

Latest Vehicle Concern Fixes



Range & Charging Concerns- Diagnostic Check Sheet	I-Pace
Customer Voice: Customer is unable to charge vehicle or has concerns regarding expected range of the vehicle	Date Report Order Job Card VIN Brief Description Report Concern Yes No Regarding the charge port LED indicator, please outline all observed concerns ☐ Self Illumination ☐ Flicking ☐ Dynamic On/Off Please specify the color of the charge port indicator White Red Green Blue Charge port not Illuminating If the charge indicator oscillates in color variance please outline below Which cable represents the device most frequently utilized when charging your I-Pace (select all that apply) ☐ Cable A ☐ Cable B Does the charge port cable always fully secure and 'click' into the charge port? Yes No Intermittently What location most represents where you I-Pace is frequently charged (select all that apply) Home Office Business Other Charge location is indicated on the charge point app? Yes No Please list location if available on the charge point app AC DC A B LAND ROVER JAGUAR

Status:

- Under Diagnostics in TOPIx, is the X590 Diagnostic Check Sheet. It is now required that any Technical Assistance cases that are submitted regarding range or charging concerns specifically have the X590 Diagnostic Check Sheet submitting along with the initial TA submission. This aids LTS diagnosing your cases and engineering identifying root causes quicker

