



JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL

DECEMBER 14, 2017

Today's Presenters



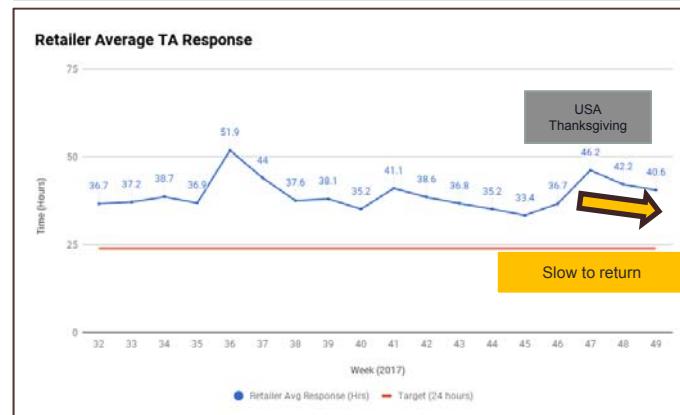
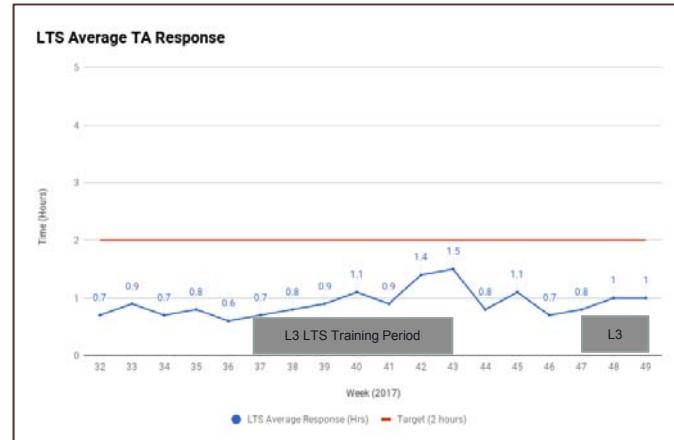
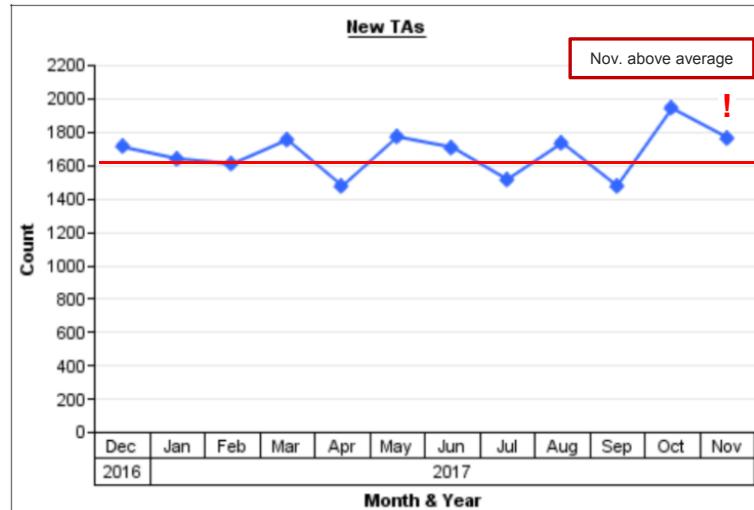
Name	Position
Robert Weingart	Manager – Local Technical Support
Elyse McArthur	Product Investigation
Matt Priestner	Product Investigation
Greg Martucci	Product Investigation
Rich Conte	Product Investigation
Jerry Bennett	Product Investigation
Tom Bollettieri	Product Investigation

LOCAL TECHNICAL SUPPORT (LTS) NEWS & UPDATES



November was an above average month for TA volume

- LTS response times held to 1 hour despite L3 training sessions
 - Training complete for 2017
 - L3 Assessments week of 08-Jan-2018
- LTS performance will recover to 30 minute goal for remainder of 2017
- Slip in retailer response time during Thanksgiving week in USA – slow to recover to previous ~30 hours
- Please review service alert: *Reminder - Technical Assist (TA) Cases and Upcoming Holiday*



Tools & Equipment News



Issue:

- Panasonic Tablet with 256GB hard drives run out of memory space



Status:

- A fix is now in place to adjust the hard drive partition size

Action:

- Please submit a Diagnostic EPQR for the concern
- Additionally call Bosch Technical Support at 1-866-628-5508 for assistance with hard drive partitioning adjustments

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL	InControl Touch Pro software updates	New InControl Touch Pro software (17C) has been released with PATHFINDER 123 and SDD 152. Some of the top issues that are resolved with this release include: Touch Screen image shifting, SVR Logo missing from startup screen, AM/FM reception improvements, ripped CDs now play in the correct track order, and Rear Seat Entertainment vehicles can now be updated again. Bulletins are currently being updated to reflect the new changes.	LTB01009NAS5 JTB00552NAS5 LTB01108NAS3 JTB00593NAS3 H046 UPS7917 N102 UPS8017
XCL	InControl Remote intermittent operation	Customers may report intermittent issues with the InControl Remote App, more specifically the Remote Climate feature. There have been improvements last month to both the backend server and the apps themselves. Please ensure the customer is on the latest version on the app Apple (1.69.3) & Android (R1.67.1). If you have issues on the latest app, please raise a request for Technical Assistance (TA).	
17-18MY XF/XE/F-PACE 16-17MY XJ	H056 RECALL VIRTUAL TFT IC RECALL REPAIR AVAILABILITY	H056 TSB VERSION 2 on TOPIX provides repair instructions for 18MY vehicles using PATHFINDER and 17MY XJ using SDD manual patch. H056 version 3 will release repair instructions for all models including for use of special applications in SDD and PATHFINDER that reduce sw download time to approx. 2 mins for all models except 16-17MY XJ which continue with the conventional SDD download procedure. Customer recall mailing by Dec 19th	H056 v 3 target release by Dec 19th

Latest Vehicle Concern Fixes

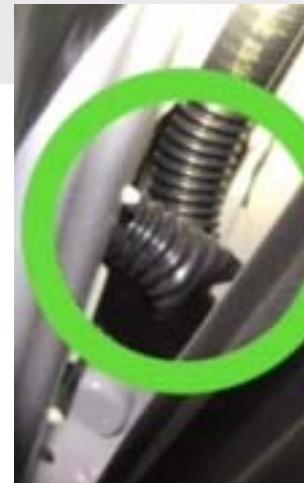


Vehicle	Customer Concern	Details and Status	Publication
F-TYPE 18MY	Telematics battery replacements	We have replenished stock of TCU back-up batteries. All the backorders are currently being filled to resolve failure to activate TCU due to a drained backup battery.	TBD
XCL 18MY	Telematics failing to activate at PDI	Vehicle fails PDI routine due to telematics will not activate – e-Call button fails to illuminate. Improvements to 18MY Telematics Control Unit software has been released on PATHFINDER v123. Affected vehicles that cannot be resolved with the advice in the listed SSM's should have the TCU software updated.	SSM73634 Jaguar SSM73635 Land Rover
XCL 17 – 18MY	Concerns with Updating and Replacing the TCU and ACM on PATHFINDER Software Version 120	Issues reported for replacing or updating TCU and ACM in the listed SSM's have been resolved with the release of PATHFINDER 123.	SSM73651 Jaguar SSM73652 Land Rover



Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
F-PACE RR Velar 18MY	A customer may report that Eco Stop/Start is not functional.	Diagnostic information is available in Live Data within the GWM via Pathfinder. There is a list of stop/start inhibits and a value "Estimated cold cranking voltage at present state of charge [41EA]" which is a calculated value that will inhibit operation of Eco Stop/Start. This data must be included in a TA for additional support.	Under Investigation
Discovery 17MY	A Customer may report vehicle is hard to fill with fuel.	Inspect fuel tank vent line for restrictions due to a twisted line. If this is identified post VIN end A044489, please raise an EPQR.	TBD





Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
XCL	A customer may express a concern of a flashing gear indicator on the GSM and Instrument Cluster	<p>The flashing indicator is only notification of a mis-match between requested and actual gear and is not an indicator of a fault. If you encounter this complaint, diagnose all DTCs first. If a TA is required for diagnostic support, include the information listed below:</p> <p>Information to gather from customer:</p> <ol style="list-style-type: none"> 1. Does the customer usually select sport mode or dynamic modes? 2. Does the customer keep eco mode active or shut off? 3. Did the complaint occur during a regular drive cycle (i.e. route to work) and if so, is it repeatable? 4. What maneuver was being performed- i.e. Parking, steady cruise, accelerating, steering input, shift paddles, etc. 5. What made the customer notice the condition? 6. How long into the drive did the complaint occur? 7. What were the ambient conditions - i.e. road conditions and gradient, temperature, weather, etc. 8. Does the customer change the gear selector position at stops? 9. What auxiliary components were active at the time? 10. Did the complaint occur at a stop, if yes did the engine enter eco stop? <p>Information to gather from SDD/Pathfinder:</p> <ol style="list-style-type: none"> 1. Gearbox near stall event counter 2. Gearbox stall event history - odometer at last 	Under Investigation



Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
Discovery 17MY	Customer may experience a hesitation at 30-55 mph and 1400-2000 RPMs	This occurs approximately $\frac{2}{3}$ into the warm up phase on a cold start with a steady throttle pedal input. Should a customer experience this particular scenario, submit a TA. LTS will provide specific instructions on diagnosis.	Under Investigation
RR Sport 16MY	CEL on the instrument cluster	This is paired with DTC P2002-00 for DPF efficiency stored in the PCM. Should you replace a DPF or DPF/ SCR Catalyst assembly for this concern, please submit an EPQR with a picture of the DPF brick looking into the outlet. Hold onto the part, it may be requested for further analysis	Under Investigation
F-PACE 2.0L Diesel	Customer may report a whistle or whine from engine bay	Diagnosis may lead to the discovery of metal shavings in the oil filter & pan. This may be caused by the lower timing chain rubbing against the crankshaft balancer. If you require technical support please raise a TA, otherwise submit an ePQR for repaired vehicles with clear pictures of affected area. Note in the ePQR if SSM 72672 has been performed on the vehicle.	Under Investigation



Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
Discovery Range Rover RR Sport 17MY	A customer may report an Adaptive Damping (AD) warning message on the Instrument Cluster (IC).	Investigations have identified that Diagnostic Trouble Code (DTC) U3000-04 may be stored in the Chassis Control Module (CHCM), leading to the warning message being displayed within the IC. The warning message will remain present until the ignition has been cycled 'OFF' and then 'ON' but will be displayed again until the update listed within the Diagnostic Procedure below is completed. The CHCM will require a software update and if the vehicle is equipped with Dynamic Response the CHMB will need to be updated.	N135NAS1 On Sign -off
RR Velar	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. Retailers will renew 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.	N116
Discovery 17MY	A Customer may report that they are unable to open the front stowage compartment behind the ICP.	This may be caused by a potential clash of components and or incorrect routing of the electrical harness. Should a customer express a concern, please refer to TSB LTB001121 for repair guidance.	LTB01121NAS1 On Sign-off

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
RR Velar F-PACE	A Customer may report a creaking noise from the center of the instrument panel.	This may be caused by contact between the body panels on the under-hood side of the bulkhead panel. TSB JTB00604 (Jaguar) & LTB01134 (Land Rover) has been published to address this concern by providing instructions on creating separation between the two panels making the contact. Should a Customer express a concern please refer to the TSB for repair guidance.	JTB00604NAS1 LTB01134NAS1
RR Velar	Customers may report misting of window's during cold 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.	UPS campaign N143 targeted to launch by Dec 22nd
F-TYPE	A Customer may report a gap between the carpet and center console trim.	A gap between the carpet edge and the center console may become visible on some vehicles due to a variation in carpet build tolerances. All replacement carpets are now being supplied to an assured tolerance which has been tightened to the upper range of specification. Assured carpets have been fitted in production from K44113 for LH side carpets and K51411 for RH side carpets. Should a carpet fitment concern be found on vehicles built post the containment VINs, please submit an EPQR with pictures of the concern.	

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Discovery	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
XCL	We are seeing quite a lot of complaints for the eco stop/start system not working. Using the health check tool it shows the battery being low on charge is the inhibitor. After charging the battery it will pass the Midtronics test but still will not allow the vehicle to do an eco stop/start. Since the battery passes we can't replace it under warranty and we are not able to fix the customers concern. Is there another way to get this through warranty without a TA case or failed battery dtc printout?	Should you encounter a situation where the battery test is successful with the Midtronics tester, but this is still identified in Live Data as the cause of an Eco Stop/Start complaint you have to raise a TA, if diagnostic support is required, or EPQR, if the support is not required. Attach a session file to your report showing the routines outlined in LR SSM73689 & Jaguar SSM73688 and have been completed. This will allow additional investigation into the topic. When submitting the warranty claim, be sure the TA or EPQR number is listed first in the claim comments to avoid possible text transfer cutoff.	Brian Peterson JLR Cary
SDD	I have had to recover one SDD twice and all software will load but the NGI_Phase 2.5 SDD keeps trying to load NGI 004.01.001 but can not until phase2.5 is loaded which it will not load. Is there a work around or do I need to try a third time to recover the SDD ?	Please refer to SSM73412 for this concern. NGI 004.01.001 is one of several Phase 2.5 SDD releases.	Joe Watkins JLR Houston Central



THANK YOU!
Q&A