligned and or miss positioned tailgate opening side trim panels. Should a Customer express a concern, please refer to the TSB and replace the side trim panels, confirm/correct any tailgate alignment concerns and repair any wear marks on the tailgate as required.	LTB01178NAS1 On Sign-off
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Discovery  
17MY

A Customer may report that the roof trim moulding is coming loose.

A Customer may express a concern that the roof panel moulding is coming loose or that there is a wind noise from the upper windshield area. This may be caused by poor installation method during manufacturing, resulting in insufficient fastening of the roof panel moulding. LTB01100 is being reissued with revised roof panel moulding clips and service procedure. Should a Customer express a concern, please refer to the revised TSB.

LTB01100NAS2  
On Sign-off

Discovery  
Sport  
15 – 17MY

A Customer may report water leaking into the vehicle from the upper A-Pillar area.

This may be caused by certain vehicles being manufactured away from specification and body sealant not applied in the optimum location to prevent water leaks. Should a Customer express a concern, please refer to TSB LTB01176 for leak diagnosis and repair guidance.

LTB01176NAS1  
On Sign-off



RR Velar	A Customer may complain that the seat heater stops working after 20 – 30 minutes of operation.	Customers may report that the seat heater stops working after 20 – 30 minutes when on setting 3 (after longer time on lower setting) and that it does not operate again until the ignition is cycled. This may be caused by an error in the HVAC module software controlling the seat heaters. Revised HVAC software has been developed to address this concern. TSB LTB01182 has been published to address this concern. This applies to heated seats only. Climate seats are not applicable to this TSB.	LTB01182NAS1
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RR Velar

A Customer may report that the tail lamp appears to be delaminating or cracking.

Engineering are currently investigating cases where the tail lamps appear to be delaminating or cracking. Please report any cases you find of this concern via EPQR with pictures of the tail lamp concern and the date codes on the back of the lamp assembly to support the investigation,

Under Investigation

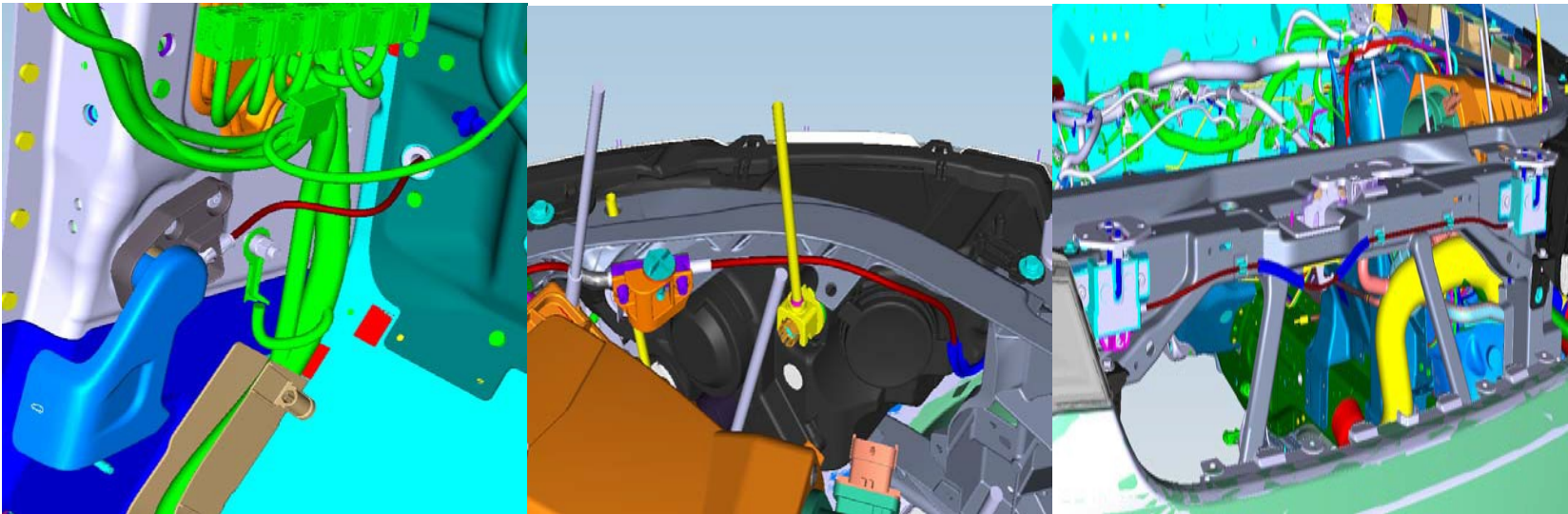


Discovery  
17 -18MY

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



<p>Range Rover 18MY</p>	<p>Has there been an ECM strategy change implemented on late 2017 and more noticeably on 2018MY Range Rover 5.0L S/C when accelerating off a stop? I have had several customers stating there is a acceleration lag/delay off of a stop and on the 2018 after turning as well. I have driven with a customer in a brand new 2018 to demonstrate that the performance is the same as his 2018 vehicle. This particular customer is on his 3rd Range Rover and has stated there is a noticeable difference in acceleration from a stop than his previous vehicles. I have noticed it as well.</p>	<p>There have been no changes that we are aware of that would induce this complaint. This is also not a widely reported complaint via GCM, therefore not a recognized issue at this time. If you are presented with this complaint, perform diagnostics of any DTC's first, then manipulate the driving conditions and compare to other vehicles. If no issues are identified and no DTC's stored, and the condition is considered normal as compared to several other like vehicles, raise an EPQR so we can investigate further.</p>	
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