



**JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL**  
MARCH 9, 2017

## Today's Presenters



Name	Position
Rob Weingart	Manager - Retailer and Equipment Support
Alan Clarke	Manager - Product Investigation
Greg Martucci Rich Conte Jerry Bennett	Product Investigation
Thomas Bollettieri	Service Diagnostics Engineer
James Bates	Powertrain Diagnostics & Warranty (UK)

# Agenda



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Topic
Field Service Action Update
Latest Technical Service Fixes
Latest Diagnostic Fixes
Local Technical Support Updates
IDU2 & NVH
Q & A

## Field Service Action Update



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### Seat Belt Pre-tensioner Recalls

- J081 17MY F-TYPE – launched with repair March 3<sup>rd</sup>
- P095 16/17MY Range Rover/Range Rover Sport 17MY Discovery Sport. Launched March 9<sup>th</sup>
- Key points
  - Ensure latest Inspection procedures are used, Part #'s added and revised date codes
  - F-TYPE requires re-inspection due to additional date code
  - XE removed
  - Follow special parts ordering process
  - Customer mailing March 17th

### **TAKATA PASSENGER AIRBAG RECALLS P081/J069 – planned launch w/c March 13th**

★ All USA Retailer webinar scheduled for Friday March 10<sup>th</sup> 1:00pm EST

## Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Range Rover RR Sport 17MY	Customers may report AEB warning messages display on IP.	A customer may report a concern with one of two messages in the Message Center of the Instrument Cluster, 'AEB Initializing', or 'AEB Not Available'. New software has been developed to resolve this concern. Software will be available mid March on Pathfinder version 55. Critical cases can be resolved via Webex, a TA case is required and the vehicle must be at the retailer. Service Action N027 to be published at the end March for a proactive update of all affected vehicles.	TBC
Discovery Sport 15-17MY XF 16-17MY XE F-PACE	InControl Touch phase 3.0 Software	Customers may report that intermittently their satellite radio may freeze on the current channel and not allow the channel to be changed. Customers may also notice that instead of their presets they see 3 dots. The issue may resolve itself during a drive cycle or it may require a full shutdown to resolve. New software is being validated and is expected to be released in mid April. A publication will be released when the new software is available.	TBC
Range Rover RR Sport RR Evoque Discovery Sport	Telematics module replacement	Service action Q642 has been reissued to include an additional part number for Evoque and Discovery Sport fitted with InControl Touch Pro (LR079900). The service instruction has also been updated to follow the prompts on SDD when replacing the module. The old module must remain installed so SDD can collect the module information before the new module can be programmed successfully.	Q642NAS2

## Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
F-PACE XE XF 17MY	A customer may report an Adaptive Dynamic Fault message displays on the Message Center.	Adaptive Dynamic Fault Message Displayed on the IP with DTC U3000-04 stored in the CHCM (Chassis Control Module / Integrated Suspension Control Module) Prior to the publication of a TSB, please raise a Technical Assistance case for help in resolving this concern. TSB JTB00557 is on sign off to update the CHCM software.	SSM73161 JTB00557 On Sign-off
Range Rover 13-17MY RR Sport 14-17MY HP Brakes	A customer may report a squeal from the front brakes during low speed braking.	This may be caused by front brake pad resonance. New LR093886 brake pads have been available in the market since Sept 2016 and corrects 95% of brake squeal concerns. Refer to this TSB for details. To assist with repeat complaint cases, engineering are testing a further pad modification to add a 45 deg tangential chamfer. This has proved effective in other markets and when approved will be published in an update to the TSB.	LTB00857NAS3 On Sign Off
Range Rover 13-17MY RR Sport 14-17MY	A customer may state a squeal is heard from rear of the vehicle when braking.	A 9 kHz brake squeal can be heard from the rear brakes (350mm diameter rear brake discs) during light braking. A brake pad with a 'J' chamfer and the addition of a 'sticky' shim is currently being engineering tested with results expected by end of March.	LTB00725NAS2 (existing)

## Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
Range Rover RR Sport 17MY	A Customer may report “Transmission Not In Park” message displays momentarily on the IP when entering the vehicle.	An erroneous warning message stating “Transmission Not In Park” may display intermittently upon first entering the vehicle with the ignition off, even though the transmission is in Park. This warning message displays only momentarily and is more likely to occur when entering a vehicle that is unlocked or passively entering a locked vehicle. This message is not present with the ignition on. This concern has been linked to a module sleep/wake-up message issue between the BCM & TCM. New software is being develop to address this concern. Timing for release is TBD.	TBC
F-TYPE Manual Transmission	Customers may report the transmission may not go into gear with the engine running.	A customer may express a concern and the transmission is difficult to put into gear with the engine running, but goes into gear easily with the engine off. This may be caused by a clutch disc that is dragging on the flywheel keeping the transmission input shaft spinning with the clutch pedal depressed. A revised clutch disc has been developed to address this concern. All parts stock of the existing clutch disc is being purged and stock of the new part is arriving in the parts warehouses.	TBC
Range Rover RR Sport 16 - 17MY	Customers may report that a “Low Coolant” warning displays on Message Center when coolant level is full.	The Low Coolant warning message may be displayed on the IP and inspection of the coolant level finds that the coolant is filled to the correct level. This is likely caused by a coolant reservoir float stop assembly that has been manufactured away from specification. Should a customer express a concern, please refer to this TSB to replace the coolant reservoir for this concern.	LTB01049NAS1 On Sign-off

## Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
F-PACE XE XF 16 – 17MY	Customers may report coolant leaking from the coolant reservoir.	There has been a couple of cases reported of coolant leaks from the reservoir cap post the containment VIN in TSB JTB00518. This issue is currently being investigated. One returned part was found to have the coolant cap cross threaded on the filler neck and is believed to have caused distortion of the reservoir neck through a heating and cooling cycle. If any reservoirs are found to have a concern post the VIN range provided in the bulletin please submit an EPQR for the concern with pictures and measurements of the filler neck opening. Please retain replaced parts for possible return to engineering to support the investigation.	JTB00518NAS3 (also linked to service action K445)
F-PACE Diesel Only	Customers may report the Check Engine Lamp is illuminated with DTC P062F-44 stored in the PCM.	Should a customer express a concern and investigation of the Check Engine Light reveals DTC P062F-44 (EEPROM Error) stored in the PCM, <b>please Do Not clear codes</b> . Please submit an EPQR for the concern. The PCM may be required for return to support an Engineering investigation.	SSM73030



## Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XE F-PACE 17MY	A Customer may report that the roof blind does not operate correctly.	This may be caused by a fault with the roof blind wiring harness. DTC B13CB-87 may be set. A revised roof blind harness has been developed to address this concern. Should a customer express a concern, please refer to this TSB to replace the roof blind harness.	JTB00553NAS1 On Sign-off
F-PACE 17MY	Customers may report a creak or body ticking type noise from the rear upper shock mount area.	Should a customer express a concern after Service Actions K421 & K417 have been performed, please submit a TA case. The Technical HelpLine will assist in qualifying the concern and where appropriate will provide a repair process.	TBC

## Latest Diagnostic Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
17MY Range Rover & Range Rover Sport	Pathfinder General Issues	Occasionally retailers are reporting issues with performing Pathfinder software updates, or resolving JLR DoIP-VCI connection problems. Ensure your IT support staff is aware of the new requirements to support this platform, and users are properly trained to use the system. Always refer to the Pathfinder system documentation within the Diagnostics category on TOPIx, and search for related SSM's with emerging info and advice. (5 released in Feb)	LR SSM's 73148 73162 73179 73236
InControl Touch Pro Phase 2.5 Software Update: XCL	"01 Error" during IMC Software Updates	This failure mode will normally require an IMC replacement because the current state is not compatible with SDD in one way or another. To offset the issues with the replacement IMC supply chain we are currently experiencing; we are currently providing engineering level IMC programming support in retailers via WebEx on a per-case basis, after initial review of session files provided via the TA process.	Since Feb 7 <sup>th</sup> , approx. 20 of 50 IMC "01 Failure" TA cases have been successfully recovered via WebEx

## Latest Diagnostic Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL	SDD Compliance Status.	<p>At the end of February, we see continued progress on the SDD compliance metrics for the NAS market. Overall, the NAS market is 94.0% compliant. The Hardware and VCI KPI's are both over 99% compliant. Software KPI is slightly lower but very much on target @ 96.9%. And we will see an approximate 5% improvement M-O-M improvement for the Diagnostic Battery Support (BSU) KPI, edging close to 80%.</p> <p>Final results are being delayed since we are processing a backlog of session files on our servers this week. Also, with the establishment of the NAS Market League Tables including these metrics, the automated monthly SDD Compliance Report e-mail distribution has been terminated.</p>	NA League Tables
Discovery Sport Range Rover Range Rover Evoque Range Rover Sport	HVAC Diagnosis	<p>SSM72991 – “HVAC Diagnostic Improvements” was issued in October 2016 to request feedback on how to improve diagnosis / repairs of this system. This effort is ongoing and your feedback is helpful. Based on some feedback from JLR Huntington via EPQR this month, we are currently working to improve the following: HVAC component graphics in the WSM D&amp;O sections.</p> <p>Exposing additional live signals on the diagnostic tools that would assist with non-intrusive HVAC testing before having to remove dash and trim to perform intrusive circuit testing, component inspection or substitution.</p>	SSM 72991

# LOCAL TECHNICAL SUPPORT (LTS) STATUS & UPDATES



## Administrative

Mandatory meeting for all LTS Hotline staff on 3/13 from 9AM-11AM. Hotline will be unavailable at this time.

Adding incremental staff to LTS Helpline

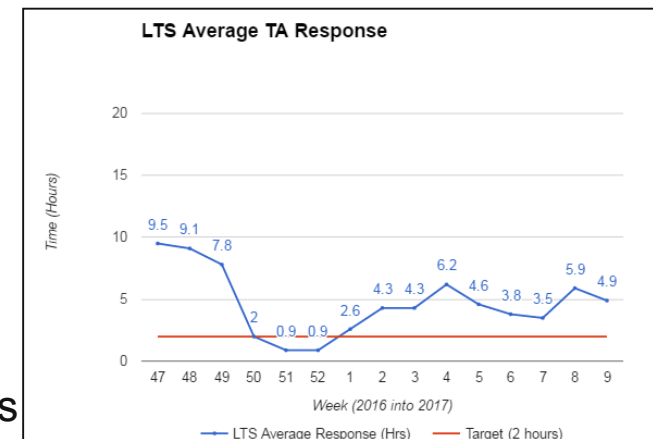
## Training

Next and final round of training for current LTS attaining Level 4 has shifted to:

- April 4-6
- April 10-12

L4 Assessments will be held at end of April, but will have less impact on response times as they are spread out over several days







New hires will enter into intense training program, dependent on their incoming training levels



# BATTERY MAINTAINERS & TESTERS

## STATUS AND PLANS



Function		Tool	Current Status	2016 Plan	2017 Plan
Maintainers		Midtronics PSC-700R	<ul style="list-style-type: none"> <li>• Incorrect voltage output of 14.4V</li> <li>• Non-optimal ring cable ends</li> <li>• No longer available for order</li> </ul>	<ul style="list-style-type: none"> <li>• Rework of voltage output</li> <li>• Rollout of new clamps (Traction brand style)</li> </ul>	<ul style="list-style-type: none"> <li>• Midtronics refurbish program underway as of 13-Feb to correct output voltage</li> </ul>
		Midtronics PSC-701R	<ul style="list-style-type: none"> <li>• Non-optimal ring cable ends</li> <li>• Correct 13.6V output for showroom</li> </ul>	<ul style="list-style-type: none"> <li>• Rollout of new clamps (Traction brand style)</li> </ul>	<ul style="list-style-type: none"> <li>• Clamp change not possible near term</li> <li>• Ring terminal version available for order from JLR Marketplace</li> </ul>
		Midtronics PSC-700SKIT	<ul style="list-style-type: none"> <li>• In absence of GR8 availability, may be used as standard battery charger</li> </ul>	<ul style="list-style-type: none"> <li>• Tool status is stable and available for order from JLR Marketplace</li> </ul>	<ul style="list-style-type: none"> <li>• Tool status is stable and available for order from JLR Marketplace</li> </ul>
		Traction SSU2-50/B Showroom	<ul style="list-style-type: none"> <li>• UK/Global approved</li> <li>• Still pending ETL listing (March?) for US sale</li> <li>• Has jump post cable clamps for JLR</li> <li>• Will be supplied by Bosch <u>not</u> JLR Marketplace</li> </ul>	<ul style="list-style-type: none"> <li>• Not available for sale in US due to lack of UL/ETL Listing</li> </ul>	<ul style="list-style-type: none"> <li>• Building tool stock at Bosch</li> <li>• Launch as soon as ETL Listing is obtained (estimated March)</li> </ul>
Diagnostic Charger		Midtronics GR8	<ul style="list-style-type: none"> <li>• 3<sup>rd</sup> round of software testing/approval completed</li> <li>• Low number of battery tests with questionable results and Midtronics is currently providing answers on why this occurred</li> <li>• Can not be sold until this is resolved</li> </ul>	<ul style="list-style-type: none"> <li>• Release new units by end of December</li> <li>• Send out rework kits for ~80 units already released</li> </ul>	<ul style="list-style-type: none"> <li>• Software bug identified</li> <li>• Once software passes production will begin &amp; rework of previously ~80 released units</li> </ul>
Diagnostic		Midtronics EXP-1080WiFi	<ul style="list-style-type: none"> <li>• Currently the only approved tester</li> <li>• See 1-311NAS / STE17-04 for information on resolving Charge and Retest results</li> </ul>	<ul style="list-style-type: none"> <li>• Tool status is stable and available for order from JLR Marketplace</li> </ul>	<ul style="list-style-type: none"> <li>• Tool status is stable and available for order from JLR Marketplace</li> </ul>



# POWERTRAIN DIAGNOSTICS & WARRANTY

## IDU2 AND NVH USA REVIEW

James Bates  
PT Diagnostics & Warranty  
6<sup>th</sup> March 2017

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## IDU2 overview



- The IDU2 is an inline voltmeter, ammeter and output state controller with the capability to simultaneously measure the electrical circuits of a component .
- Additional features:
  - CAN logging, LIN logging, Voltage and Current multimeter, 2 channel oscilloscope, and on board data logger
- Through integration into SDD and Pathfinder the tool is able to compare results of the suspect system to known good limits for a Pass or Fail judgement.





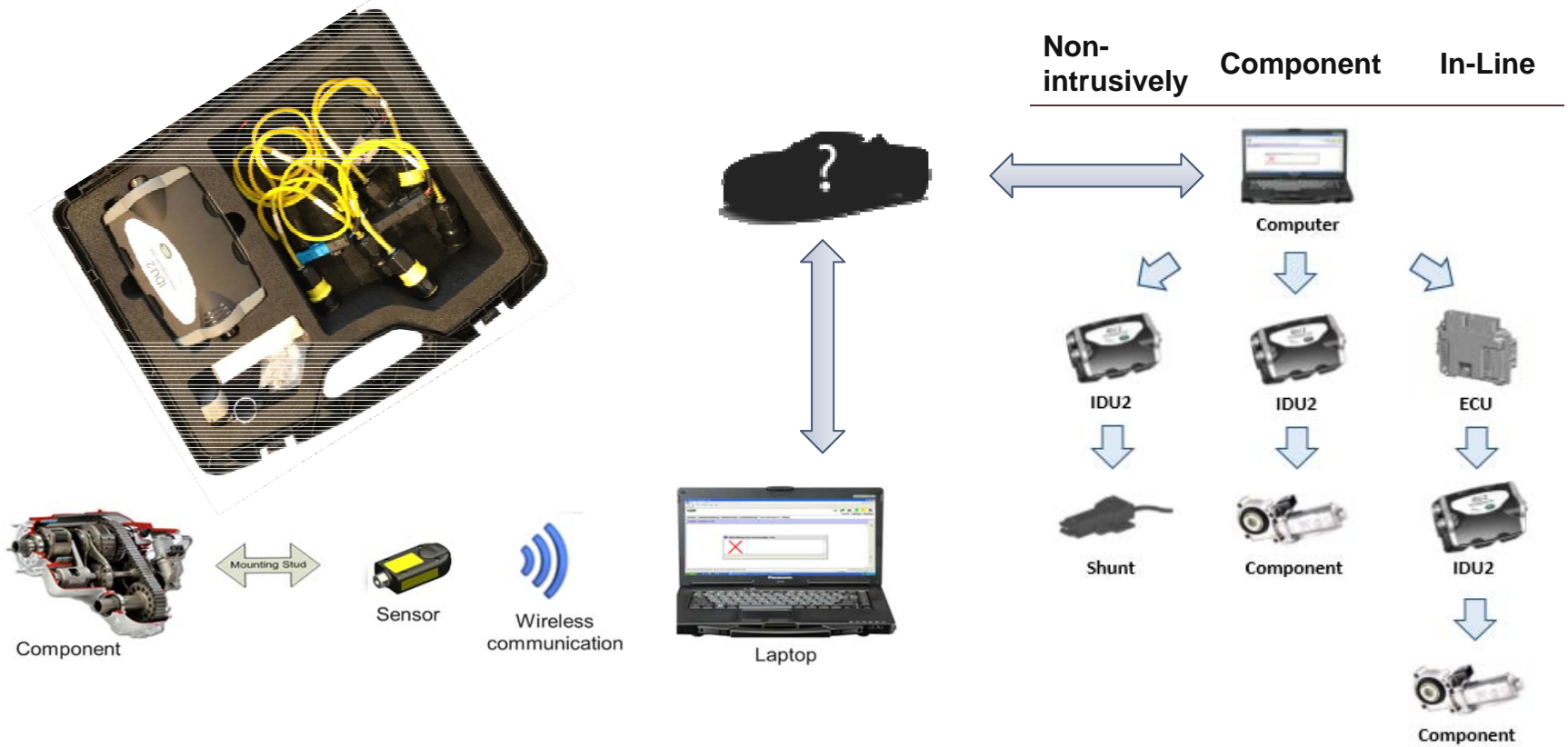
## NVH sensor overview

- The NVH sensor is stand alone vibration analysis tool that has been integrated into SDD and Pathfinder
- Features:
  - Up to 1 hour continuous wireless use following 30 minute charge from SDD laptop.
  - USB or Bluetooth connectivity
  - 4 accelerometers (2x 8G 3 axis and 2x 70g single axis)
  - Through integration into SDD and Pathfinder the tool is able to compare results of the suspect system to known good limits for a Pass or Fail judgement.





# Diagnostic HW layout







## Retailer feedback and support

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- JLR have a team available to support any IDU2 or NVH issues, this can be done over the phone/WEBEX or a site visit.
- All app uses are monitored and reported out weekly. These reviews include matching app test results with supplier test results. This data is also used to improve the applications (limits/test profile)
- Applications are updated with every patch (SDD) or live via Pathfinder.



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THANK YOU

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## Responses to Questions Raised by Retailers



Vehicle	Question	Response	Submitted by
	Do we have any information of the FSE issue when will we be getting one to visit dealer	Mike, unclear if you are asking for assistance on a particular TA or if this is a general question. If you require on site assistance on a specific TA, please contact us on which this is through your AMM. We will always support on site if required to resolve an issue.	Mike Lennie
17MY Range Rover	I HAVE A CUSTOMER CONCERN INCONTROL TOUCH PRO 2017 RR WHERE WHEN SHE USES SPOTIFY IT DOES NOT SHOW ARTIST INFORMATION IS THIS NORMAL OPERATION OR SOMETHING I CAN ADDRESS FOR HER . SOFTWARE ETC...	We will require more information on how the customer is using the Spotify app to progress the issue. Are they hardwire connecting through InControl Apps or Bluetooth streaming? Where is the customer not seeing the information is it in the Touch Screen or on the Instrument Cluster?	Joey Watkins



**THANK YOU!**  
**Q&A**