

CRITICAL CONCERNS & FIELD SERVICE ACTIONS

UPDATE PRIOR SALE N819 – BATTERY HEATER COOLANT HOSE

UPDATE PRIOR TO SALE N819 – BATTERY HEATER COOLANT HOSE	
AFFECTED MODELS	23MY Range Rover PHEV and Range Rover Sport PHEV
VOLUME AFFECTED	US 17
REPAIR	A concern has been identified on certain vehicles where the battery heater coolant hoses may have been incorrectly installed. Affected vehicles initially require an inspection of the hose and reinstall hoses in correct position if failed. If there are damage to the coolant hoses, the vehicle will need to be held pending repair.
REPAIR TIME	0.9 -1.8 hrs + DIDO
CAMPAIGN LAUNCH	Inspection bulletin launched August 31st, 2023 Hose damage repair bulletin expected October 16th, 2023
Notes	Please use the warranty portal to identify affected vehicles which must not be delivered until the inspection/repair has been completed. 4 VINs were sold with this UPS open. Retailers advised by CSMM's to bring these vehicles back.