



# X-TYPE

## Vehicle Enhancement Program



# Vehicle Enhancement Program

## What is it ?

- **A RECALL will be announced mid March affecting approximately 49,000 vehicles requiring replacement of the GEMS module.**
- **Jaguar Cars will also utilize this opportunity to conduct additional new SERVICE ACTIONS at the same time, minimizing customer inconvenience.**
- **This also provides the opportunity to inspect specific components that have been previously identified as significantly affecting customer satisfaction. Any item found to be working incorrectly should be repaired or replaced to ENHANCE VEHICLE performance.**

## **Recall + Service Actions + Vehicle Enhancement**



# Vehicle Enhancement Program

## Why we are doing it?

- **Customer Satisfaction**
  - Address known X-TYPE concerns
  - Pro-active “fix” of customer cars – with re-calibration of key modules + inspect & repair enhancement
  - Retain X-TYPE buyers who were first-time into the Jaguar franchise



# Vehicle Enhancement Program

## Key Points

- **49,000 Vehicles affected**
- **Owners to be notified by letter**
- **Owner mailing in four waves**
  - **March 17 to April 21**
- **Two groups with and without Recall**



# Vehicle Enhancement Program

## Customer Care Services

- Aim to make as convenient as possible for customer
- \$75 / vehicle to “Surprise & Delight”
- 1 additional loaner day / vehicle



## Service Actions

<b>R935</b>	<b>GEM Module Replacement</b>
<b>S934</b>	<b>Restraint Module Reflash</b>
<b>S937</b>	<b>ECM / TCM Reflash</b>
<b>S936</b>	<b>Throttle Pedal Stop Replacement</b>
<b>S918</b>	<b>Fuse Upgrade-Manual Vehicles</b>
<b>S921</b>	<b>Micro Relay Replace -Specific Vehicles</b>
<b>S928</b>	<b>PCV Valve Replacement</b>



# Inspect and Repair Where Necessary

**Trunk Latch Operation**

**Ashtray Operation**



# **RECALL ACTION**

## **R935 GEM Module**

### **Issue:**

**Directional Indicator Telltale operation inoperative in the event of a power loss to the indicator bulb**

**Telltale will operate in the event of a bulb failure**

### **Action:**

**Replace GEM**



# **NEW SERVICE ACTIONS**

## **S934-Restraint Module Reflash**

### **Issue:**

**It has been determined that the deployment time for the side air bag & curtain air bag was not optimized for one specific deployment scenario.**

### **Action:**

**Reflash the restraint module utilizing the Special tool supplied by Jaguar JAG 073**



# **NEW SERVICE ACTIONS**

## **S936-Throttle pedal Stop**

### **Issue:**

**Excessive and abusive side loading of the pedal can cause pedal to deform**

### **Action:**

**Replace existing throttle stop with revised part**



# **NEW SERVICE ACTIONS**

## **S937-Engine Control Module Reflash-Part 1**

### **Issue:**

**A number of enhancement have been made to the ECM calibration to address:**

- **P0460 fuel sending unit range-performance**
- **Hesitation / Misfire**
- **Evaporative code de-sensitised P0456**
- **A/C clutch engagement strategy**
- **Low engine vacuum due to engine tuning**



# NEW SERVICE ACTIONS

## S937-Tran Control Module Reflash

### Software Will Improve:

- Shifts Rough / Jerky While Driving
- Shifts occur to early / late /often
- Gear changes take too long to complete
- 4-3 Downshift
- Torque converter engagement / disengagement
- Light throttle up shift
- Harsh reverse shift
- Unexpected downshift
- Kick down delay
- Roll out shift



# Inspect and Repair Where Necessary

**Trunk Latch Operation**

**Ashtray Operation**



# Vehicle Enhancement Programme

## What You Will Receive

- Recall Bulletin plus customer letter
- Additional Service Action bulletins
- Condensed summary of all X-Type bulletins
- WDS Disc 23a
- Restraint re-flash tool
- Initial supply of authorized modification labels



# Vehicle Enhancement Programme

## Customer Scheduling/Workshop Loading

- **Must Have All Customer Keys For R-935**
- **Equipment Tie up (WDS)**
- **Engine & Intake Air Temperature**



# Vehicle Enhancement Programme

## Parts Required

- GEM Module (C2S 27457)
- Trunk Latch (C2S 21083 & JLM 21700k)
- Ash Tray (C2S 2385)
- Throttle Stop (C2S 29604)

## Plan to Supply

- Parts will be air freighted weekly to US to bolster inventory – timed to owner mailings!
- Large quantities of parts should not be ordered at Service Action start-up. Parts should be reasonably ordered in four waves of expected customer appointments.



# Vehicle Enhancement Programme

## What You Need to Do

- **Cascade program to all relevant dealer personnel**
- **Prepare for the increased work load**
- **Plan resource/equipment/loan car utilization**
- **Prepare to “Surprise & Delight”**



# QUESTIONS

