



SHOP FOREMAN | AUGUST 2022  
CONFERENCE CALL

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# TECHNICAL SERVICES UPDATE

JLRNA Customer Service Publications sent the *2022 Technician Survey* to 4,500 Technicians in Canada and the U.S. The purpose of this survey was to determine trends, satisfaction levels, and operational issues with how JLR and your dealership support you.



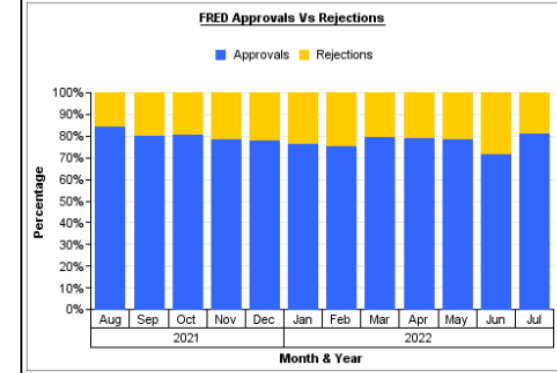
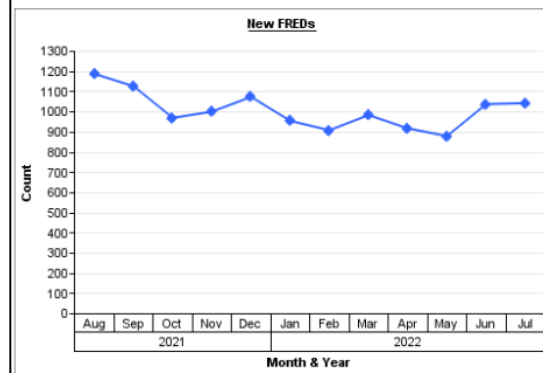
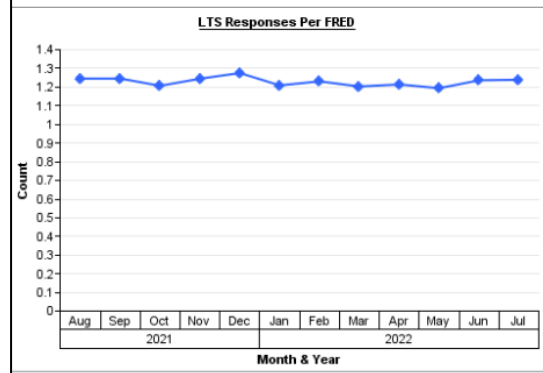
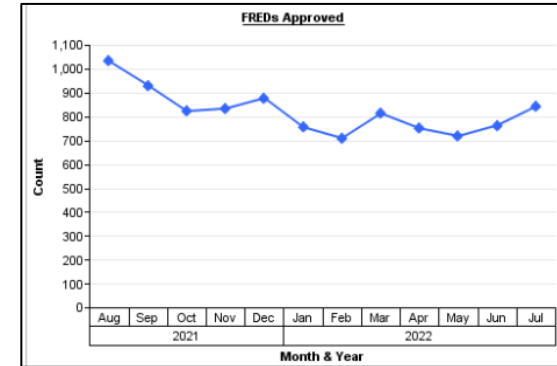
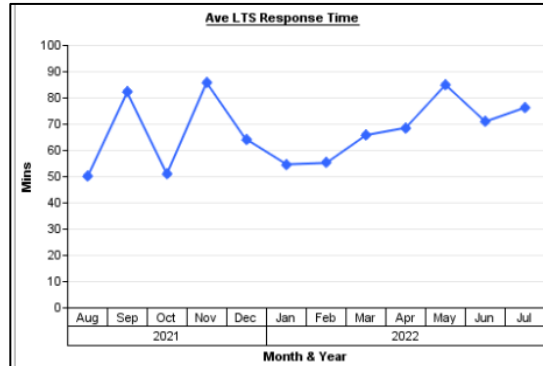
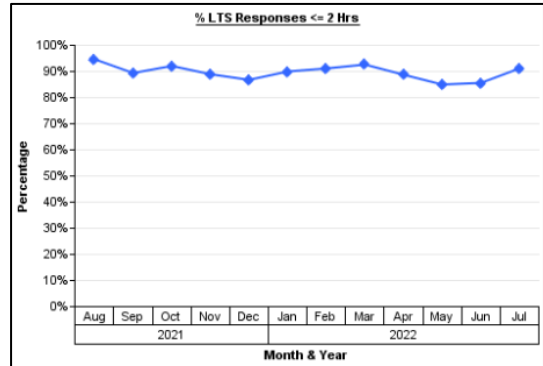
The survey closed August 5<sup>th</sup> with the following response rates:

- US Land Rover - 62.7% from 128 unique retailer codes
- US Jaguar - 21.2% from 41 unique retailer codes
- Canada Land Rover - 54.5% from 18 unique retailer codes
- Canada Jaguar - 6.2% from 2 unique retailer codes
- *Average industry response rate: 54.2%*



We expect to receive a full breakdown of all results August 12<sup>th</sup> and will communicate any subsequent findings and actions in due course – thank you again for your participation.

	New FREDs	LTS Responses	LTS Resps Per FRED	% LTS Resp <= 2 Hrs	Ave LTS Resp (Mins)	FREDs Approved
Jaguar	213	271	1.3	91.9%	141	172
Land Rover	828	1,012	1.2	90.7%	59	670
JLR	1,041	1,283	1.2	91.0%	76	842

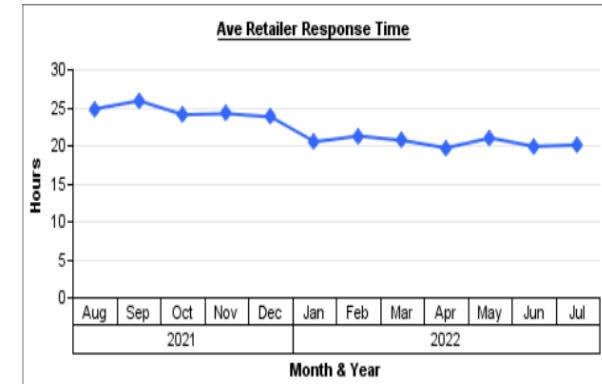
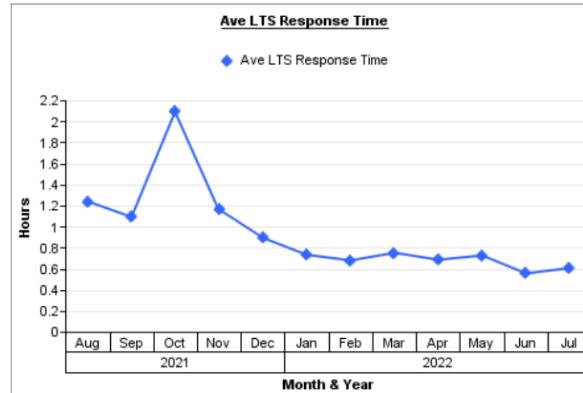
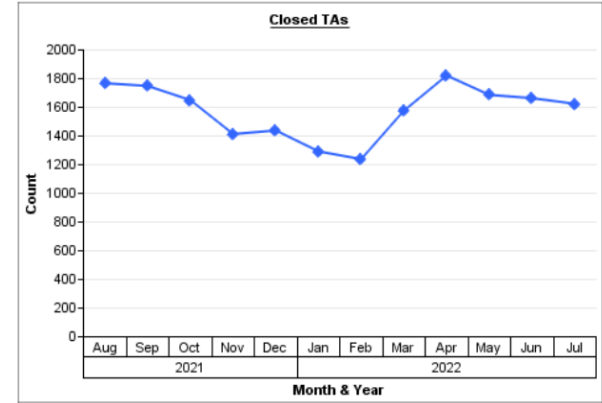
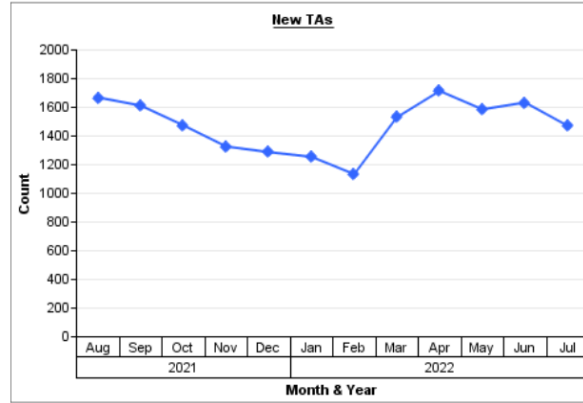


# LOCAL TECHNICAL SUPPORT

1,467 New TAs  
1,621 Closed TAs

LTS average response time  
0.6 hours

Average retailer response  
time 20 hours





Technicians who are L2 or below and not on the exception list continues to be a high number (56% in July)

We are seeing positive results from the internal escalation process which is making supporting this number a bit easier.

Continuing to be a concern

Increasing trend of TAs incorrectly submitted when FRED is required

- FRED – Diagnosis is known & component is on FRED list
- TA – Diagnosis unknown & diagnostic assistance is needed
- Reopen TA cases only if you need additional technical support

# CRITICAL CONCERNS & FIELD SERVICE ACTIONS

## SAFETY RECALL N678 – DRIVER SAFETY BELT EMERGENCY LOCKING RETRACTOR

AFFECTED MODELS	2016-2017 Range Rover and Range Rover Sport
VOLUME AFFECTED	USA 14,512 Canada 1,217
REPAIR	The emergency locking retractor in the driver safety belt assembly may not be to specification. Retailers will inspect driver safety belt part numbers and date codes and following instructions in the bulletin, will replace any defective parts.
REPAIR TIME	Between 0.1 and 0.3 hrs + DIDO
CAMPAIGN LAUNCH	July 15 <sup>th</sup> , 2022
Notes	This recall supersedes Recall N333. Interim Retailer notification bulletins NAS22.04.008 USA and NAS22.04.009 CAN were posted to GRP2 April 19 <sup>th</sup> 2022. Customers have now been mailed a 2nd letter July 29 <sup>th</sup> , 2022 advising parts are now available and repair appointments can be made.

OWNER NOTIFIED SERVICE ACTIONS H410 N714 - HANDS-FREE TAILGATE MODULE SHORTAGE

AFFECTED MODELS	22-23MY Range Rover Velar 23MY Range Rover, Range Rover Evoque, Discovery, Jaguar F-Pace
VOLUME AFFECTED	Current Volume <b>Jaguar 485</b> - 25 CAN 460 USA <b>Land Rover 373</b> - 103 CAN 270 USA (expected to increase further)
REPAIR	Due to the semi-conductor shortage, vehicles are being shipped without the Hands-free Tailgate feature.
REPAIR TIME	TBC
CAMPAIGN LAUNCH	June 24th, 2022 ( Retailer Notification only). Repair TBA
Notes	<p>When handing over the vehicle, customers should be informed by retailers that the Hands-free Tailgate feature is currently unavailable due to the global shortage of semiconductors.</p> <p>A further service communication will be issued for all affected vehicles, to provide a hands-free tailgate module repair process when parts become available. Until such a time, the vehicle can be released with this campaign action outstanding..</p>

## SAFETY RECALL H404 – INCORRECT SPECIFICATION TAIL LAMPS F-PACE

AFFECTED MODELS	21-22MY F-PACE
VOLUME AFFECTED	USA 5326 Canada 699
REPAIR	<p>The rear tail lamps may not be to specification. Retailers will inspect rear tail lamps and where an incorrect specification tail lamp has been installed, following instructions in the bulletin, will replace with correct parts. <b>Less than 1% of vehicles are expected to need a replacement part</b></p>
REPAIR TIME	Inspect 0.1hrs Replacement lamps up to 0.4hrs for a pair + DIDO
CAMPAIGN LAUNCH	<p>Retailer Notification only was on August 4<sup>th</sup>, 2022. USA NAS22.08.001 and Canada NAS22.08.002. Repair bulletin target publication date is August 15<sup>th</sup>, 2022</p>
Notes	For sold cars, Customers will be notified by direct mail following the normal Recall process.

# N720 H412 SAFETY RECALL – SEAT BELT RETRACTOR FUNCTIONALITY



## SAFETY RECALL N720 H412 - SEAT BELT RETRACTOR FUNCTIONALITY

AFFECTED MODELS	22-23MY F-PACE, F-TYPE, and XF 22-23MY RR Velar, RR Sport, Discovery Sport, Discovery, and Defender
VOLUME AFFECTED	H412 USA 176    H412 Canada 113 N720 USA 4,927    N720 Canada 645
REPAIR	The front seat belt pretensioner tube may have been damaged during the manufacturing process. Less than 1% of vehicles are expected to have defective parts. Retailers will inspect the seat belt pretensioner tube for damage and if damage is identified, following instructions in the bulletin, will replace any defective parts.
REPAIR TIME	Inspect between 0.3 and 1.1 hrs. Inspect and Repair between 0.5 and 1.4 hrs + DIDO
CAMPAIGN LAUNCH	Retailer Notification only was issued August 4 <sup>th</sup> , 2022. N720 - NAS22.08.005 USA    NAS22.08.006 CAN H412 - NAS22.08.003 USA    NAS22.08.004 CAN Repair bulletin target publication date is August 15 <sup>th</sup> , 2022
Notes	For sold cars, customers will be notified by direct mail following the normal Recall process.

## Audio Amplifier Shortage

AFFECTED MODELS

22-23MY RR Velar  
22MY F-PACE

VOLUME AFFECTED

USA 84 Canada 9

REPAIR

Due to the semi-conductor shortage, vehicles are being shipped from the factories without audio amplifiers installed. These are being held under UPS campaigns and repaired in ports prior to wholesale. However, it is possible the factory has shipped a limited number of additional vehicles without amps that were not declared as part of the port UPS campaigns and were therefore not held and have been shipped to retailers.

Notes

If during PDI, retailers find any vehicles with audio amplifier shortages, they should, until further notice submit an EPQR. Direction will then be provided on repairing affected vehicles following the normal shortage claim process after completion of repairs. This process may supersede to separate new campaigns in due course which will be announced via normal communications processes.



# ELECTRICAL

## Mid-Line Cluster Programming Failure

21MY DEFENDER, DISCOVERY SPORT, RR EVOQUE, VELAR, F-PACE

### Customer Voice:

- IPC software update fails to install when using TOPIx Cloud Diagnostics for N578 or H352

### Technical Description:

- The PBL update routine was previously not available on TOPIx cloud diagnostics
- The documentation for N578 and H352 instructed technicians to use Pathfinder

### Status:

- As of August 11th, we now have confirmation this routine is available in TOPIx Cloud
- A request has been made to update the related documentation
- If you do encounter any related issues, please submit a TA for further support as per normal process

**DIAGNOSTIC INSTRUCTION**

- CAUTIONS:**

  - This procedure requires a minimum of Pathfinder 347 installed or later.
  - All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.

**NOTE:**

The JLR approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transport Mode'.

Connect the JLR approved battery support unit.
- Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
- Follow the JLR approved diagnostic equipment prompts.
  - Select 'ECU Diagnostics:'
  - Select 'Instrument Cluster Panel Control Module [EC]'
  - Select 'ECU Functions:'
  - Select 'PBL Update:'

**NOTE:**

If Pathfinder requests the ignition to be switched ON or OFF but after an attempt the ignition does not change state, select 'continue' on the Pathfinder screen and continue to follow the on-screen instructions.

Follow all on-screen instructions to complete the task.

**APPLICATIONS AND TROUBLESHOOTING**

Vehicle Applications    Module Applications    Module Programming    Diagnostic Tests    History    DTCs

IPC

Application name	Description	Action
IPC - Primary Bootloader Update	Existing Module Programming	Run

## Deployable Sidestep - No operation

22-23MY New Range Rover, New Range Rover Sport

### Customer Voice:

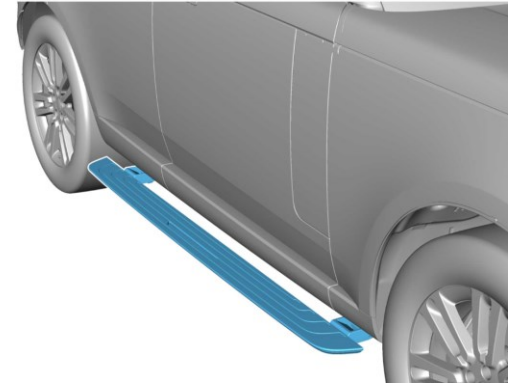
- Customer states that the deployable side steps are not operational

### Technical Description:

- This has occurred after CCF As-Built has been loaded into the vehicle. Loading the CCF as-built has removed the Deployable Sidestep option from the CCF

### Status:

- Please follow step 8 completely in the accessory fitting instructions for Deployable Side Steps (Electrical Only) only after all other CCF work has been completed.
- SSM75802 has been released for this concern



## SOTA update 3.3.0

20-23MY Defender 21-23 MY Discovery, Discovery Sport, Range Rover Evoque, New Range Rover, New Range Rover Sport, Velar, E-Pace, I-Pace, F-Pace, XF

### Customer Voice:

Software over the Air (SOTA) update 3.3.0 has started deploying to vehicles as of the 8-August.

### Technical Description:

This update includes PIVI IP34, WDCM, and L460 specific updates for ABS, CHCM, CHCMB, and GWM

#### **PIVI IP34**

- Stability enhancements for CarPlay and Android Auto
- Speech Recognition Improvements
- Additional options for the steering wheel favorite button

#### **WDCM**

- Wireless Device Charging Module update to improve wireless charging with Apple Magsafe devices

#### **ABS, CHCM, CHCMB, GWM bug fixes for L460 only**

Details can be found in the latest SOTA bulletin available on TOPIx

### New software downloaded and ready

Good news! Latest software updates have been downloaded to your vehicle. Your vehicle needs to switch to the new software. You will not be able to use the vehicle during the update. Side and hazard lights will also be disabled.

Estimated installation time: [xx]h [xx]m

Update now

OR

Schedule

## Weather app disappears after PIVI update

20-23MY Defender 21-23 MY Discovery, Discovery Sport, Range Rover Evoque, New Range Rover, New Range Rover Sport, Velar, E-Pace, I-Pace, F-Pace, XF

### Customer Voice:

- Weather information is no longer available after software update.

### Technical Description:

- An error is possible with web application download after flashing PIVI Pro to IP34 via SOTA (OS 3.3.0)/ TOPIx Cloud and will result in web applications (Weather), being removed on update and not being reinstalled.
- There is no error message presented to the user to indicate that the vehicle has entered the error state.
- This issue is caused by a software bug and may affect a small percentage of cars. This bug will be fixed in the next PIVI Pro software release. Therefore, it is not necessary to replace any components to repair this issue

### Status:

- The error state can be repaired by following instructions in SSM75814/SSM75813



# TOPIX CLOUD

**A visit was performed the last week of July to 3 retailers on the west coast.**

The joint visit was performed by Paul Lacey from Product Investigation, and Daniel Glicksman from LTS

The visit focused around TOPIX cloud and real world feedback from retailers with high use, and retailers with low use of Cloud Diagnostics.

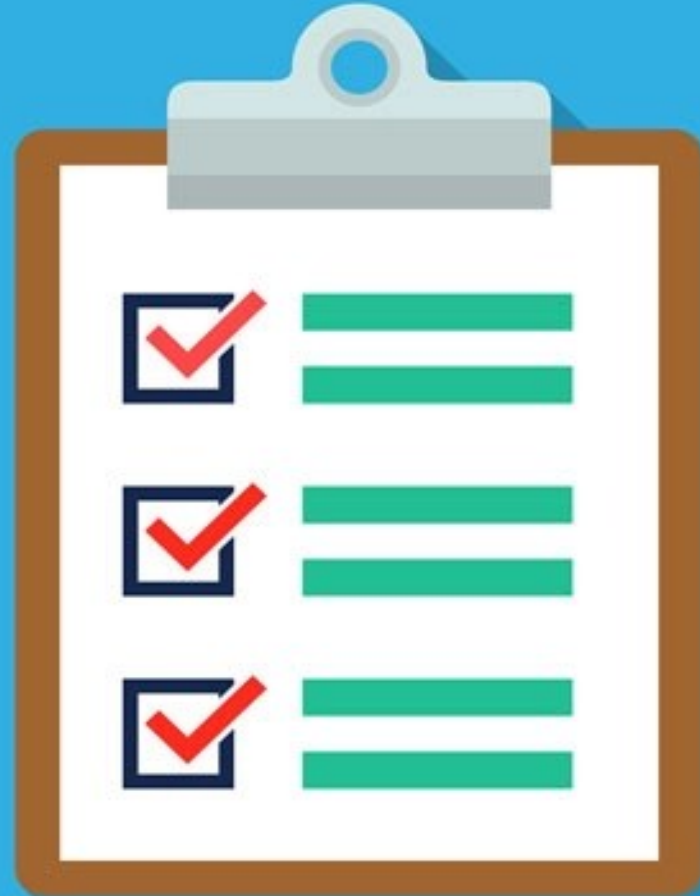
The feedback that has been provided will help push for further improvements to Cloud Diagnostics.

**We want to thank JLR Livermore, Cole European, and Land Rover Redwood City for the support and honest feedback.**



## The top issues that were raised during the visit:

- 1) Vehicle Connectivity Issues
- 2) Datalogger- how to use and where to find it
- 3) Where to find module information- How to determine if a module is up to date?





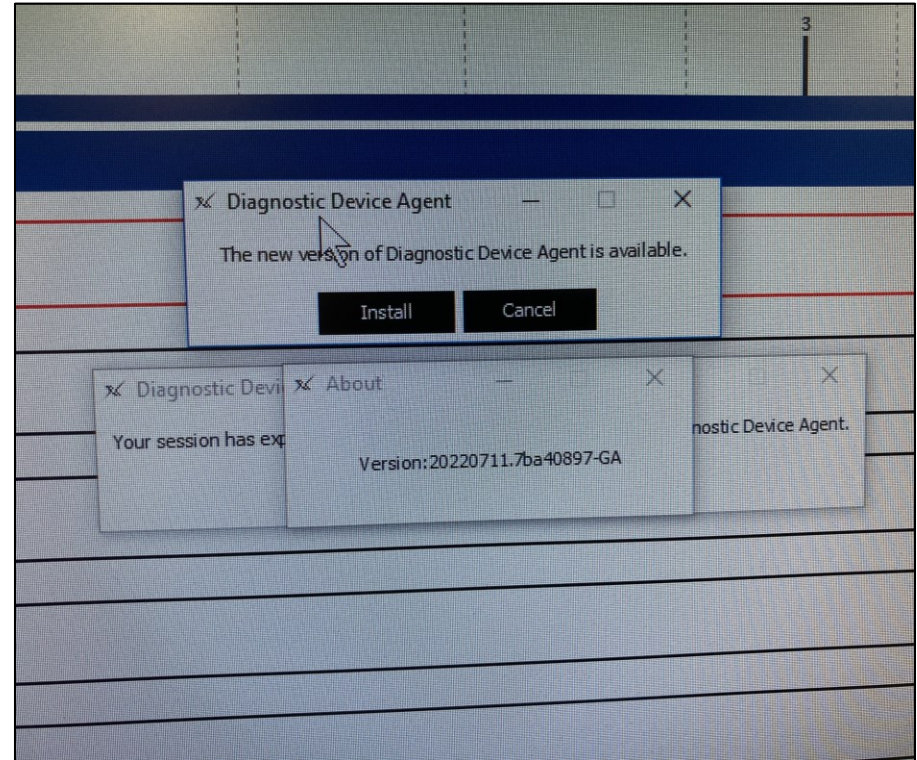
**Retailer concern- "Unable to communicate to new vehicles with TOPIX, did not have issue last week?"**

Many of these issues have been found to be caused by outdated DDA software.

Remaining logged into DDA for extended periods between vehicle use, causes a loss of visibility on Update prompts.

We recommend checking for updates daily on DDA.

Installation time for DDA updates are very quick



## Retailer concern- *"Pathfinder had Live Data, how to we access this through TOPIx?"*

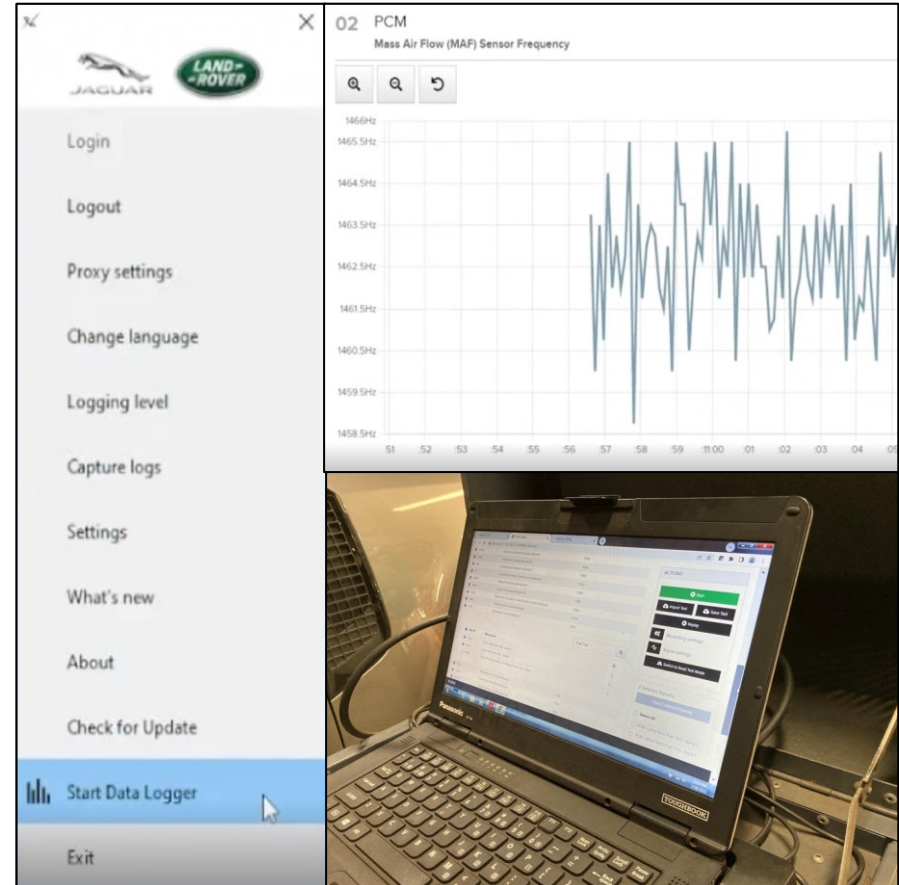
The datalogger app is incorporated in DDA and is a separate function outside of the TOPIx cloud environment.

When connecting a vehicle to DDA, you can select Datalogger when clicking on the DDA icon in the bottom task bar of Windows.

The Datalogger function is very intuitive and there is a lot of data that can be gathered from all vehicle modules.

Please refer to the training course available in Training and Development:

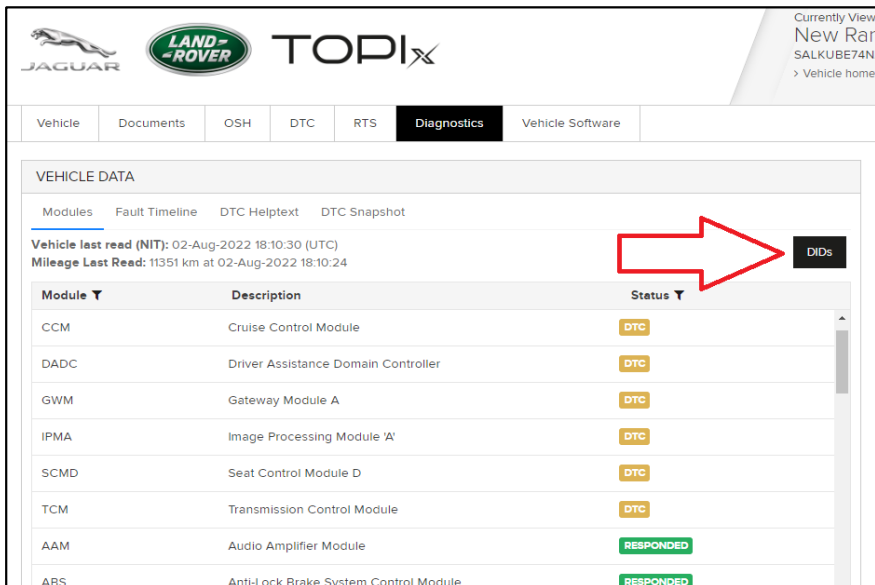
QDM102757 - TOPIx Cloud Diagnostics Data Logger



## Retailer Concern- "Can't perform module update, routine is missing from TOPIx?"

You can determine if modules are up to date from the diagnostics page. This can be found by selecting "DIDS" on top of the module list.

Modules up to the latest software level will show the "Latest" indicator next to the module name.



Currently View  
New Range  
SALKUBE74N  
> Vehicle home

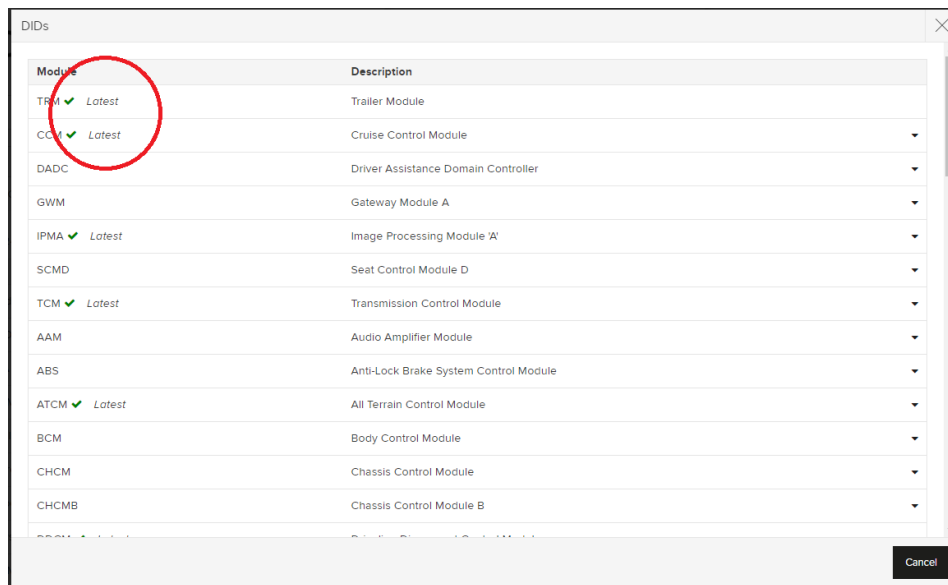
Vehicle Documents OSH DTC RTS **Diagnostics** Vehicle Software

VEHICLE DATA

Modules Fault Timeline DTC HelpText DTC Snapshot

Vehicle last read (NIT): 02-Aug-2022 18:10:30 (UTC)  
Mileage Last Read: 11351 km at 02-Aug-2022 18:10:24

Module	Description	Status
CCM	Cruise Control Module	DTC
DADC	Driver Assistance Domain Controller	DTC
GWM	Gateway Module A	DTC
IPMA	Image Processing Module 'A'	DTC
SCMD	Seat Control Module D	DTC
TCM	Transmission Control Module	DTC
AAM	Audio Amplifier Module	RESPONDED
ABS	Anti-Lock Brake System Control Module	RESPONDED



DIDS

Module	Description
TPM ✓ Latest	Trailer Module
CCM ✓ Latest	Cruise Control Module
DADC	Driver Assistance Domain Controller
GWM	Gateway Module A
IPMA ✓ Latest	Image Processing Module 'A'
SCMD	Seat Control Module D
TCM ✓ Latest	Transmission Control Module
AAM	Audio Amplifier Module
ABS	Anti-Lock Brake System Control Module
ATCM ✓ Latest	All Terrain Control Module
BCM	Body Control Module
CHCM	Chassis Control Module
CHCMB	Chassis Control Module B

Cancel

# TOPIX CLOUD – MODULE UPDATE AUGUST 10<sup>TH</sup> 2022



Available	Partial Coverage	Not Available	Not Applicable	Ready for Validation
-----------	------------------	---------------	----------------	----------------------

Completed **Module update** applications available for all **22MY & 21MY** vehicles:

✓ ABS (PHEV)	✓ BCCM (7kW)	✓ BECM (PHEV)	✓ FARC	✓ GSM (Stick Shifter)	✓ IDMA	✓ (Lowline)	✓ RSCM	✓ (RRSM)
✓ AWD	✓ BCCM (7kW)	✓ CCM	✓ FICM PIVI	✓ (ICCM)	✓ IPCB	✓ OCS	✓ SASM	✓ TBM
✓ AWDB	✓ BCM	✓ DDCM	✓ FICM PIVI	✓ (Highline)	✓ PCMB	✓ (NC10P8B)	✓ SBU (BMS)	✓ TCU4
✓ BCCM	✓ BECM (BEV)	✓ EPICB	✓ FICM PIVI	✓ HCMB	✓ NFSM	✓ RARC	✓ SBU (BMS)	✓ TRM
✓ BCCM (11kW)	✓ BECM (MHEV)	✓ EPICB (PHEV)	✓ (IGM)	✓ HUD	✓ (Midline)	✓ RARC	✓ SCMC (RLSM)	✓ TSCM
		✓ EPICD	✓ GSM	✓ ICDM (Blade)	✓ NFSMB	✓ RBM	✓ SCMD	✓ WDCM

Modules in validation and close to completion for all **22MY & 21MY** Vehicles:

Module Update	New Range Rover Sport 23MY	New Range Rover 22MY	Range Rover 22MY	Discovery Sport 22MY	Discovery Sport 21MY	Evogue 22MY	Velar 22MY	Defender 22MY	F-Type 22MY	XF 22MY	E-Pace 22MY	I-Pace 22MY	XE 22MY	F-Pace 22MY	Range Rover 21MY	Discovery Sport 21MY	Discovery Sport 21MY	Evogue 21MY	Velar 21MY	Defender 21MY	F-Type 21MY	XF 21MY	E-Pace 21MY	I-Pace 21MY	XE 21MY	F-Pace 21MY	Partial Notes	
EPIC (PHEV)																												
RCM																												
NFSMC																												
PCM																												
RGTM																												X540 China MHEV not available.
HVAC																												
DADC																												
IPMA																												
PSCM																												
AAM																												
ABS																												
CHCM																												
EPICO																												
CHCMB																												PHEV not yet available for L494 and L405
DSM																												
GWM																												
HCM (C)																												
HCM																												
IPC (Highline)																												
FSM																												
SODL																												
SODR																												
TCM																												
TPM																												
SFA																												
OCS																												

Module update outstanding modules:

○ ABS (HEV)	○ ATCM	○ DDM	○ EPIC (MHEV)	○ IPC (Midline Plus)	○ IPMB (Highline)	○ ISC	○ RDCM	○ RHVAC (Highline)	○ RHVAC (LWB)	○ RICM	○ SPMA	○ TCU (CAN)
○ ACM (NLI)	○ <u>iBoost</u>	○ DRDM	○ DZM	○ HCMB (D)	○ IPMA	○ PAM	○ RGTM	○ RHVAC (H)	○ RHVAC (H)	○ RSE (IGMB)	○ SPMB	○ VIM
	○ DADC	○ EESM	○ IMC	○ IPMB	○ IPMB (IPMB_D)	○ PRDM	○ RHVAC	○ RHVAC (Lowline)	○ RSE (ICMB)	○ SGCM	○ TCCM	○ TCU

# TOPIX CLOUD – MODULE REPLACE AUGUST 10<sup>TH</sup> 2022



Completed Module **replace** applications available for all 22MY & 21MY vehicles

- |               |                    |                       |                    |        |
|---------------|--------------------|-----------------------|--------------------|--------|
| ✓ BCCM        | ✓ CCM              | ✓ GSM (Stick Shifter) | ✓ RICM RSE (ICCMB) | ✓ TRM  |
| ✓ BCCM (11kW) | ✓ EPICD            | ✓ HCMB                | ✓ RICM RSE (IGMB)  | ✓ TSCM |
| ✓ BCCM (7kW)  | ✓ FARC             | ✓ IDMA                | ✓ RSCM             |        |
| ✓ BCCM (7kW)  | ✓ FICM PIVI (ICCM) | ✓ OCS                 | ✓ SASM             |        |
| ✓ BECM (BEV)  | ✓ FICM PIVI (IGM)  | ✓ RARC                | ✓ SBU (BMS)        |        |
| ✓ BECM (MHEV) | ✓ GSM              | ✓ RBM                 | ✓ TBM              |        |

Modules in validation and close to completion for all 22MY & 21MY Vehicles:

Module Replace	Available																						Partial Coverage				Not Available				Not Applicable		Ready for Validation	
	New Range Sport 23MY	New Range Rover 22MY	Range Rover 22MY	Discovery 22MY	Range Sport 22MY	Discovery Sport 22MY	Evogue 22MY	Velar 22MY	Defender 22MY	F-type 22MY	XF 22MY	E-Pace 22MY	I-Pace 22MY	XE 22MY	F-Pace 22MY	Range Rover 21MY	Discovery 21MY	Rover Sport 21MY	Discovery Sport 21MY	Evogue 21MY	Velar 21MY	Defender 21MY	F-type 21MY	XF 21MY	E-Pace 21MY	I-Pace 21MY	XE 21MY	F-Pace 21MY	Partial Notes					
CCM																																		
DSM																																		
EPICD			P		P												P	P												PHEV not yet available for L494 and L405				
HCM																																		
SODR																																		
SODL																																		
TCM																																		
HCM (C)						P	P																								9HP50 still in progress for L550 L551, X540			
AAM																																		
GWV																																		
HVAC																																		
RCM																																		
GSM																																		
CHCM																																		
BECM (PHEV)	P	P																													Replace Complete HV Battery application available only			
OCS																																		
PSCM																																		
DDCM																																		
RFA																																		
BCM																																		
EPIC (PHEV)																																		

Module replace outstanding modules:

- |              |                |                      |                   |                  |                            |             |
|--------------|----------------|----------------------|-------------------|------------------|----------------------------|-------------|
| ○ ABS        | ○ BBM (iBoost) | ○ EPICB (PHEV)       | ○ IPCB (Highline) | ○ PAM            | ○ RGTMB                    | ○ SPMA      |
| ○ ABS (HEV)  | ○ CHCMB        | ○ GSM CAN            | ○ IPMA            | ○ PCM            | ○ RHVAC                    | ○ SPMB      |
| ○ ABS (PHEV) | ○ DADC         | ○ HCMB (D)           | ○ IPMB            | ○ PCMB (NC10P8B) | ○ RHVAC (Highline)         | ○ TCCM      |
| ○ ACM (NLI)  | ○ DDM          | ○ HUD                | ○ IPMB (Highline) | ○ PDM            | ○ RHVAC (Lowline)          | ○ TCU       |
| ○ ATCM       | ○ DRDM         | ○ ICDM (Blade)       | ○ IPMB (IPMB_D)   | ○ PRDM           | ○ RHVAC (LWB) (H)          | ○ TCU (CAN) |
| ○ AWD        | ○ DZM          | ○ IMC                | ○ ISC             | ○ PSM            | ○ RIDM (Rear Right Screen) | ○ TCU4      |
| ○ AWD B      | ○ EESM         | ○ IPC (Highline)     | ○ NFSM (Midline)  | ○ RDCM           | ○ SGCM                     | ○ TPM       |
|              | ○ EPICB        | ○ IPC (Midline Plus) | ○ NFSMC           | ○ RGTMB          |                            | ○ VIM       |

Modules with completed applications available for all 23MY, 22MY & 21MY vehicles:

- |         |         |         |        |         |         |        |        |
|---------|---------|---------|--------|---------|---------|--------|--------|
| ✓ BBM   | ✓ TBM   | ✓ FARC  | ✓ IGM  | ✓ NFSMB | ✓ PSM   | ✓ SASM | ✓ TRM  |
| ✓ DADC  | ✓ FTCM  | ✓ GSM   | ✓ IPCM | ✓ NFSMC | ✓ RHVAC | ✓ SCMC | ✓ VIM  |
| ✓ EPICB | ✓ FTCMB | ✓ ICCMB | ✓ NFSM | ✓ OCS   | ✓ RARC  | ✓ SPMA | ✓ WDCM |

Available	Partial Coverage	Not Available	Not Applicable
✓ PSM	✓ SASM	✓ TRM	
✓ RHVAC	✓ SCMC	✓ VIM	
✓ RARC	✓ SPMA	✓ WDCM	
	✓ SPMB		

Modules with applications in validation and close to completion for all 23MY, 22MY & 21MY Vehicles:

Models	Defender (L663)			Discovery (L462)			Discovery Sport (L350)			E-PACE (X340)			F-PACE (X161)			F-TYPE (X162)			I-PACE (X330)			New Range Rover Evoque (L551)			Range Rover (L465)			Range Rover (L460)			Range Rover Sport (L434)			Range Rover Velar (L560)			XE (X160)			XF (X260)		
	23	22	21	23	22	21	23	22	21	23	22	21	23	22	21	23	22	21	23	22	21	23	22	21	23	22	21	23	22	21	23	22	21	23	22	21						
AAM																																										
ABS																																										
AWD																																										
AVDB																																										
BDM																																										
BECM																																										
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CCCM																																										
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FCM																																										
CRDM																																										
CSM																																										
EPIC																																										
GUM																																										
HUD																																										
HVAC																																										
ICCM																																										
ICDM																																										
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IMC																																										
IPC																																										
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IPMB																																										
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PRDM																																										
PSCM																																										
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RGTM																																										
RGTMB																																										
RDM																																										
RSCM																																										
SCMD																																										
SDDL																																										
SODR																																										
TCU																																										
TPM																																										

Timing to be released wk34

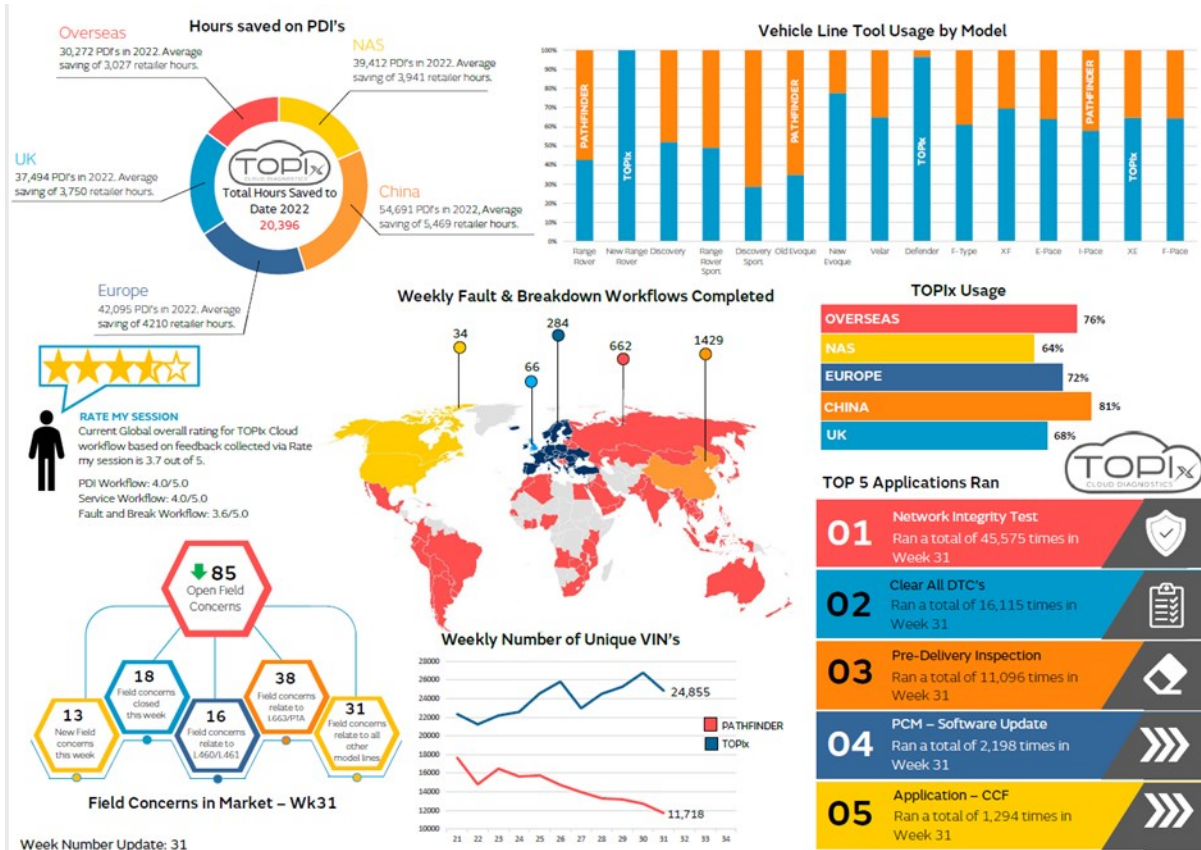
- Outstanding modules requiring applications:
- ATCM
  - BCCM
  - CHCMB
  - EPICD
  - TCCM



The NAS Market is not utilizing Fault & Breakdown – this is the process that is required for RVC generation.

The TOPIX rating system is receiving on average 3.5-4.0 stars. Please be honest when rating your sessions.

If you have issues, please rate accordingly. This is being monitored for improvements.





# POWERTRAIN

## AJ20 P6 Water Pump – PRR request

19-22MY Range Rover, RR Sport, Defender, Velar, Range Rover(L460), Jaguar F-PACE

Customer Voice:

- Coolant warning light and/or coolant leaking from vehicle.

Technical Description:

- Water Pump to be replaced due to leakage at water pump weep chamber.

Status:

- Raise an EPQR to support the ongoing investigation.
- Take 1 quart Coolant sample before repair.
- Remove Water Pump and package with coolant sample for collection via PRR.
- Refer to TOPIx 303-03C: Engine Cooling - INGENIUM I6 3.0L Petrol for diagnostic and repair instructions.

Example Leaking Water Pumps, Any observation of leakage to be reported

**Water Pump J6P3-8501-AC**  
LR Service Number: LR121418  
Jaguar Service number: T4A41037

## AJ20-P4 Fuel Pump Driver module

18-22MY Land Rover Defender, Discovery, Discovery Sport, Range Rover, RR Sport, RR Evoque, RR Velar  
18-22MY Jaguar XF, XE, E-PACE, F-PACE

### Customer Voice:

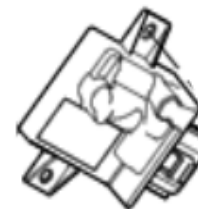
- Vehicle will have a lack of power, drivability issues, and possible check engine light on.

### Technical Description:

- Vehicles will possibly have a stored PCM fault code of P1338-38 - Fuel Pump Driver Module Communication Circuit (Fuel Pump Driver Module) - Signal frequency incorrect and in some cases P008A-84/77-Low Pressure fuel pressure deviation .

### Status:

- Do not Flash the PCM as this will not address this concern.
- Please perform the diagnostics in Topix section 303-14 (Engine electric controls).
- Check all wiring using the pinout tests just to make sure the harness/signal side is fault free to the Fuel pump driver module(FPDM)
- If observed voltage values are outside the tolerances, please replace the FPDM



8HP45 8-speed transmission selector lever displays 'N' (Neutral) after auto stop/start event

22MY XF, XE, F-PACE, Range Rover Velar  
23MY Defender

**Customer Voice:**

- Following an auto stop/start event the gear selector displays 'N' (Neutral) without any transmission selector operation. "D" (Drive) selectable only after 'P' (Park) or 'R' (Reverse) is selected.

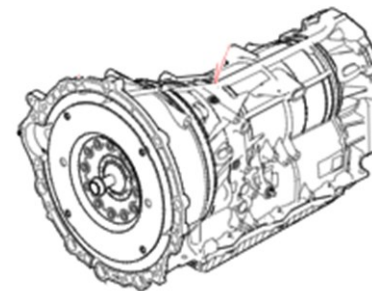
**Technical Description:**

- Software calibration issue within the Transmission Control Module (TCM).
- No transmission diagnostic trouble codes are logged.
- Transmission has initiated fail safe mode in error.

**Status:**

- Update the Transmission Control Module (TCM) as per the instructions below which are also in Topix 311-02 under diag and testing, external controls.
- Please Note – This software update of the Transmission Control Module (TCM) will be conducted using TOPIx Cloud Diagnostics.

Refer to Updated SSM 75806



INGENIUM I4 2.0L PETROL - Message centre displays 'Coolant Level Low' warning message.

19-22MY Jaguar E-PACE, Land Rover Discovery, Discovery Sport, RR Evoque

**Customer Voice:**

- Customer reports coolant level low message on dash or a coolant leak.

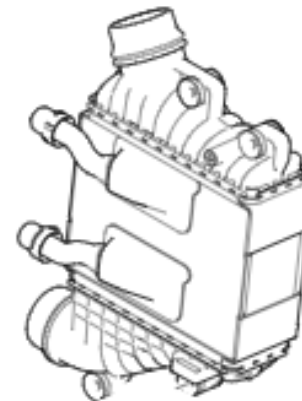
**Technical Description:**

- In some circumstances the Diagnostic Trouble Code (DTC) P0507-00 Idle Control System - RPM Higher Than Expected , is also stored within the Powertrain control module (PCM) along with low coolant.

**Status:**

- If the customer concern has been rectified, attach all the information identified to an EPQR, quoting this SSM, along with the:
- Confirmation of customer complaint: Coolant light on, low coolant, or has a leak.
- Diagnostic steps: Photos of the Charge Air Cooler internals showing evidence of coolant leak.
- Please also save for return to JLR:
  - 100ml of coolant from the vehicle.
  - The Charge Air Cooler.
  - Parts Return Request (PRR) will be raised on receipt of EPQR.

**SSM 75808/75809**



## Transfer Case Judder with Steering Input Applied

18-20MY F-PACE, XE, XF, Range Rover  
Velar**Customer Voice:**

- Customer concern will be a Judder/Vibration when a right or left steering input is applied at low speed.

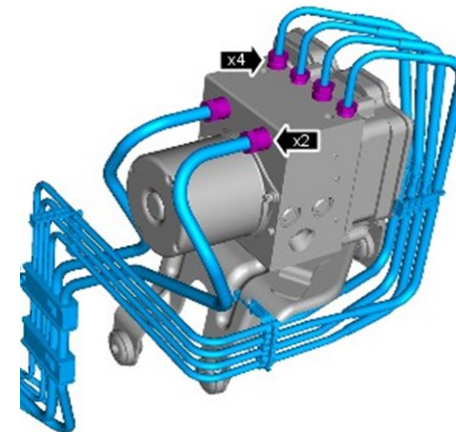
**Technical Description:**

- Concern is caused by torque wind up in the rear axle, potentially resulting in ‘skipping’ of the rear inside wheel. This cyclic driveline wind-up/release is the root cause of reported ‘judder / vibration’ at low speed.

**Status:**

- Update the Anti-lock Brake System (ABS) and TCCM module software.
- This procedure requires TOPIx Cloud and alternatively minimum of Pathfinder build 366 loaded or later depending on vehicle.
- The issue is predominantly linked to older levels of ABS and TCCM software. TOPIx (Section 307-07 > Diagnosis and Testing > Transfer case) has been updated to reference the software update:

Refer to SSM 75681 / 75682



## U0111-00 Lost Communication with Battery Energy Control Module "A"

19-22MY Range Rover(L405), RR Sport

Customer Voice:

- Charge warning light on, MIL light.

Technical Description:

- DTC U0111-00 Lost Communication with Battery Energy Control Module "A" will come on.
- Incorrect Battery Energy Control Module (BECM) harness routing causing tension on connector C4YB01D resulting in high resistance/open circuit.

Status:

- Remove the original clipping feature on the MHEV Battery harness and replace with a suitable cable tie (200mm x 4.8mm) making sure the harness is routed correctly and not tight putting the harness under stress as per the attachment and check for connector damage and repair if required.

**Refer to SSM 75783**



Turbocharger removal/replacement. Residual Debris/Oil Causing Mechanical damage  
- AJ20-D4

17-19MY F-Pace , XF, XE , RR Velar

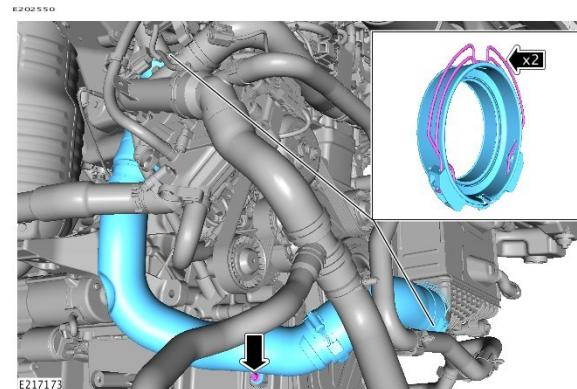
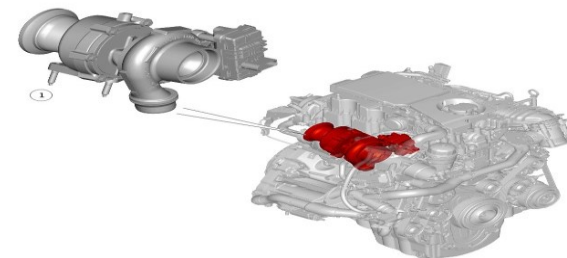
### Technical Description:

- After mechanical repairs to the Diesel Engine Turbocharger have been completed, excessive smoke and/or lack of power is noticed.
- This can be after turbocharger removal or replacement that has resulted in metal parts and/or engine oil pooling in the intake system.

### Status:

- When completing repairs to the Turbocharger, please ensure that any debris, and/or oil ingress is cleared out all of the intake channels (air-path pipes, intake manifold, intercooler, turbocharger, and breather hose assemblies) prior to completion of the repairs.
- **All residual oil must be removed.**
- Failure to do so may cause subsequent mechanical failures to the engine and/or turbocharger assemblies.

REFER to TOPIx section 303-04E, Pinpoint test D1 and D2  
SSM 75633/75634





## New Tools Update

### Status:

We have a weekly review in place with Bosch representatives to ensure the limited supplies available are prioritized to the proper locations.

New tools are en route to your location for supporting the new market technologies in our vehicles.

- 100% of retailers have received battery lifting cradles, approved Lithium-ion battery charger, and new lifting table with Universal adaptor set - these tables are a required mandatory tool for all powertrain derivatives (EV and ICE)
- A complete set of L460 Chassis tools have been shipped out.
- Three EV dedicated tools and a new Fluke 1507 Insulation tester and Electric drive unit tools have been shipped out.

You will see all the tool related bulletins in one section here in :  
[TOPIx > Retailer Standards & Training > Tools and Equipment > expand all.](#)

22-23MY Range Rover-L460,  
Range Rover Sport-L461



# BODY & CHASSIS

## Ticking / Tapping Type Noise From Upper A-Pillar Area

21 – 22MY RR Sport

### Customer Voice:

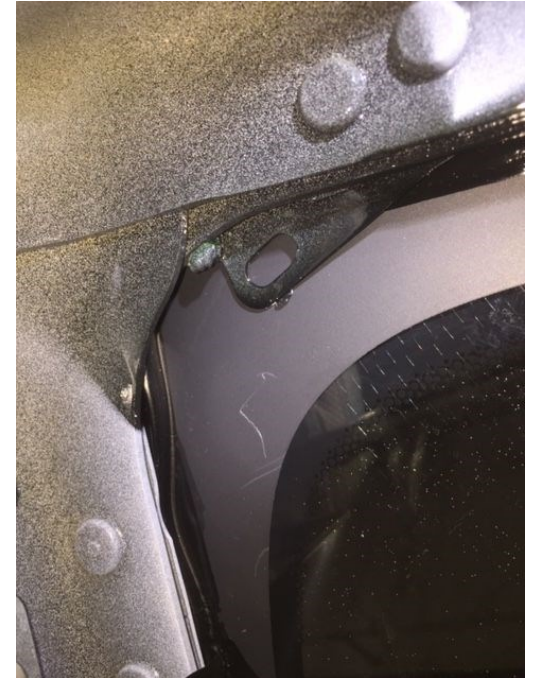
- A customer may report a ticking or tapping type noise while driving from the upper A-Pillar area.

### Technical Description:

- This may be caused by a body flange contacting the windshield glass.

### Status:

- Engineering is currently investigating this concern.
- SSM 75800 has been published to address this concern.
- The body flange can be easily be repositioned away from the windshield glass without the need to remove the windshield, using a suitable tool.
- Care should be used to avoid damaging the windshield glass.



## Air Conditioning Inoperative

19MY – Onwards I-PACE

### Customer Voice:

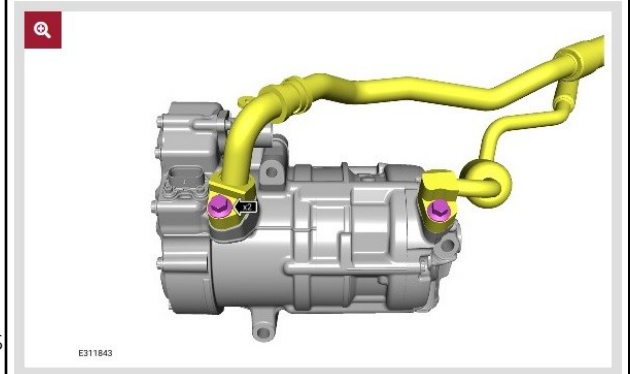
- A customer may report that the air conditioning system does not blow cool/cold air.

### Technical Description:

- This may be caused by a refrigerant pipe that has cracked.

### Status:

- Engineering has developed redesigned refrigerant pipes to address this concern.
- TSB JLRTB02109NAS2 has been published to address this concern.
- Both the suction (low pressure) and the discharge (high pressure) refrigerant lines must be replaced together (even if only one line has developed a crack) when changing to the new redesigned refrigerant lines.



## SAFETY RECALL N720 H412 – Autoliv Seat belt Retractor Functionality

- Seatbelt pretensioner inspection
  - Using a suitable mirror, carefully inspect the pretensioner for any damage where the activator tube mounts to the seatbelt reel assembly.
  - Any sign of damage requires a seatbelt assembly replacement.



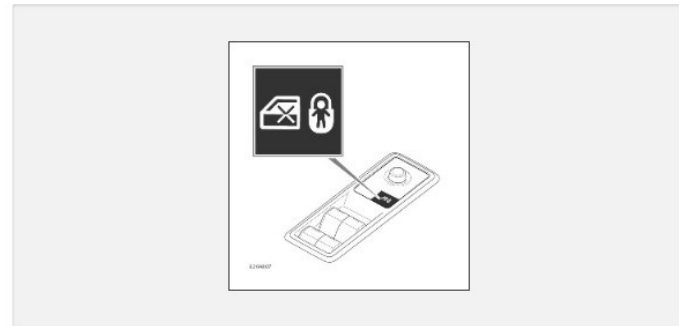
Range Rover, RR Sport, RR Velar, RR Evoque, Defender, Discovery, Discovery Sport, F-PACE, I-PACE, E-PACE, XF, XJ, XE

- TA cases have been for rear seat power operation being inoperative.
- A check of the vehicle system finds that the Child Safety Lock (isolation) switch feature is engaged.
- Please Note: As stated in the Owner Handbook, the following features will be inoperative when the Child Safety Lock switch is engaged (where applicable) by design:
  - All primary movements on the door switch pack.
  - Memory recall.
  - Secondary adjustments via rear armrest screen.
  - Rear executive armrest.
  - Cupholder stow and deploy.

## CHILD SAFETY LOCKS

**WARNING**

Make sure to read and fully understand the relevant warnings before using any of the features in this section. See [CHILD SEAT SAFETY](#).



The rear door interior handles should be disabled if children are to be carried in the rear seat positions.

Press the button located on the driver's door to activate the child door locks and inhibit the rear windows. The LED indicator illuminates when active. The instrument panel displays a confirmation message.

When the child lock is on, the following will not work for rear executive seats:

- All primary movements on the door switch pack.
- Memory recall.
- Secondary adjustments via rear armrest screen.
- Rear executive armrest.
- Cupholder stow and deploy.

To switch off, press the button again. The LED extinguishes. The instrument panel displays a confirmation message.

### RELATED INFORMATION

- CHILD SEAT SAFETY
- CHILD SEAT OVERVIEW
- CHILD SEAT POSITIONING
- BOOSTER SEATS
- CHILD RESTRAINT CHECK LIST
- CHILD SAFETY INFORMATION
- WARNING LABELS
- VEHICLE SPECIFIC INFORMATION
- FITTING LATCH CHILD RESTRAINTS
- FITTING TETHER ANCHORAGE CHILD RESTRAINTS

Range Rover, RR Sport, RR Velar, RR Evoque, Defender, Discovery, Discovery Sport, F-TYPE, F-PACE, I-PACE, E-PACE, XF, XJ, XE

- TA cases have been for rain sensing wiper operation being inoperative.
- A check of the vehicle system finds that the rain sensing wiper feature is turned off in the settings menu.
- Please Note: As stated in the Owner Handbook, the rain sensing wiper feature can be turned on or off, either from the instrument panel menu or the touch screen settings menu (depending on the model).
- Please confirm the feature setting before diagnosing the system or raising a TA case upon a customer complaint.

## RAIN SENSOR

The rain sensor is mounted on the inside of the windshield, behind the rear-view mirror. The sensor is able to detect the presence and amount of water on the windshield, and automatically activates the windshield wipers, accordingly.

### △ NOTES

Static droplets may not be detected when the vehicle is first started. A single wipe should be used to clear the windshield.

To activate the rain sensitive wipers, move the wash/wipe control to the AUTO position (1). The behavior of the system may be adjusted to the driver's preference by rotating the collar (2).

### △ NOTES

If the wash/wipe control is in the AUTO position, the wipers do not operate if either of the front doors are open.

### △ NOTES

In dry and often sunny conditions, optical influences and dirt accumulation on the windshield may result in the windshield wipers activating inadvertently. To prevent this, it is recommended that, under these conditions, the wash/wipe controls are returned to the OFF position.

The rain sensor feature can be enabled and disabled via the Vehicle Settings menu in the instrument panel. See INSTRUMENT PANEL MENU.

## RAIN SENSING WIPERS

The windshield wipers operate automatically when the rain sensing wipers feature is selected and water is detected on the windshield.

A rain sensor, mounted on the inside of the windshield behind the rear-view mirror, detects the presence and amount of water on the windshield.

Move the wiper control upward to position (1) to select the rain sensing wipers feature. See WIPER OPERATION.

Rotate the collar of the wiper control (5) to adjust the sensitivity of the rain sensing wipers feature. As the collar is rotated toward the MAX mark the sensitivity of the feature increases.

### △ NOTES

The wipers may activate inadvertently in dry and often sunny conditions, due to optical influences and dirt accumulation on the windshield. It is recommended that the wiper control is returned to the OFF position if these conditions exist.

The rain sensing wipers feature can be disabled or enabled via the touchscreen as follows:

1. Touch the settings icon.<sup>1</sup>
2. Select ALL.
3. Select Vehicle.
4. Select Convenience.
5. Select Wipers.
6. Touch the Rain sensing wipers toggle to disable or enable the feature.
7. Touch the exit icon.<sup>2</sup>

### RELATED INFORMATION

- WIPER OPERATION
- SPEED-DEPENDENT MODE
- WINTER PARK POSITION
- HEADLIGHT WASHERS

### RELATED INFORMATION

- WIPER CARE POINTS
- WIPER OPERATION
- RAIN SENSING WIPERS LIMITATIONS
- SPEED-DEPENDENT MODE
- DRIP WIPE
- WINTER PARK POSITION
- HEADLIGHT WASHERS

# TRAINING



1. JOURNEY TO EXCELLENCE
2. TReK
3. LIVE WORK RECERTIFICATION
4. NEW TECHNOLOGIES 2022 / L460 / NC10
5. TOPIx CLOUD

## JTE 2022!

- Live competitions hosted last month
- Congratulations to all of our Guild Winners



- Competition
- Drive Experience
- Tours & Roundtables at HQ
- Yankee's Stadium Tour
- Dinner & Awards Ceremony

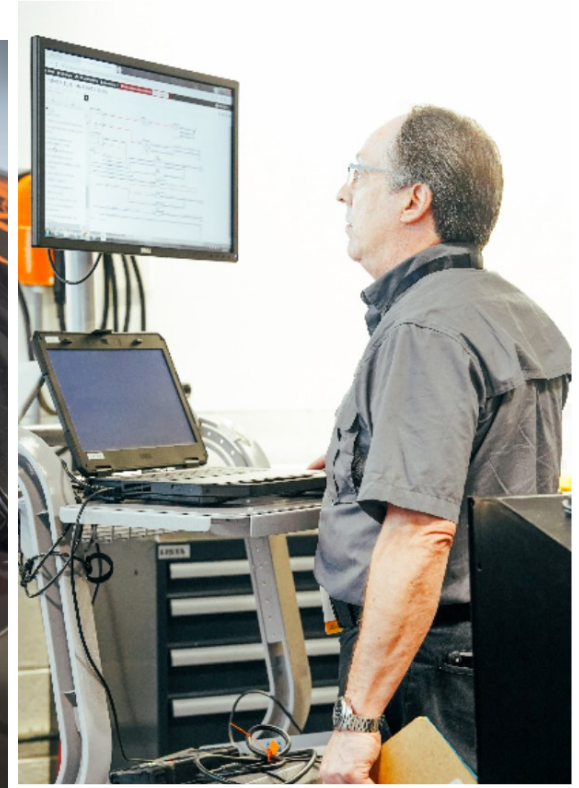
## Competition Format:

Task 1 – Vehicle Diagnostics

Task 2 – Vehicle Diagnostics

Task 3 – Customer Facing

A technical reveal of the tasks was provided to competitors yesterday



## Jaguar Technicians

(in no particular order):

Brian Peterson // Jaguar Cary

Scott Anderson // Jaguar Raleigh

Yosef Rex // Jaguar North Dade

## Land Rover Technicians

(in no particular order):

Jean Preis // Land Rover Thousand Oaks

Christopher Helton // Land Rover Denver

David Ostrander // Land Rover Houston North

- The Reward Trip will be in a Luxury Resort, in Riviera Maya, Mexico, November 7th to 10<sup>th</sup>
- Mark of Distinction Winners will be announced during the Reward Trip
- Look out for Registration opening shortly, Winners will be contacted directly

- TRĚK US retailer signups closed last week and the event is **completely full: 90 US teams signed up!**
- Canadian registration for 10 available spots closes this week.
- Direct any questions to [TReK@jaguarlandrover.com](mailto:TReK@jaguarlandrover.com)
- Thank you and we look forward to an exciting competition starting in **one month!**



## PROCESS

### EV Certification levels must be current

- EVIP – eLearning recertification
- EVCP – eLearning recertification
- EVAP – eLearning recertification
- EVSAP – Virtual class recertification

### Practice

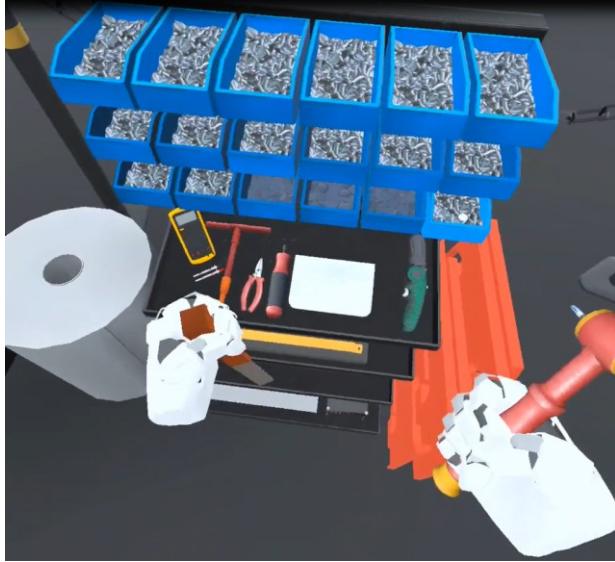
- In-retailer practice
  - Tire change environment
  - Battery module replacement environment

### Recertify

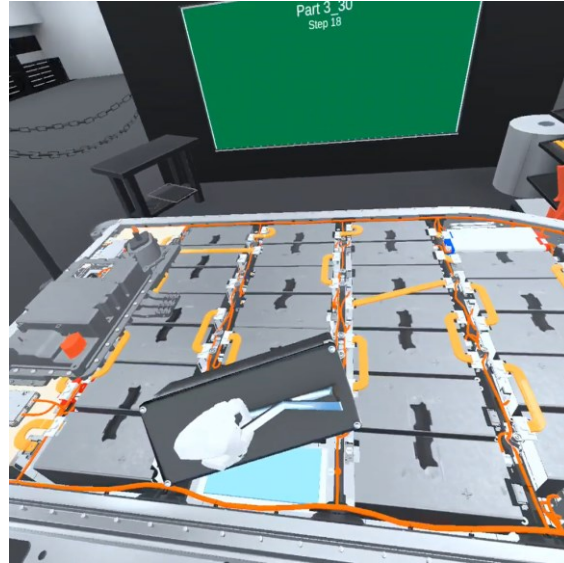
- Approximately one hour in the VR world with ACADEMY Trainer monitoring



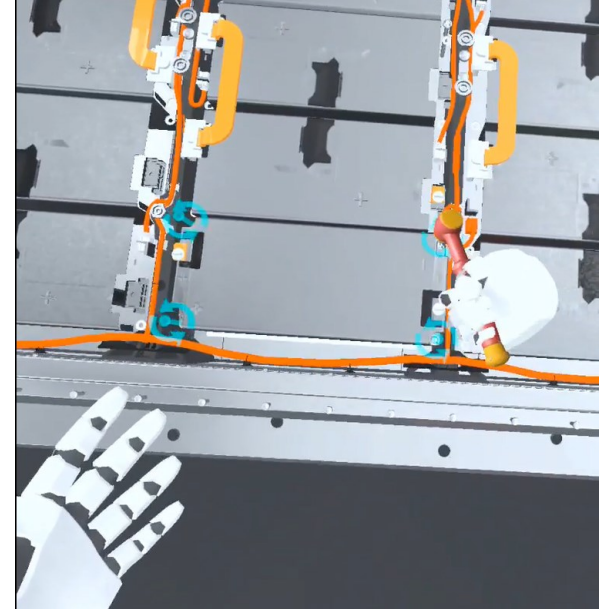
## Tools and Supplies



## Module Removal



## Removing Module Fasteners



## REMOTE LEARNING

- New Range Rover 22MY Product Knowledge eLearning – ELA102631
- New Technologies 2022 Quicklearn – QDM802720
- Infotainment Update VC – VDM802714
- Chassis Update VC – VDM802713
- 216 New VC seats in Jul-Sep Schedule

TOPIC	North America
1 E-Learning (ELA102631)	>90%
2 Quick Learn (QDM802720)	>90%
3 Virtual Classroom (VC) (VDM802713/VDM802714)	85% (81%)
4 Face to Face (CDM802547)	16% (9%)



## REMOTE LEARNING

- TOPIX Cloud Virtual Class - VDM102756
- Sessions started on April 6<sup>th</sup>
- 240 New seats available in the Jul-Sep Quarter

## TOPIX CLOUD DIAGNOSTICS

- F2F TBD
- All the above will be a prerequisite

TOPIC	North America
1 DDA Installation	>90%
2 Diagnostic Tool Capability	>90%
3 Running an Application	>90%
4 Service & PDI Module Programming	>90%
5 Fault & Breakdown	>90%
6 TOPIX Cloud Enhancement Video	>90%
7 Data Logging POC Systems & Repair	>90%
8 TOPIX Cloud Diagnostics VC	16% (16%)
Diagnostic Device Agent Installation (Workshop C.)	81% (79%)

THANK YOU

THE NEXT SHOP FOREMAN  
CONFERENCE CALL WILL BE  
THURSDAY SEPTEMBER 8TH



THANK YOU