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## SERVICE

# TECHNICAL BULLETIN

| Subject | Model |
|---|---|
| USING THE ELECTRONIC PRODUCT QUALITY REPORT ON WDS | Year |
| | VIN |

## 100 - General

### This Bulletin refers to USA Markets only.

**ISSUE: X100-22 - Use of the electronic product quality report and submission of S93 reports with WDS.**

**Note: This bulletin should only be used following the Installation of Jaguar Communications On-Line (JCOL) on WDS (refer to bulletin X100-21).**

Following the installation of JCOL onto WDS it is possible to access the Electronic Product Quality Report system and submit S93 reports directly from the WDS system. This bulletin identifies the process required.

### ACCESSING THE ELECTRONIC PRODUCT QUALITY REPORT SYSTEM

1    Ensure the PTU is located on the docking station, the docking lever is fully latched and the docking station is connected to an external power supply.
2    Press either the '**Windows™** key or the **'CTRL'** and **'ESC'** keys together.
3    From the pop up menu select the **'Programs'** option.
4    From the following pop up menu select the **'PAL'** option.
5    Select **'Connect'**. The WDS will now dial and connect to the Jaguar Communications network. If this does not happen, recheck to confirm all settings are correct and retry.
6    The PAL dialler application will now minimize but continue to maintain the connection in the background.
7    Press either the '**Windows™** key or the **'CTRL'** and **'ESC'** keys together.
8    From the pop up menu select the **'Programs'** option.
9    From the following pop up menu select the **'Netscape Communicator'** option.
10    From the following pop up menu select the **'Netscape Navigator'** option.
11    If this is the first time Netscape has been run on the WDS it will open with the Dealer single login screen **Do Not Login**.
12    Select the **'Edit'** option from the menu at the top of the screen.
13    Select the **'Preferences'** option from the drop down menu.
14    Ensure the **'home page'** radio button is selected.
15    Delete the contents of the location text box and then enter the following.
      **http://jbullet.franchise.jaguar.com/jaguarpdr/index.cfm**
16    Select the **'OK'** button.
17    Select the **'Home'** icon.
18    Select the country flag of choice.
19    Enter your EPQR user name and password (supplied separately) and select **'Continue'.**

### SUBMITTING A NEW EPQR

1    Select **'Submit PQR'**.
2    Select the VIN text box by touching the screen over the box. Type in the VIN of the vehicle that the report applies to.
3    Select the down arrow on the box next to the customer concern code.
4    From the drop down menu select the area of vehicle that the concern applies to.
      **Note: For S93 reports this should be 'Powertrain'.**
5    On the pop up window select the down arrow next to the sub-category selection.
6    Select the sub-category required.

**Note: For S93 reports this should be 'Engine'.**
7    Select the code next to the description that is nearest to the concern in question.
     **Note: For S93 reports this should be 'E29'.**
8    Select the down arrow on the box next to the model and select the model that the concern applies to.
9    From the pop up window select the engine size.
10   Select the down arrow on the box next to the problem area and then select the area required from the drop down menu.
11   Enter the vehicle mileage in the **'current mileage'** panel.
12   Enter any additional information in the **'problem description'** panel.
13   Press the down arrow at the bottom of the scroll bar on the right hand side of the screen to reveal the rest of the page.
14   Press the **'Submit PQR form for processing'** button.
15   The PQR system will now submit the form and confirm this with a PQR number. This number may be used to track the progress of the PQR. If any data files are required to support the PQR then select the **'Attachments'** button.
     **Note: The S93 report is sent as an attachment.**
16   From the pop up window select **'Browse'.**
17   On the next pop up window select the down arrow next to the files of type box and identify the file type to be attached.
     **Note: If unsure of the file type select 'All files (*.*)', this should also be selected for S93 reports.**
18   Select the down arrow next to the **'Look In'** box and identify the drive that the file is located on.
     **Note: For S93 reports this is 'Gds3500-sys (c:)'.**
19   Select the directory, subdirectory, and file that need to be attached by double clicking on the relevant selection (pressing the screen twice in rapid succession). Select the **'Open'** button.
     **Note: For S93 this is 'Gds3500','runtime','S93' followed by the file name.**
20   Select the **'Submit'** button. The EPQR system will then confirm that the file has uploaded.
21   Select the **'Close'** Button.

**CHECKING OUTSTANDING PQRS**

1    To check the status of any outstanding PQRs Log into the EPQR system as detailed above in accessing the EPQR system and then select **'Outstanding PQRs'**.

     **Note: If already logged onto the system then pressing the 'home' icon (the shape of a house), on the green tool bar at the top of the screen, will return you to the selection screen.**
2    The list will identify all outstanding PQRs.
3    If the PQR has been replied to then the reply can be viewed by double clicking (pressing the screen twice in rapid succession) on the PQR number.

**SEARCHING PQRS**

1    To search for specific PQRs Log in to the EPQR system as detailed above in accessing the EPQR system and then select **'Search PQRs'**.
     **Note: If already logged onto the system then pressing the 'home' icon (the shape of a house), on the green tool bar at the top of the screen, will return you to the selection screen.**
2    Enter data into the required boxes and then press the **'Search'** button. Any PQRs that match the search criteria will be displayed as a list.
3    To view a PQR double click on the PQR number.

## SEARCHING FAQS

1    The FAQs contain data that has been entered by Jaguar's product investigation engineers. This data should be reviewed before raising a new PQR as it may indicate that the concern is already recognized.

2    To search for an FAQ: Log into the EPQR system as detailed above in 'Accessing the EPQR system' and then select **'Search FAQs'**.
     **Note: If already logged onto the system then pressing the 'home' icon (the shape of a house), on the green tool bar at the top of the screen, will return you to the selection screen.**

3    Enter data into the required boxes and then press the **'Search'** button. Any FAQs that match the search criteria will be displayed as a list.

4    If the FAQ answers your question then select the **'Yes'** button. If not select **'No'** and submit a new PQR.