



SAFETY RELATED RECALL

Global Recall Action
Number: N903

Automatic Transmission - Loss of Drive	Publication No.: N903
	Model: Range Rover (LK)
	Model Year: 2024
	Model: Range Rover Sport (L1)
	Model Year: 2024
Date of Issue: 19 July 2024	

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 concern has been identified on certain 2024 model year Range Rover and Range Rover Sport Plug-in Hybrid Electric Vehicle (PHEV) vehicles, where the clutch plates within the hybrid transmission may have been manufactured away from specification. This can lead to excessive heat build-up and material degradation within the clutch pack and transmission oil contamination which blocks the hydraulic system leading to inability to operate the clutch pack in the transmission.

Reduced oil pressure can trigger the transmission to shift into NEUTRAL gear and cause loss of drive. Unexpected loss of drive at speed can increase the risk of a crash.

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

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 JLR 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, 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.

JLR 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.

	The following applies to: [NORTH AMERICA]
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FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: **24V-380**


Transport Canada (TC) reference number: **2024-303**

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

REGULATORY INFORMATION

	The following applies to: [NORTH AMERICA]
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JLR North America, LLC and JLR Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2024 model year Range Rover and Range Rover Sport PHEV vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that JLR 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 JLR 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 JLR retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$27,168.00 USD per violation and the equivalent of \$135,828,178.00 USD for a related series of violations. This Safety Recall serves as notification to all JLR retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

	The following applies to: [NORTH AMERICA]
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JLR North America, LLC and JLR Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. JLR retailers/authorized repairers who 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 - N903

Parts Information

The parts below should be ordered through JLR in the normal manner.

NOTE:

Part numbers LR096556 and FY112056 are only required when completing 'Renew Transmission' on vehicles installed with electric dynamic response.

Description	Model	Part Number	Qty	% Of Vehicles Requiring This Part*
Bolt - Hexagonal Head, M12 x 90mm	Vehicles With Electric Dynamic Response	LR096556	2	8
Hex Nut Type, M12	Vehicles With Electric Dynamic Response	FY112056	2	8
Auto 8 Speed Transmission	All	LR185638	1	8
Transmission Cooler Pipe O-rings	All	315123456	2	8
Transmission NHV Retainer	All	LR185660	2	8
Transmission Underhshield Expanding Clip	All	LR165498	6	8
Bolt - External Torx Head, M10 X 52	All	LR092696	12	8
Washer - Flange Type Driveshaft Connection	All	LR141992	3	8
Rear Driveshaft Washers	All	TYF500020	3	8
Kit - O-ring (3-piece)	All	LR034517	1	8
Kit - O-ring (3-piece)	All	LR034506	1	8
Rear Exhaust System Plug-in Hybrid Electric Vehicle (PHEV) – Clamp Front	All	LR181089	1	8
Insulator Pad	All	LR020544	1	8
Fluid – Transmission (1l)	All	LR181789	1	8
Fill Plug	All	LR186902	1	8
Nut - Exhaust pipe M8	All	WYH500060	3	8
Gasket - Outlet	All	LR162995	1	8

* When ordering parts, order no more than the expected percentage failure rate of parts identified

NOTE:

Parts are **ONLY** required for vehicles that **FAIL** the diagnostic application.

SROs

Description	Model	SRO	Time
Renew Transmission	Range Rover	44.20.01	12.7
Renew Transmission	Range Rover Sport	44.20.01	13.6
PHEV Transmission Diagnostic Application, Including Drive Cycle	All	05.10.50	0.5
PHEV - Power Down/Up - Complete vehicle - Safety Accompanying Person	All	01.01.61.33	0.2
Permit to Work issue	All	01.01.59	0.1

Description	Model	SRO	Time
Drive in/drive out	All	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 N903 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	Model	SRO	Time	Part Number	Qty
N903	A	PHEV Transmission Diagnostic Application, Including Drive Cycle	All	05.10.50	0.5	N/A	N/A
N903	B	PHEV Transmission Diagnostic Application, Including Drive Cycle Drive in/drive out	All	05.10.50 02.02.02	0.5 0.2	N/A	N/A
N903	C	PHEV Transmission Diagnostic Application, Including Drive Cycle Renew Transmission PHEV - Power Down/Up - Complete vehicle - Safety Accompanying Person Permit to Work issue	Range Rover Vehicles Without Electric Dynamic Response	05.10.50 44.20.01 01.01.61.33 01.01.59	0.5 12.7 0.2 0.1	See Above Parts Table	See Above Parts Table
N903	D	PHEV Transmission Diagnostic Application, Including Drive Cycle Renew Transmission PHEV - Power Down/Up - Complete vehicle - Safety Accompanying Person Permit to Work issue Drive in/drive out	Range Rover Vehicles Without Electric Dynamic Response	05.10.50 44.20.01 01.01.61.33 01.01.59 02.02.02	0.5 12.7 0.2 0.1 0.2	See Above Parts Table	See Above Parts Table
N903	E	PHEV Transmission Diagnostic Application, Including Drive Cycle Renew Transmission PHEV - Power Down/Up - Complete vehicle - Safety Accompanying Person Permit to Work issue	Range Rover Vehicles With Electric Dynamic Response	05.10.50 44.20.01 01.01.61.33 01.01.59	0.5 12.7 0.2 0.1	See Above Parts Table	See Above Parts Table
N903	F	PHEV Transmission Diagnostic Application, Including Drive Cycle Renew Transmission PHEV - Power Down/Up - Complete vehicle - Safety Accompanying Person Permit to Work issue Drive in/drive out	Range Rover Vehicles With Electric Dynamic Response	05.10.50 44.20.01 01.01.61.33 01.01.59 02.02.02	0.5 12.7 0.2 0.1 0.2	See Above Parts Table	See Above Parts Table
N903	G	PHEV Transmission Diagnostic Application, Including Drive Cycle Renew Transmission PHEV - Power Down/Up - Complete vehicle - Safety Accompanying Person Permit to Work issue	Range Rover Sport Vehicles Without Electric Dynamic Response	05.10.50 44.20.01 01.01.61.33 01.01.59	0.5 13.6 0.2 0.1	See Above Parts Table	See Above Parts Table
N903	H	PHEV Transmission Diagnostic Application, Including Drive Cycle Renew Transmission PHEV - Power Down/Up - Complete vehicle - Safety Accompanying Person Permit to Work issue Drive in/drive out	Range Rover Sport Vehicles Without Electric Dynamic Response	05.10.50 44.20.01 01.01.61.33 01.01.59 02.02.02	0.5 13.6 0.2 0.1 0.2	See Above Parts Table	See Above Parts Table
N903	J	PHEV Transmission Diagnostic Application, Including Drive Cycle Renew Transmission PHEV - Power Down/Up - Complete vehicle - Safety Accompanying Person Permit to Work issue	Range Rover Sport Vehicles With Electric Dynamic Response	05.10.50 44.20.01 01.01.61.33 01.01.59	0.5 13.6 0.2 0.1	See Above Parts Table	See Above Parts Table
N903	K	PHEV Transmission Diagnostic Application, Including Drive Cycle Renew Transmission PHEV - Power Down/Up - Complete vehicle - Safety Accompanying Person	Range Rover Sport Vehicles With Electric Dynamic Response	05.10.50 44.20.01 01.01.61.33 01.01.59 02.02.02	0.5 13.6 0.2 0.1 0.2	See Above Parts Table	See Above Parts Table

Program Code	Option	Description	Model	SRO	Time	Part Number	Qty
		Permit to Work issue Drive in/drive out					

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).

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[REMOVAL AND INSTALLATION: SERVICE INSTRUCTION](#)

SERVICE INFORMATION

1. If any [Diagnostic Trouble Codes \(DTC\)](#)s are logged in the [Transmission Control Module \(TCM\)](#) they must be investigated and rectified before completing the Diagnostic Instruction and claimed as part of a separate warranty claim.
2. Before completing the Diagnostic Instruction make sure that the vehicle is at normal operating temperature.
 - If the vehicle is not at normal operating temperature complete a suitable drive cycle to achieve normal operating temperature.
 - If the vehicle is already at normal operating temperature, continue to the Diagnostic Instruction.

DIAGNOSTIC INSTRUCTION - INSPECTION

1. Connect the JLR approved diagnostic equipment and the JLR approved battery support unit.

2.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Complete the 8P80-[PHEV](#) Transmission Diagnostic Application -

SERVICE INSTRUCTION

5. Take note of the result of the diagnostic application shown on screen.
 - If the diagnostic application identified that the transmission has **FAILED** the test, continue to the Service Instruction.
 - If the diagnostic application identified that the transmission has **PASSED** the test, continue to step 6.

6.

NOTE:

If required.

Select the link to enable transit mode.

7.

NOTE:

If required.

Select the link to enable transit mode.

8. Follow all on-screen instructions to complete the task.
9. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.
10. Release the vehicle.

SERVICE INSTRUCTION

1. Remove the Transmission (See TOPIx Workshop Manual Section: 311-01D Automatic Transmission INGENIUM I6 3.0L Petrol - [PHEV](#) - Removal - Transmission).
2. Install the new Transmission (See TOPIx Workshop Manual Section: 311-01D Automatic Transmission INGENIUM I6 3.0L Petrol - [PHEV](#) - Installation - Transmission).
3. Release the vehicle.

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: N903

Date: month/year

SAFETY RELATED RECALL - Range Rover and Range Rover Sport - Automatic Transmission - Loss of Drive

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 JLR 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 2024 model year Range Rover and Range Rover Sport Plug-in Hybrid Electric Vehicle (PHEV) vehicles, where the clutch plates within the hybrid transmission may have been manufactured away from specification. This can lead to excessive heat build-up and material degradation within the clutch pack and transmission oil contamination which blocks the hydraulic system leading to inability to operate the clutch pack in the transmission.

The reduced oil pressure can trigger the transmission to shift into NEUTRAL gear and cause loss of drive. Unexpected loss of drive at speed increases the risk of a crash.

What will your JLR retailer/authorized repairer do?

We will inspect your transmission and if required, we will replace the auto transmission.

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 JLR 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

Contact your preferred JLR retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the JLR 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. **N903**

If you do not have a JLR 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.

If you have concerns


If you experience any concerns relating to this Recall, contact the Service Manager at the JLR 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 N903	
Automatic Transmission - Loss of Drive	

A concern has been identified on certain 2024 model year Range Rover and Range Rover Sport Plug-in Hybrid Electric Vehicle (PHEV) vehicles, where the clutch plates within the hybrid transmission may have been manufactured away from specification. This can lead to excessive heat build-up and material degradation within the clutch pack and transmission oil contamination which blocks the hydraulic system leading to inability to operate the clutch pack in the transmission.

Reduced oil pressure can trigger the transmission to shift into NEUTRAL gear and cause loss of drive. Unexpected loss of drive at speed can increase the risk of a crash.

Question 1

Why is JLR recalling certain models?

Answer

JLR is conducting a voluntary safety recall involving certain 2024 model year Range Rover and Range Rover Sport PHEV vehicles. Customers will be asked to take their vehicles to a JLR retailer/authorized repairer to have the condition of their vehicle's transmission diagnosed and, if necessary, replaced.

Question 2

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

Answer

Engineering analysis of a number of field reports of loss of drive has revealed that, for certain specific transmission build periods, some clutch plates may be out of specification. This can lead to abnormal wear in the transmission, transmission oil contamination, blocking the hydraulic system and leading the transmission to detect an abnormal oil pressure. In this event, the transmission will adopt the fail-safe settings of default into NEUTRAL gear, leading to loss of drive. In this case, there is an elevated rate of failure which can lead to the increased risk of a crash.

Question 3

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

Answer

In the event of material degradation within the transmission, the driver would experience the vehicle shifting into NEUTRAL unexpectedly. Transmission Failure warnings will be provided in the instrument cluster at the onset of the failure.

Question 4

Does this concern affect vehicle safety?

Answer

Yes, the elevated rate of failure is deemed to constitute an unreasonable risk to safety.

Question 5

Has JLR received many complaints?

Answer

JLR has received a number of claims and field reports which have been attributed to this issue.

Question 6

Have there been any accidents or injuries or fires?

Answer

There have been no reported accidents, injuries or fires as a result of this concern.

Question 7

How was the condition discovered?

Answer

The defect was identified through JLR's field reporting process.

Question 8

How long has JLR known about this problem?

Answer

The investigation into this issue started in April 2024.

Question 9

Is the defect leading you to any concerns regarding the reliability of the vehicle?

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

A number of improvements have been made in the transmission manufacturing process, including to the clutch straightening and centring processes. In addition, the quality checks at the end of the supplier's production line have been enhanced.

Question 11

What will JLR retailers/authorized repairers do to the vehicles?

Answer

JLR retailers/authorized repairers will run a diagnostic test to determine if the clutch packs within the transmission are operating as expected. Any transmissions which fail the test will be replaced.

There will be no charge to the owners for this repair.

Question 12

Which vehicles are affected by this recall?

Answer

2024 model year Range Rover and Range Rover Sport vehicles as below may be affected:

Range Rover Sport SAL119F47RA157279 to SAL1A2A48RA190225*

Range Rover SALKA9B4XRA090025 to SALKA9B42RA208553*

* Specific vehicles within the Vehicle Identification Number (VIN) range.

Question 13

Are other JLR models affected by these actions?

Answer

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

Question 14

Are parts available to rework vehicles?

Answer

Parts are available for JLR retailers/authorized repairers to conduct 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 vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly be contacted and invited to make an appointment with a JLR retailer/authorized repairer for the work to be completed.

In some countries, recall information is available online through the JLR brand web site.

Question 17

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

Answer

The work will be completed out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 1 hour to complete the diagnostic test. Should there be a need for a replacement transmission the repair time will be around 13 hours. Naturally, due to JLR retailer/authorized repairer schedules, vehicles may be required for longer.

Question 18

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

Answer

Owners of affected vehicles will be contacted directly by JLR and are advised to book their vehicles in for repair as soon as possible.

Until such time as this recall is completed, drivers should watch for any unusual transmission behaviours and contact their JLR retailer/authorized repairer should they have any concerns.

Note:

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