



# SERVICE ACTION

Global Service Action  
Number: N861

<b>Subject:</b>  <b>Mild Hybrid Electric Vehicle (MHEV) Battery Offline</b>	Publication No.: N861
	Model: Range Rover (LG)
	Model Year: 2020 - 2022
	Model: Range Rover Sport (LW)
	Model Year: 2019 - 2022
	Model: Discovery Sport (LC)
	Model Year: 2020
	Model: New Range Rover Evoque (LZ)
	Model Year: 2019 - 2020
	Date of Issue: 28 February 2024

<b>To:</b>	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
<b>For the Attention of:</b>	The approved JLR retailer/authorized repairer.
<b>Important:</b>	<p>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.</p> <p>This campaign has been issued to provide the relevant repair instructions, parts and warranty information. This campaign is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign.</p>

## FOR THE ATTENTION OF ALL:

### DESCRIPTION OF ISSUE

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

On certain 2020 to 2022 model year Range Rover, 2019 to 2022 model year Range Rover Sport, 2019 to 2020 model year Range Rover Evoque and 2020 model year Discovery Sport vehicles, the 48V Mild Hybrid Electric Vehicle (MHEV) battery enters an offline state and no longer communicates or functions as intended. This can result in illumination of the Malfunction Indicator Lamp (MIL), loss of start/stop functionality and no communication during diagnostic sessions.

### ACTION TO BE TAKEN

At the next opportunity, you are requested to repair the vehicle.

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.

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 THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

# SERVICE INSTRUCTION - N861

## SROs

Description	SRO	Time
Update <a href="#">Battery Energy Control Module (BECM)</a> software	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 N861 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
N861	A	Update <a href="#">BECM</a> software	85.86.20	0.2
N861	B	Update <a href="#">BECM</a> software Drive in/drive out	85.86.20 02.02.02	0.2 0.2

### 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).

# DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS

### NOTE:

Modules already at the latest software level will not be available for update. If the module update below cannot be completed due to already being at the latest software level, email [jlrcamp@jaguarlandrover.com](mailto:jlrcamp@jaguarlandrover.com) with the [Vehicle Identification Number \(VIN\)](#) and campaign reference, for the campaign to be closed.

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

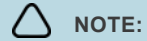
2.

### NOTE:

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

Select the link to disable transit mode.

3.

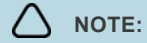


Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Update the [BECM](#) -

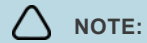
5.



If required.

Select the link to enable transit mode.

6.



If required.

Select the link to enable transit mode.

7. Follow all on-screen instructions to complete the task.

8. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.