



SAFETY RELATED RECALL

Global Recall Action
Number: N786

Changes are highlighted in blue

Subject: PHEV Battery Concern	Publication No.: N786
	Model: Range Rover (LK)
	Model Year: 2023
	Model: Range Rover Sport (L1)
	Model Year: 2023
	Date of Issue: 24 August 2023

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer/authorized repairer.
Important:	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

A concern has been identified on certain 2023 model year Range Rover and Range Rover Sport Plug-in Hybrid Electric Vehicle (PHEV) vehicles which have had a High Voltage (HV) battery installed where the battery assembly plant records indicate that a bolt connecting the busbar to a HV battery module connector has not achieved the required clamp force.

Where the bolt connecting the busbar to the HV connector has not achieved the required clamp force there is potential for arcing at the joint and excessive heat generation which can puncture the battery casing and lead to a vehicle fire.

Affected Vehicles

- SALKA9A41PA045229 - United Kingdom
- SAL1A2A43PA122475 - United Kingdom
- SALKP9F48PA052315 - United States
- SAL1A2B49PA115125 - Belgium
- SAL1A2A42PA122855 - Ireland
- SAL1A2B44PA126310 - France

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle. Until such time that the recall is completed on the vehicle, the vehicle user should be extra vigilant to red instrument cluster warning messages associated with battery or electrical faults. If they see any of these messages, they should stop the vehicle safely and contact Land Rover assistance. If they see any signs of smoke, exit the vehicle immediately and call the emergency services.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 23V-568

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

REGULATORY INFORMATION

Jaguar Land Rover North America, LLC have informed the National Highway Traffic Safety Administration (NHTSA) of their intent to perform a Safety Recall on certain 2023 model year Range Rover vehicles imported into the United States markets. Information relating to this Safety Recall will be posted on the NHTSA website. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer could result in a maximum civil penalty of up to the equivalent of \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

Jaguar Land Rover North America, LLC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N786

Parts Information

The parts below should be ordered through [Jaguar Land Rover \(JLR\)](#) in the normal manner.

Description	Part Number	Qty
Plug-in Hybrid Electric Vehicle (PHEV) battery	LR165003	1
Bolt	LR166366	10
Transmission undershield fixing retainer	LR165498	6

SROs

Description	SRO	Time
PHEV battery - Renew	15.10.13	4.1
Battery Energy Control Module (BECM) - Update ECU	85.86.20	0.2
Drive in/drive out	02.02.02	0.2

NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code N786 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time	Part Number	Qty
N786	A	PHEV battery - Renew	15.10.13	4.1	LR165003	1
		BECM - Update ECU	85.86.20	0.2	LR166366	10
					LR165498	6
N786	B	PHEV battery - Renew	15.10.13	4.1	LR165003	1
		BECM - Update ECU	85.86.20	0.2	LR166366	10
		Drive in/drive out	02.02.02	0.2	LR165498	6

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current [JLR](#) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

Customer Reimbursement and Related Damage Process

NOTE:

If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

SERVICE INSTRUCTION

NOTE:

During the battery coolant drain procedure the battery coolant must be collected in a suitable clean container and must remain free from contamination. The battery coolant collected must then be reused during the battery coolant filling and bleeding procedure.

Renew the [PHEV](#) battery (see TOPIx workshop manual section 611-02: Battery - Removal and Installation - [PHEV](#) Battery).

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N786

Date: month/year

SAFETY RELATED RECALL - Range Rover, Range Rover Sport - PHEV Battery Concern

Dear

JLR Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain Land Rover vehicles within a specific production range. Read the information below, this will explain the actions that we intend to take and what you will need to do.

Why are we contacting you?

A concern has been identified on certain 2023 model year Range Rover and Range Rover Sport Plug-in Hybrid Electric Vehicle (PHEV) vehicles which have had a High Voltage (HV) battery installed where the battery assembly plant records indicate that a bolt connecting the busbar to a HV battery module connector has not achieved the required clamp force.

Where the bolt connecting the busbar to the HV connector has not achieved the required clamp force there is potential for arcing at the joint and excessive heat generation which can puncture the battery casing and lead to a vehicle fire.

What will your Land Rover retailer/authorized repairer do?

At your visit, your preferred Land Rover retailer/authorized repairer will replace the high voltage battery.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

You should contact your preferred Land Rover retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, access www.landrover.co.uk or www.landrover.com for contact details.

If you no longer own the vehicle could you complete the 'Change of Ownership' slip attached to this letter, returning the slip to JLR Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

Until such time that the recall is completed on your vehicle, be extra vigilant to red instrument cluster warning messages associated with battery or electrical faults. If you see any of these messages, stop the vehicle safely and contact Land Rover assistance. If you see any signs of smoke, exit the vehicle immediately and call the emergency services.

If you have concerns

If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

Technical Questions And Answers



FOR USE ON ENQUIRY

JLR Recall N786

2023 Model Year Range Rover and Range Rover Sport Plug-in Hybrid Electric Vehicle (PHEV) vehicles where the High Voltage (HV) battery pack has been incorrectly assembled

A concern has been identified on certain 2023 model year Range Rover and Range Rover Sport PHEV vehicles which have had a HV battery installed where the battery assembly plant records indicate that a bolt connecting the busbar to a HV battery module connector has not achieved the required clamp force.

Question 1

Why is JLR recalling certain Land Rover models?

Answer

JLR is conducting a voluntary safety recall involving certain 2023 model year Range Rover and Range Rover Sport PHEV vehicle due to a concern with a HV battery installed where the battery assembly plant records indicate that a bolt connecting the busbar to a HV battery module connector has not achieved the required clamp force.

Question 2

Can you tell me more about what is wrong with the vehicles?

Answer

Where the bolt connecting the busbar to the HV connector has not achieved the required clamp force there is potential for arcing at the joint and excessive heat generation which can puncture the battery casing and lead to a vehicle fire.

Question 3

How would the customer become aware of potentially having this concern?

Answer

One of the red instrument panel cluster warning messages may be displayed: 'Stop safely and exit vehicle. Battery fault detected' or 'Stop safely. Electrical faults detected'. Electric Vehicle (EV) mode would be unavailable and the vehicle 12 V battery would be unsupported causing the engine to cut out after a short time. The customer could also notice smoke or flames coming out from underneath the vehicle.

Question 4

Does this concern affect vehicle safety?

Answer

JLR has determined this is a safety issue.

Question 5

Has JLR received many complaints?

Answer

At the time of determination, JLR received 2 reports attributed to this issue.

Question 6

Have there been any accidents or injuries or fires?

Answer

There is one suspected report of vehicle fire, there are no reports of accidents or injuries of which JLR is aware.

Question 7

How was the condition discovered?

Answer

The condition was identified through an internal reporting process.

Question 8

How long has JLR known about this problem?

Answer

JLR started investigating this concern in April 2023.

Question 9

Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?

Answer

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 10

What has JLR done in production?

Answer

Additional production controls have been implemented to make sure the required fixing clamp force is achieved for all busbar fixings.

Question 11

What will retailers/authorized repairers do to the vehicles?

Answer

Vehicles will have the HV battery pack replaced.

There will be no charge to owners for this repair.

Question 12

Which vehicles are affected by this recall?

Answer

Specific 2023 model year Range Rover and Range Rover Sport vehicles:

Range Rover: **SALKA9A41PA045229** and **SALKP9F48PA052315**

Range Rover Sport: **SAL1A2B49PA115125**, **SAL1A2A43PA122475**, **SAL1A2A42PA122855** and **SAL1A2B44PA126310**

Question 13

Are other JLR models affected by these actions?

Answer

No other models are known to be affected by this safety condition.

Question 14

Are parts available to rework vehicles?

Answer

Parts are available for this repair.

Question 15

How much will the recall cost JLR?

Answer

Cost was not a factor in deciding to recall these vehicles.

Question 16

How do I know if my Land Rover vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a JLR retailer/authorized repairer for the work to be completed.

Question 17

How long does it take for the car to be inspected and repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 5 hours to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

Question 18

Can I continue to drive my Land Rover vehicle safely until it has been recalled?

Answer

Until such time as the recall is completed on your vehicle, be extra vigilant to warning lamps on the instrument cluster associated with battery or electrical conditions. If you see any of these messages, stop the vehicle safely and contact Land Rover assistance. If you see any signs of smoke, exit the vehicle immediately and call the emergency services.

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

Note:

Make sure that any press enquiries are referred to the JLR Corporate Media office on +44-(0)2475-361000 or jlrmmedia@jaguarlandrover.com