

	Date	06/2010	LAB00003
	ADMINISTRATION BULLETIN		
subject	Communication Types – Clarification and Re-Definition of Purpose	Models	All

To: All UK Authorized Repairers, National Sales Companies and Importers
Circulate to: Service Manager/Parts Manager/Warranty Administrator/Service Reception/ Technicians

Dear Colleagues

Purpose

Land Rover will shortly launch a new Technical Information system called Technical On-line Product Information eXchange (TOPIX). Although the main information types communicated from TOPIX are broadly similar to the outgoing GTR system, speed of communication will be vastly improved and it is this increased speed of dissemination that has prompted Land Rover to re-evaluate and clarify the purpose of each communication type to every technician.

TOPIX

Land Rover's Technical On-line Product Information eXchange is an all new technical information website, replacing GTR from June 2010:

- Faster data search and retrieval.
- Information served up for the vehicle in your work-bay – no need to sift through unrelated Workshop Manual or Technical Bulletin subjects.
- Separate portals for each market, allowing effective communication of market specific information, directly to dealer technicians.
- For more information, and to access an on-line familiarization package, visit www.landroverexcellence.com. The course reference is ELLR 398.

Where to Find It?

There are two principal types of technical communications:

1. **Service Information** – standardized information required to perform routine servicing, diagnosis and repairs.
2. **Bulletin Information** – Technical Bulletins, Special Service Messages, Campaigns, Recalls and Updates Prior to Sale – 'up-to-the-minute' information on known product concerns.

1. Service Information

1.1 Workshop Manual

Although no longer a paper document, the Workshop Manual section of GTR (soon to be TOPIX) is still the single most important repository for a Technician's day-to-day information requirements:

1.1.1 General Information

All you need to know about Diagnostic Trouble Codes, Jacking and Lifting, Servicing requirements and a host of other invaluable know-how too.

1.1.2 Chassis, Powertrain, Electrical, Body and Paint

These sections are all broken down into a number of sub-sections, covering each major area of the car. The sub-sections are broken down in the same way:

1.1.3 Specifications

Relevant data and torques for critical fixings.

1.1.4 Description and Operation

Details of how systems are constructed connected and most importantly, how they work. These sections not only provide a worthwhile top-up to the technician's knowledge base, but are a great place to start when diagnosing complex problems.

1.1.5 Diagnosis and Testing

Details of electrical and mechanical diagnosis routines – a useful supplement to the complex diagnostic routines supported by Land Rover's Symptom Driven Diagnostic (SDD) toolset.

1.1.6 Removal and Installation

Illustrated guides to performing a host of scheduled repair operations are shown in these sections. Each procedure is elaborated with additional information on relevant care points, required special tools, and fixing torques.

1.2 Circuit/Wiring Diagrams

Every electrical circuit on the car is shown in this section, illustrated in clear schematic diagrams, including connector and component references – the perfect fault-finding companion.

1.3 Electrical Reference Library

This section contains In-depth information on every connector, including location diagram, table of pin locations, and repair kit details.

2. Bulletin Information

Bulletins are a critical source of information to be referenced before every job – from the simplest routine service, to the most complex major unit overhaul. It is in this area that the impact of TOPIX's new structure and increased speed will be most keenly felt, so please read the following descriptions and definitions very carefully.

2.1 Special Service Message (SSM)

SSMs are brief official communications designed to relay the very latest fix intelligence directly to the Service Technician from the in-factory Product Investigation teams.

2.1.1 An SSM Is: An alert message, released through GTR/TOPIX, containing brief and concise information informing technicians of the very latest thinking on a given technical concern. SSM may also be used to signal changes to other information types, such as a new Repair Procedure, or availability of a new diagnostic process. SSM's are generally short-lived, being superseded by higher level communications, such as Technical Bulletins.

2.1.2 An SSM Is Not: A long term repository for technical information – a communication medium for new repair processes (and as such they do not contain labor time and warranty claim information) or long term repair policy changes.

2.2 Technical Service Bulletin (TSB)

2.2.1 A TSB Is: A brief technical communication conveying important information on known technical concerns. Technical Bulletins have a rigid structure and contain Affected Vehicle, Labor Time, Part and Warranty Claim information. A Technical Bulletin will usually contain information detailing a revised or new repair process, but increasingly in the new TOPIX environment, will simply direct Technicians to the correct location of the new 'Workshop Manual' materials.

2.2.2 A TSB Is Not: A long term repository for technical information – which in most cases will instead be held in the appropriate Workshop Manual repository. A TSB should not be printed and kept aside from GTR/TOPIX – fix information can be highly transient as knowledge of root cause and corrective action matures, so always refer to the up-to-date copy shown.

2.3 Service Action, Recall & Update Prior to Sale

2.3.1 A Service Action or Recall is: A proactive action which must be carried out as soon as the vehicle becomes available. Recalls and Owner-notified Programmes involve contacting the customer to expedite the visit and associated repair, whereas normal campaigns are carried out whenever the vehicle enters the workshop for a service or repair. Like TSBs, Service Action/Recall documents have a standardized format and contain Affected Vehicle, Labor Time, Part and Warranty Claim information. Again, in the new TOPIX environment, campaign materials will direct Technicians to the correct location of the new 'Workshop Manual' for detailed information on the actual repair being performed.

2.3.2 A Service Action or Recall is Not: A process to be performed on vehicles not specifically identified in the campaign communication.



2.3.3 An Update Prior to Sale (UPS) is: A proactive action which must be carried out prior to the vehicle being delivered to the customer. As with other campaign documents they contain details on Affected Vehicles, Labor Time, Part and Warranty Claim information. Once again, in the new TOPIX environment, UPS's will direct Technicians to the correct location of the new 'Workshop Manual' for detailed information on the actual repair being performed. Please note that a UPS may also be released as a 'hold vehicle' only communication pending further information.

Yours faithfully

A handwritten signature in black ink, appearing to read "K Phelps".

K Phelps
Director – Service Operations