



SERVICE ACTION

Global Service Action
Number: **N870v5**

Changes are highlighted in blue

Subject: Single Speed Transfer Case Front Output Shaft Flange	Publication No.: N870v5
	Model: Range Rover Sport (L1)
	Model Year: 2024 - 2025
	Date of Issue: 07 August 2024
	Expiry Date: 31 August 2026

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers. Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
For the Attention of:	The approved JLR retailer/authorized repairer.
Important:	<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 re-issued to launch for NAS. This campaign is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign.</p> <p>The blue highlighted text relates only to the date information. All text in this bulletin should be read and understood in full.</p>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

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

The front output shaft flange of the single speed transfer case may not be correctly installed on a number of 2024 model year and 2025 model year Range Rover Sport SV vehicles. To make sure there is no degradation of performance over time, the front output shaft flange needs to be secure in the transfer case.

ACTION TO BE TAKEN

At the next opportunity, you are requested 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.

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 JLR 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 - N870V5

Changes are highlighted in blue

Parts Information**NOTE:**

If a vehicle fails the inspection a new transfer case must be installed.

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

Description	Part Number	Qty	% of Vehicles Requiring This Part *
Front driveshaft bolts	LR092696	6	100
Front driveshaft washers	LR141992	3	100
Front driveshaft O-ring kit	LR034517	1	100
Rear driveshaft bolts	LR092696	6	20
Rear driveshaft washers	TYF500020	3	20
Rear driveshaft O-ring kit	LR034506	1	20
Grease	IYX500050	1	20
Transfer case oil	LR160851	2	20
Transfer case	320123456	1	20

**NOTE:**

Part number LR093822 has been removed as an additional set of drain/fill plugs are provided with the new transfer case.

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

SROs

Description	SRO	Time
N870 - Transfer case front output shaft and flange assembly - Inspection - Pass - No further action	99.03.27	2.4
N870 - Transfer case front output shaft and flange assembly - Inspection - Fail - Install new transfer case	99.03.28	5.4
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 N870 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
N870	A	Transfer case front output shaft and flange assembly - Inspection - Pass - No further action	99.03.27	2.4	LR092696	6
					LR141992	3
					LR034517	1
N870	B	Transfer case front output shaft and flange assembly - Inspection - Pass - No further action Drive in/drive out	99.03.27 02.02.02	2.4 0.2	LR092696	6
					LR141992	3
					LR034517	1
N870	C	Transfer case front output shaft and flange assembly - Inspection - Fail - Install new transfer case	99.03.28	5.4	LR092696	6
					LR141992	3
					LR034517	1
					LR092696	6
					TYF500020	3
					LR034506	1
					IYX500050	1

Program Code	Option	Description	SRO	Time	Part Number	Qty
					LR160851 320123456	2 1
N870	D	Transfer case front output shaft and flange assembly - Inspection - Fail - Install new transfer case Drive in/drive out	99.03.28 02.02.02	5.4 0.2	LR092696 LR141992 LR034517 LR092696 TYF500020 LR034506 IYX500050 LR160851 320123456	6 3 1 6 3 1 1 2 1
N870	E	 NOTE: Use this option code if transfer case has been replaced but you were supplied part FOC so do not need payment for transfer case part. Transfer case front output shaft and flange assembly - Inspection - Fail - Install new transfer case	99.03.28	5.4	LR092696 LR141992 LR034517 LR092696 TYF500020 LR034506 IYX500050 LR160851	6 3 1 6 3 1 1 2
N870	F	 NOTE: Use this option code if transfer case has been replaced but you were supplied part FOC so do not need payment for transfer case part. Transfer case front output shaft and flange assembly - Inspection - Fail - Install new transfer case Drive in/drive out	99.03.28 02.02.02	5.4 0.2	LR092696 LR141992 LR034517 LR092696 TYF500020 LR034506 IYX500050 LR160851	6 3 1 6 3 1 1 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).

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REMOVAL AND INSTALLATION: SERVICE INSTRUCTION

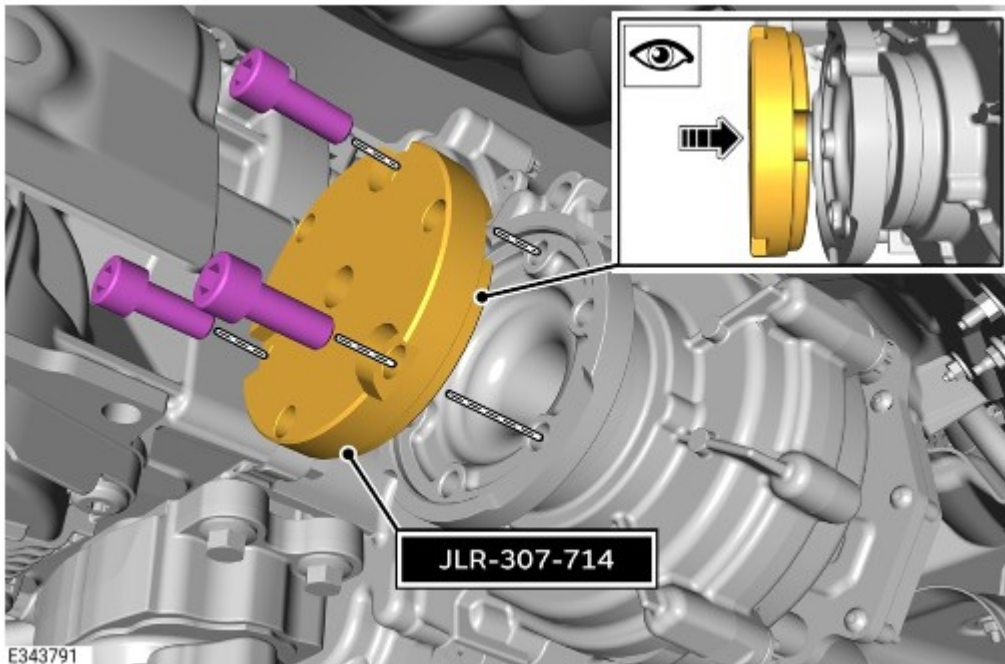
SERVICE INSPECTION - MEASUREMENT 1

-  **NOTE:**
The exhaust clamps can be reused. Do not discard during removal.

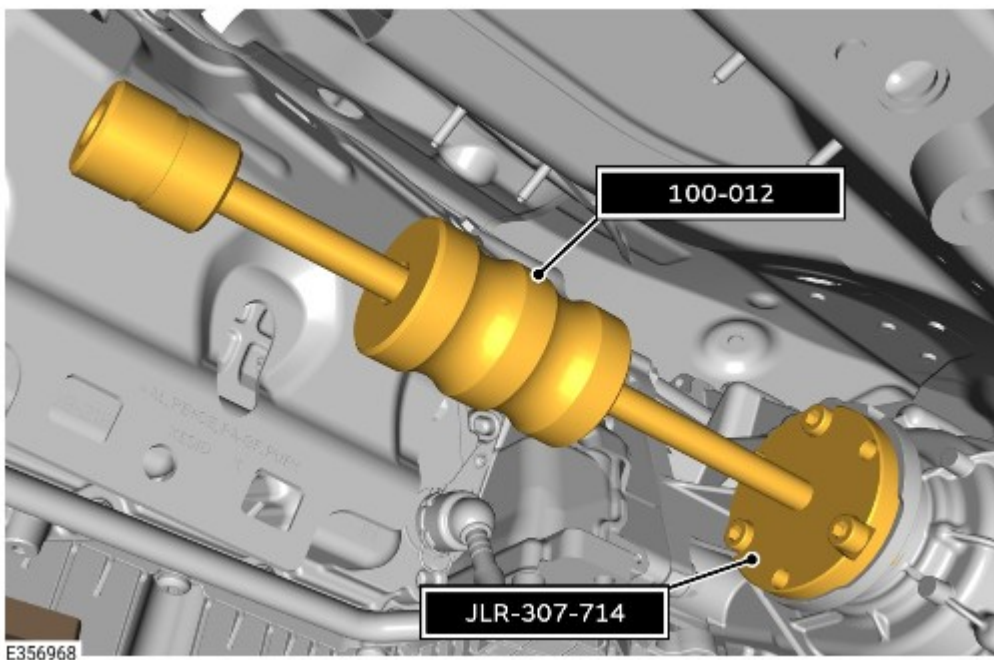
Remove the front driveshaft (see TOPIx workshop manual section 205-01: Driveshaft - Removal and Installation - Front Driveshaft - V8 T/C 4.4L Petrol, (+) SV Vehicle).

2. Install JLR-307-714 to the transfer case front output shaft and flange assembly, as shown in the illustration.

- Torque: **10 Nm**



3. Install the slide hammer 100-012 to JLR-307-714.

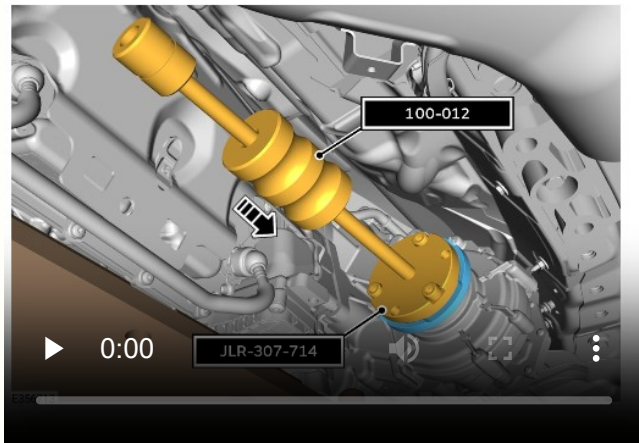


4.

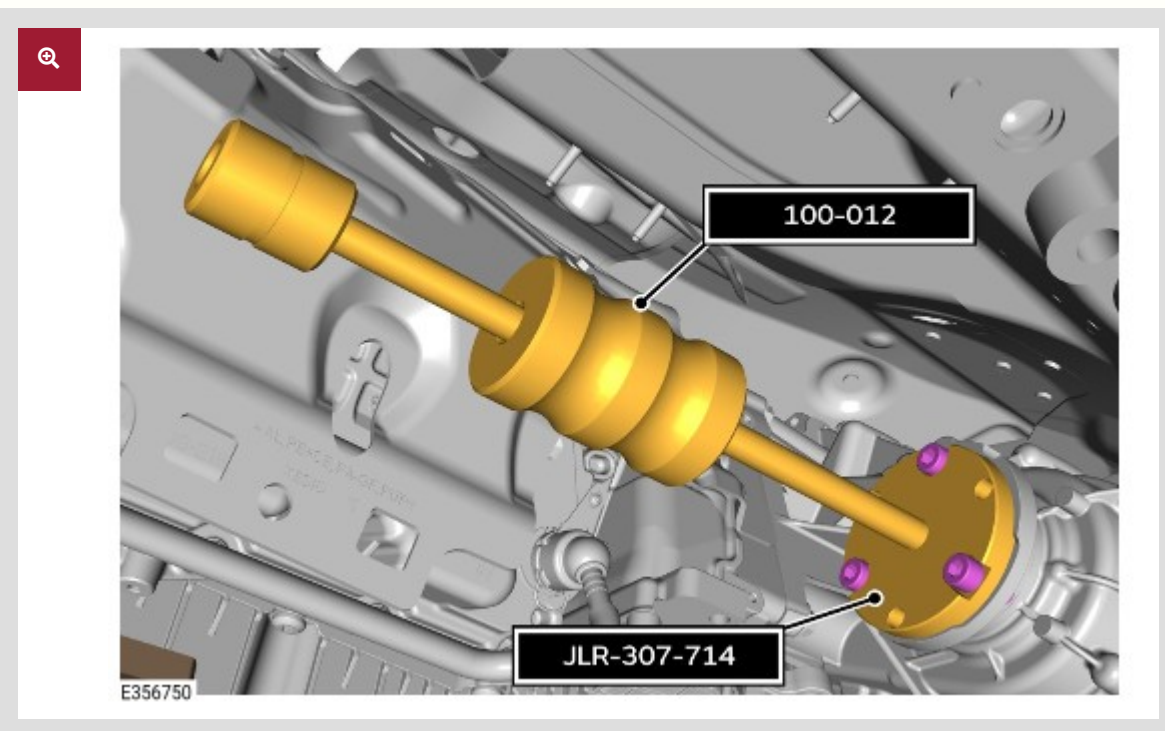
⚠ CAUTIONS:

- You must watch the demonstration video provided before completing this step.
- Firmly strike the transfer case front output shaft and flange assembly twice.

Using JLR-307-714 and 100-012 make sure that the transfer case front output shaft and flange assembly is fully installed, as shown in the video.



5. Remove 100-012 and JLR-307-714.

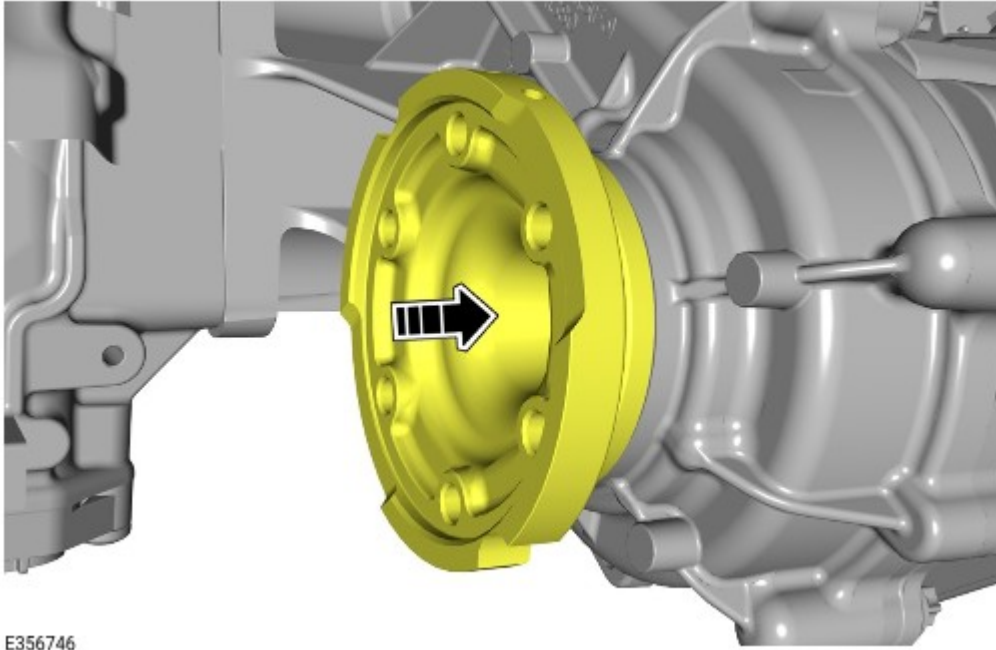


6.

⚠ CAUTION:

Failure to follow this instruction may lead to a false measurement.

Push the transfer case front output shaft and flange assembly to the end stop by hand.



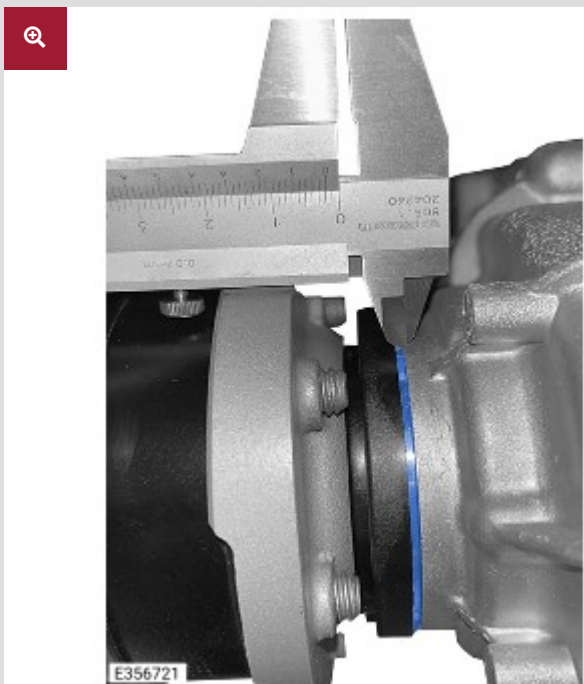
7.

⚠ CAUTION:

When measuring the gap you must not move the transfer case front output shaft and flange assembly. Failure to follow this instruction may lead to a false measurement.

Using a vernier caliper, or other suitable high accuracy measuring equipment, measure the gap between the transfer case casting and the plastic dust cover, as shown in the illustration.

- If the measurement **IS** 1.66 mm or below, **continue to Service Inspection - Measurement 2.**
- If the measurement **IS NOT** 1.66 mm or below, the transfer case has **FAILED** the inspection and a new transfer case must be installed. **Continue to the Service Instruction..**

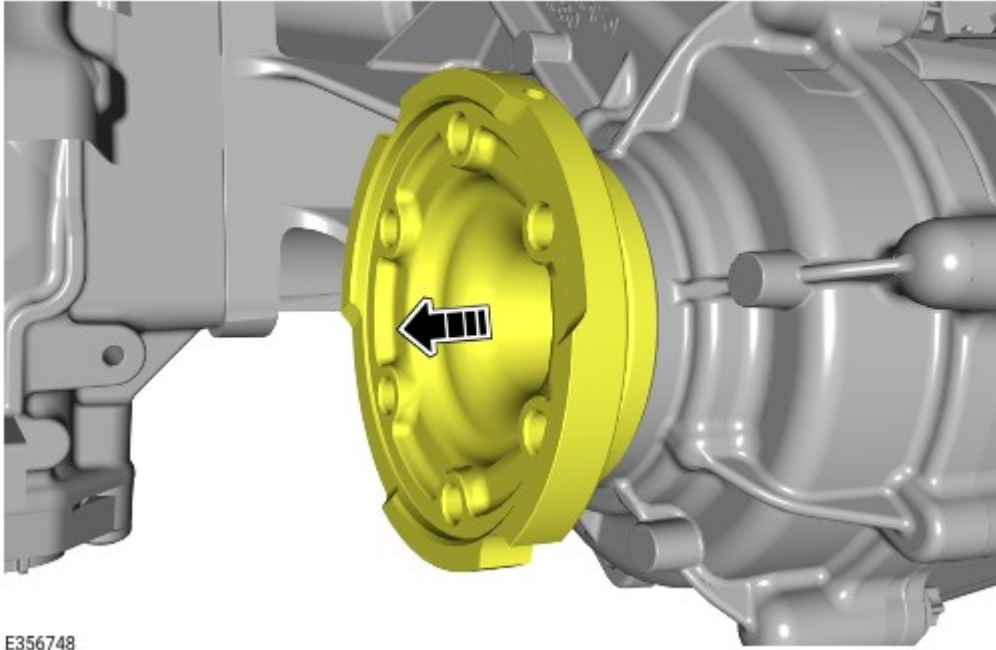
**SERVICE INSPECTION - MEASUREMENT 2**

1.

⚠ CAUTION:

Failure to follow this instruction may lead to a false measurement.

Pull the transfer case front output shaft and flange assembly to the end stop by hand.



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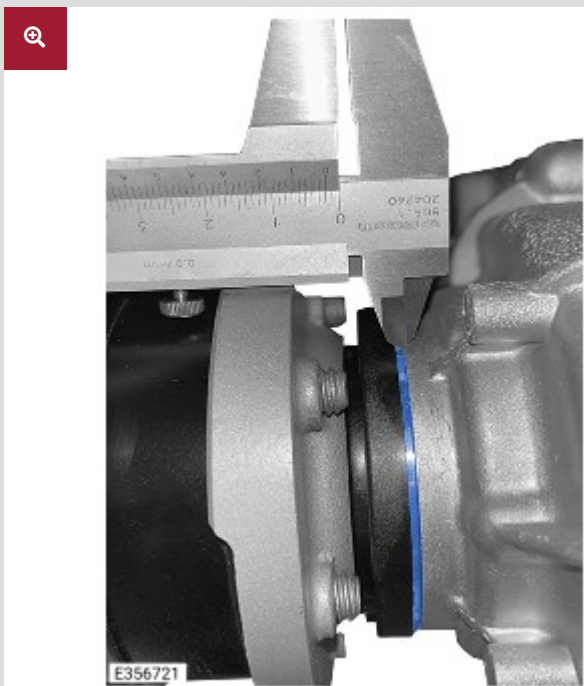
2.

⚠ CAUTION:

When measuring the gap take you must not move the transfer case front output shaft and flange assembly. Failure to follow this instruction may lead to a false measurement.

Using a vernier caliper, or other suitable high accuracy measuring equipment, measure the gap between the transfer case casting and the plastic dust cover, as shown in the illustration.

- If the measurement **IS** 3.35 mm or below, **Continue to Service Inspection - Measurement Result.**
- If the measurements **IS NOT** 3.35 mm or below, the transfer case has **FAILED** the inspection and a new transfer case must be installed. **Continue to the Service Instruction..**




SERVICE INSPECTION - MEASUREMENT RESULT

1. Subtract **measurement 1** from **measurement 2** to find the difference between the two measurements.

- If the difference **IS BETWEEN** 0.25 mm and 1.25 mm inclusive, the transfer case has **PASSED** the inspection. **Continue to step 2.**
- If the difference **IS NOT BETWEEN** 0.25 mm and 1.25 mm inclusive, the transfer case has **FAILED** the inspection and a new transfer case must be installed. **Continue to the Service Instruction.**

2.

 **NOTE:**

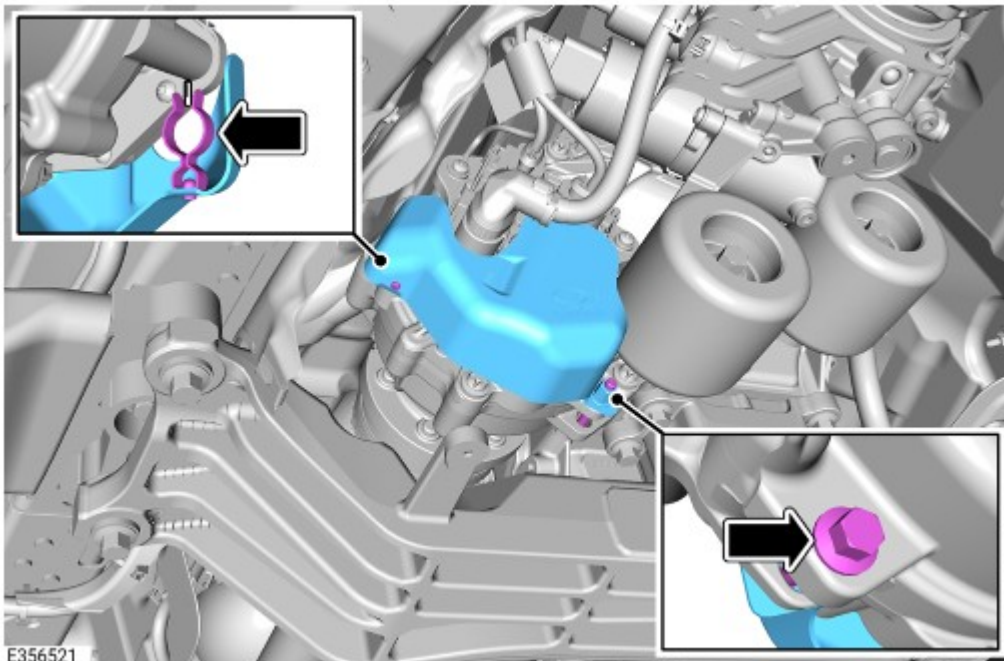
This step is only required for vehicles which have **PASSED** all 3 Service Inspections.

Install the front driveshaft (see TOPIx workshop manual section 205-01: Driveshaft - Removal and Installation - Front Driveshaft - V8 T/C 4.4L Petrol, (+) SV, Vehicle).

3. Release the vehicle.

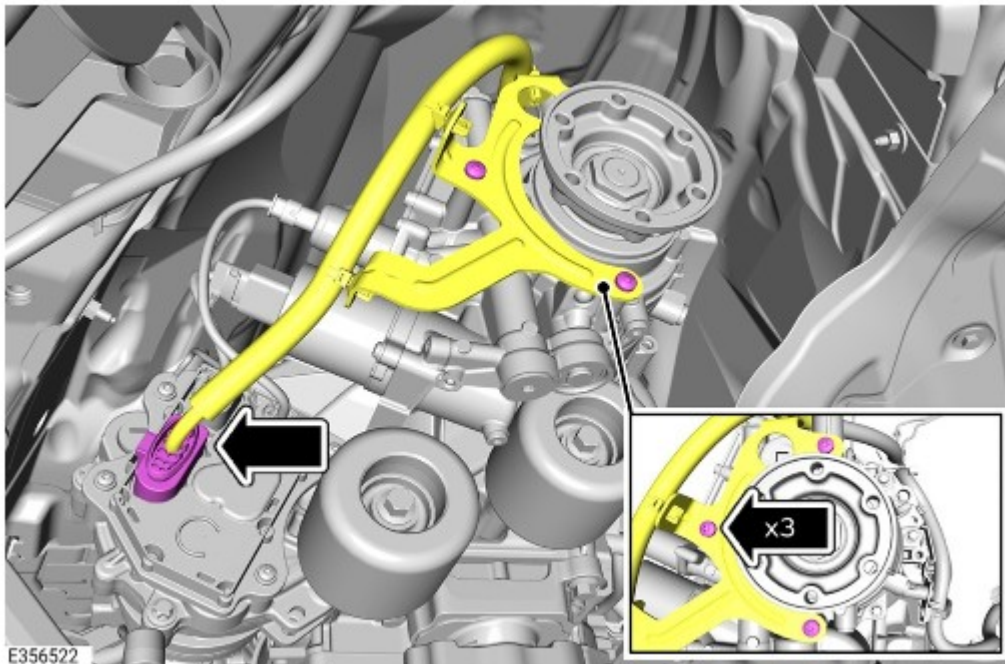
SERVICE INSTRUCTION

1. Connect the JLR approved diagnostic equipment and the JLR approved battery support unit.
2. Run the [Transfer Case Control Module \(TCCM\)](#) and Motor Pump Replacement application - Refer to: [PROGRAM MODULE](#) (315:00/TCCM,).
3. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.
4. Release the transmission park mechanism (see TOPIx Workshop Manual section 311-02: Automatic Transmission External Controls, General Procedures - Transmission Park Release).
5. Disconnect the 12v system (see TOPIx Workshop Manual section 414-00: Battery and Charging System - General Information - General Procedures - 12V System Disconnect and Connect).
6. Remove the rear driveshaft (see TOPIx Workshop Manual section 205-01: Driveshaft - Removal and Installation - Rear Driveshaft - V8 T/C 4.4L Petrol, (+) SV Vehicle).
7. Remove the [TCCM](#) heatshield.
 - Remove the bolt.
 - Release the [TCCM](#) heatshield from the transfer case.




8. Reposition the TCCM wiring harness.

- Remove the 3 bolts.
- Disconnect the electrical connector.



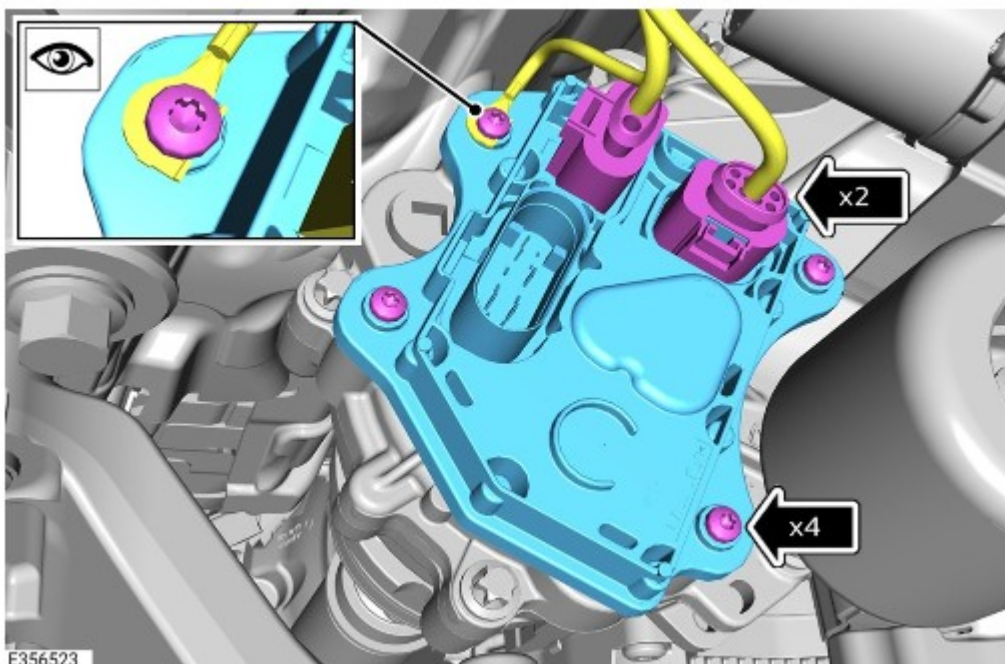
9.

 **NOTE:**

Note the orientation of the ground cable before removal.

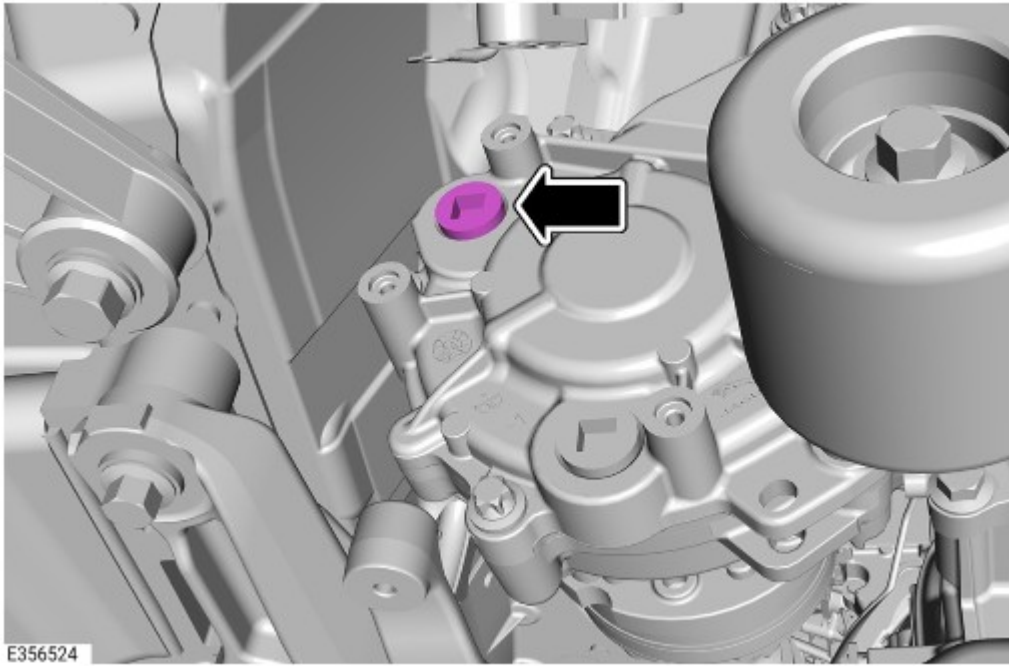
Remove the TCCM.

- Remove the ground cable bolt.
- Remove the 3 bolts.
- Disconnect the 2 electrical connectors.




10. Position the oil drain equipment below the transfer case drain plug.

11. Remove the transfer case fill plug.



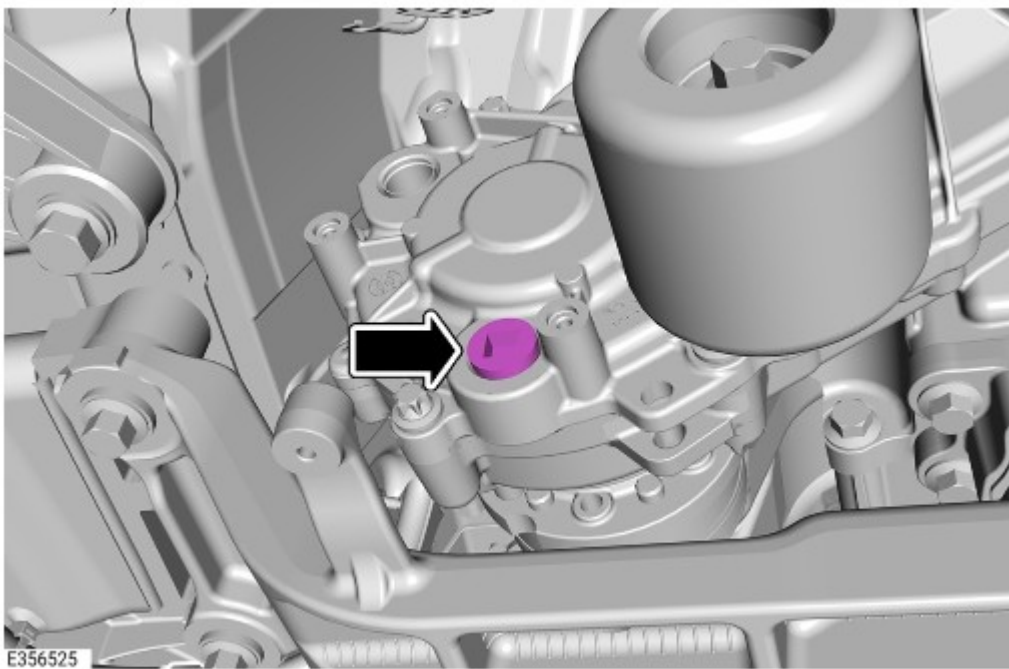
12.

 NOTE:


Be prepared to catch escaping transfer case oil.

Drain the transfer case oil.

- Remove the transfer case drain plug.
- Allow the transfer case oil to drain.



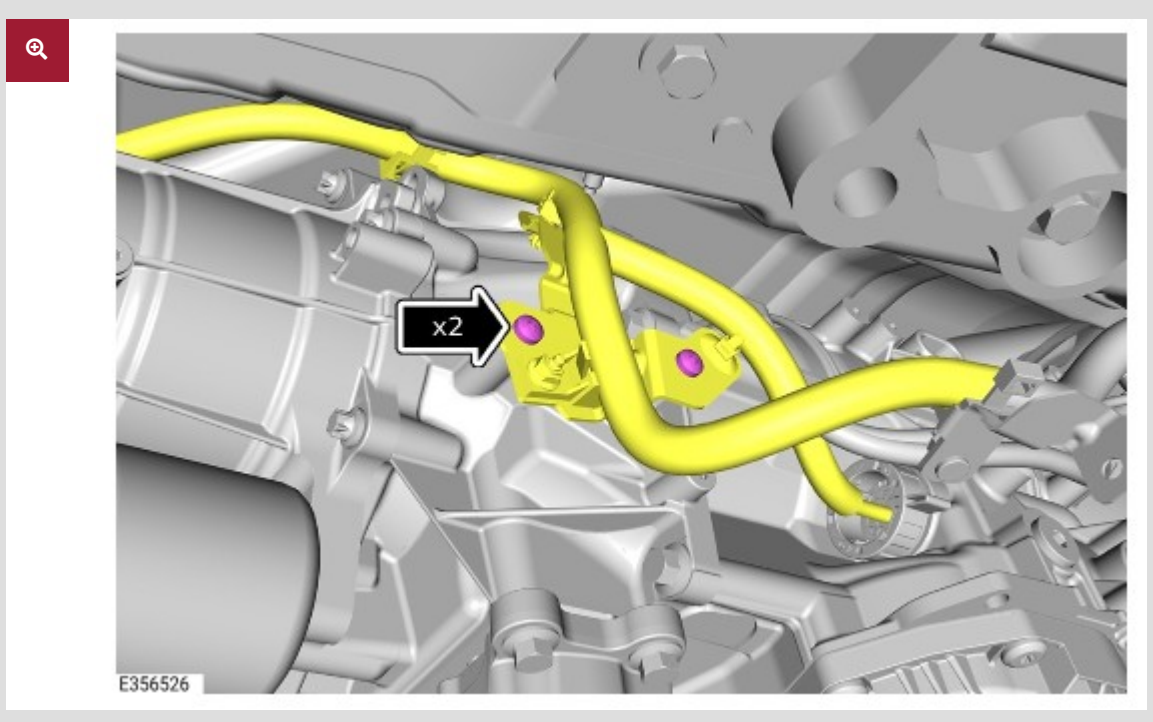
13.

 NOTE:

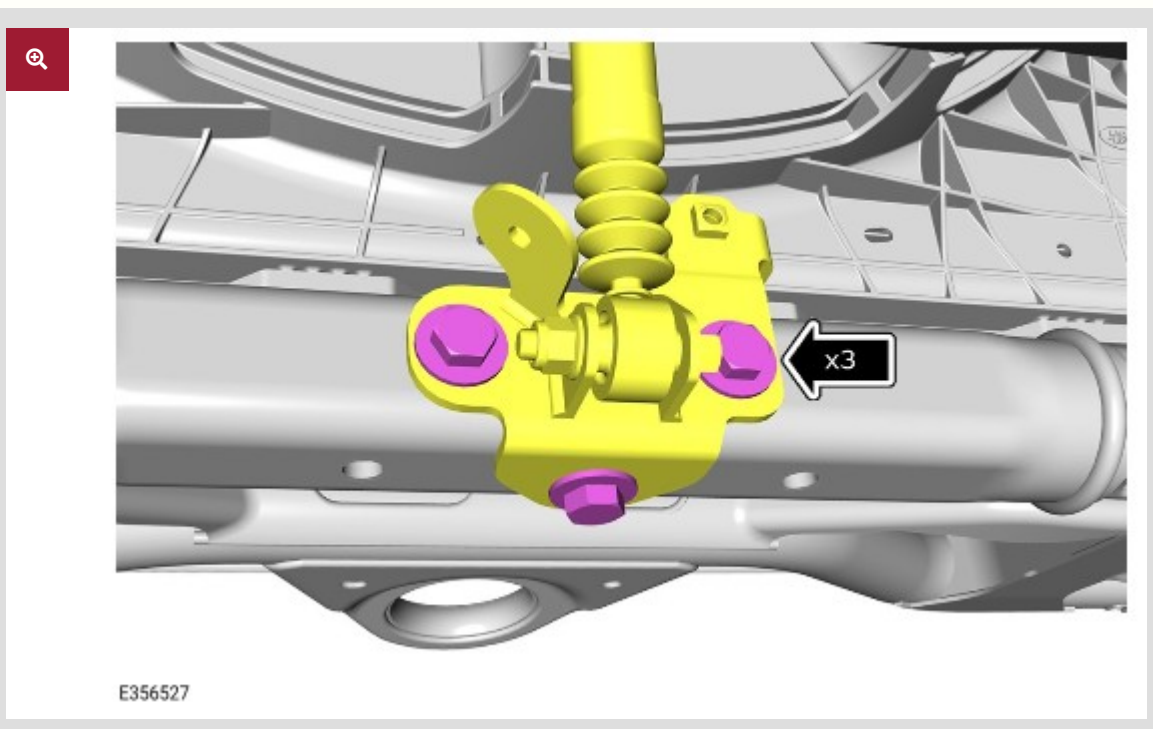
The transfer case drain and fill plugs must be installed when returning the original transfer case.

Install the transfer case drain and fill plugs and reposition the oil drain equipment away from the vehicle.

14. Remove the 2 transmission wiring harness bracket bolts.



15. Remove the 3 front engine mount damper bracket bolts.

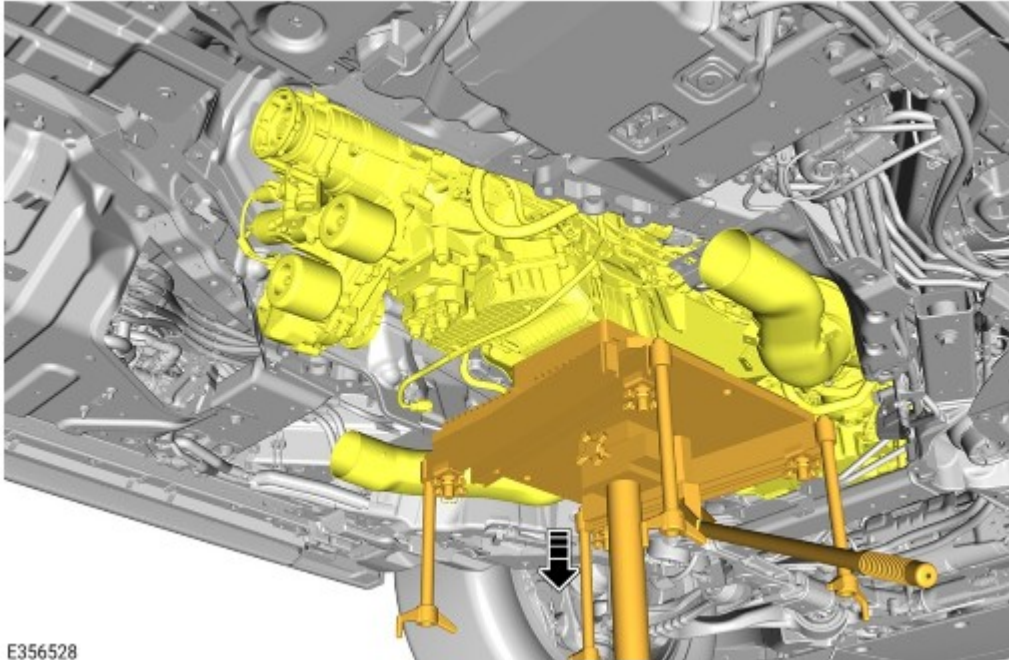


16.

⚠ CAUTION:

Care must be taken not to damage the surrounding components when raising or lowering the powertrain assembly. Failure to follow this instruction will damage the component(s).

Reposition the powertrain assembly to access the transmission wiring harness.



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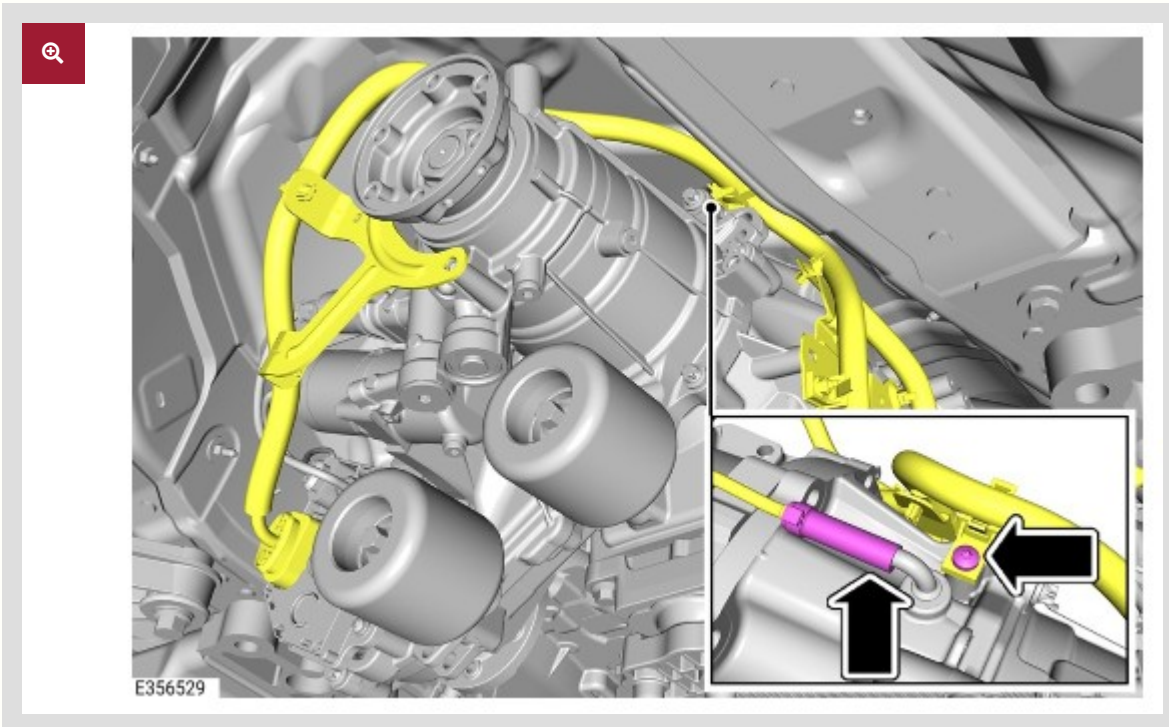
17.

⚠ CAUTION:

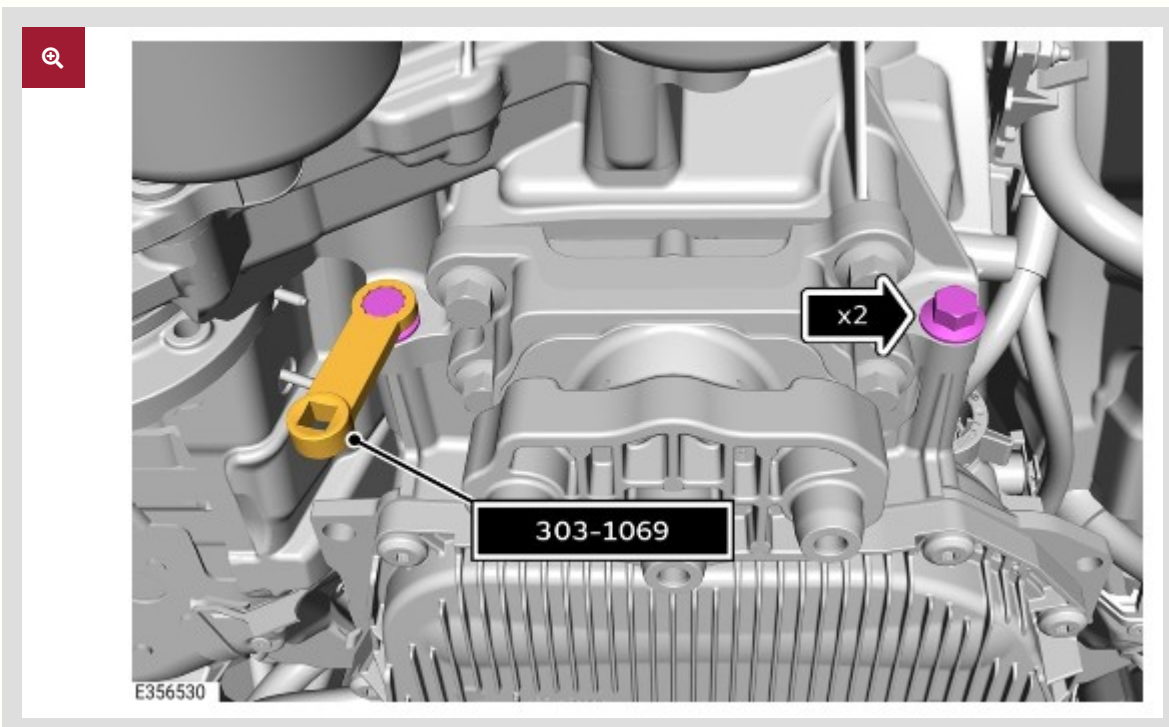
Before disconnecting any components, the area must be clean and free from foreign material. When disconnected all openings must be sealed.

Reposition the transmission wiring harness away from the transfer case.

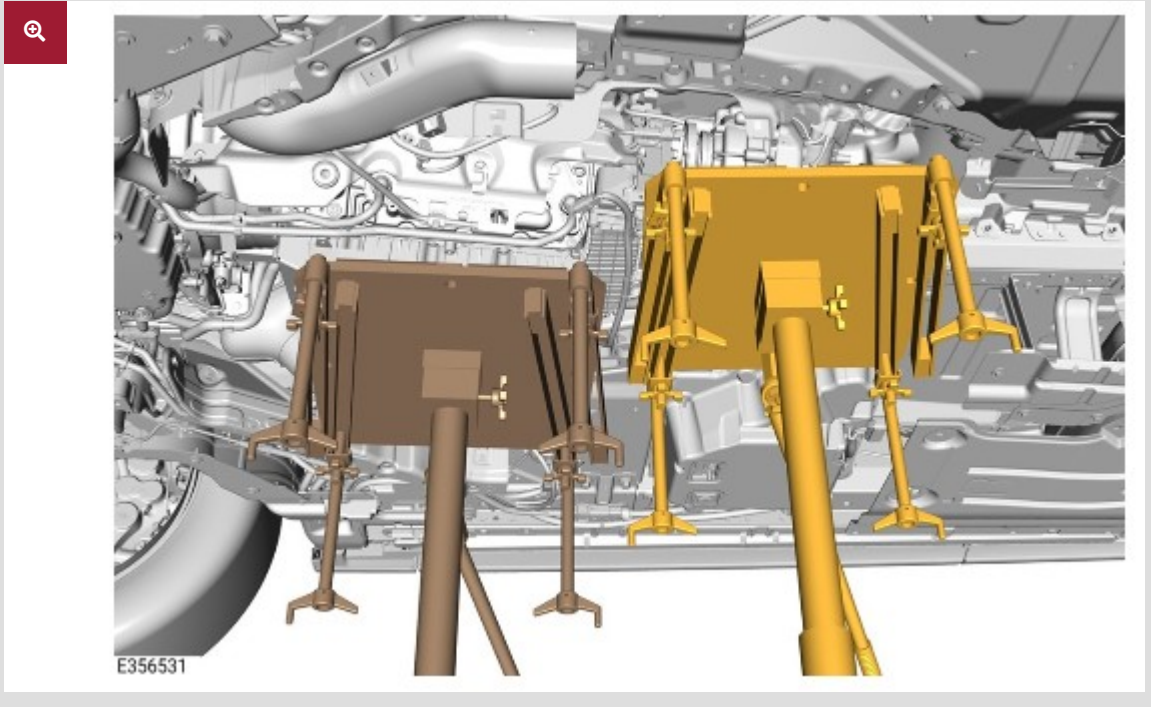
- Remove the bolt.
- Disconnect the transfer case breather pipe.



18. Use 303-1069 to remove the 2 transfer case lower bolts.

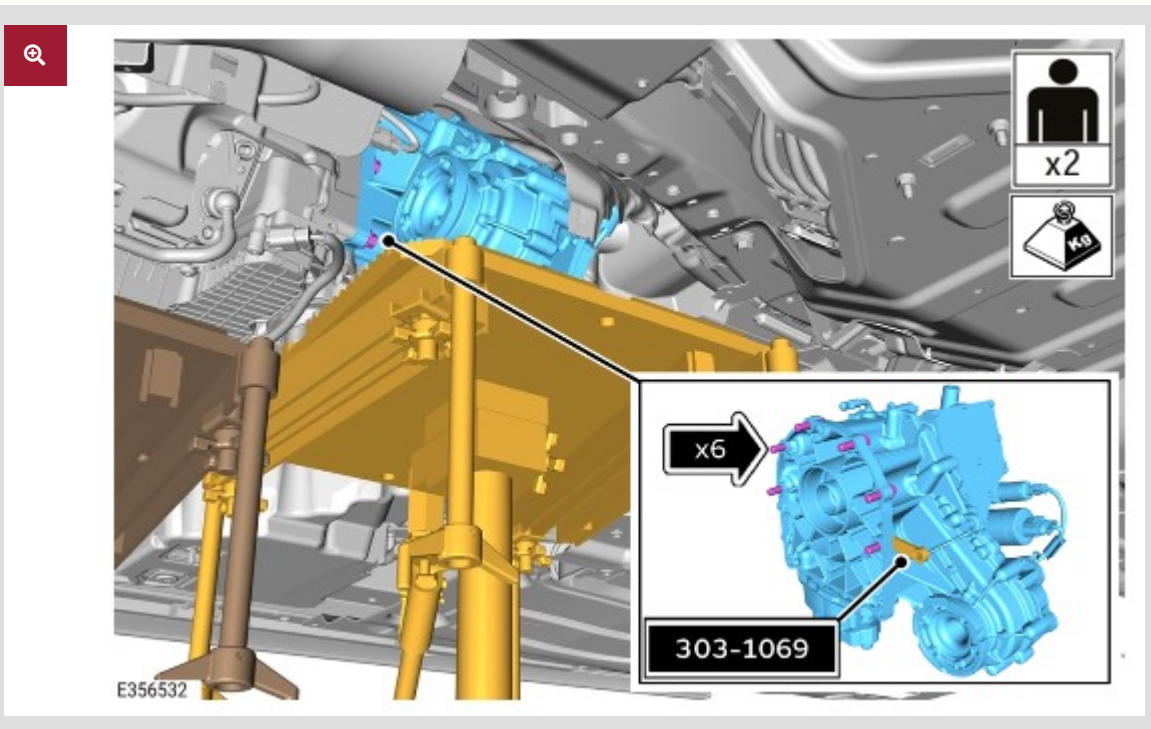


19. Use a suitable stand to support the transfer case assembly.




20. Remove the transfer case.

- Use 303-1069 to remove the 6 transfer case lower bolts.



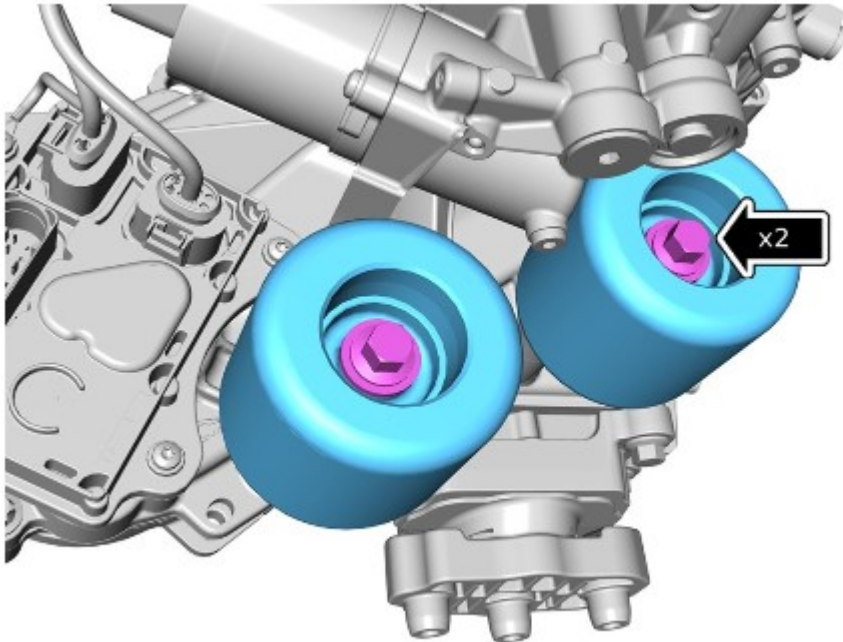
21.

 NOTE:

If equipped.

Remove the 2 **Noise, Vibration and Harshness (NVH)** dampers.

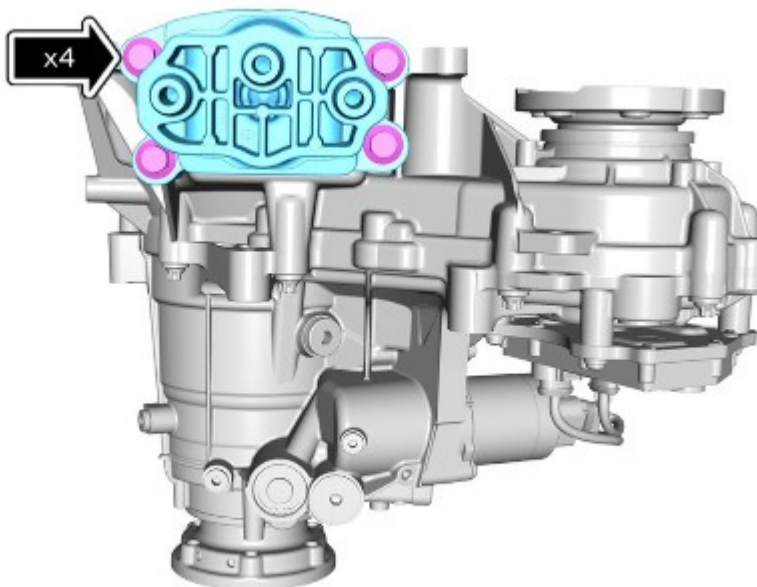
- Remove the 2 bolts.



E356533

22. Remove the transmission support insulator.

- Remove the 4 bolts.



E356534

23. Install the new transfer case (see TOPIx Workshop Manual section 315-00D: Transfer Case - V8 T/C 4.4L Petrol - Installation - Transfer case - (+) SV 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: N870

Date: month/year

An important message for owners of Range Rover Sport vehicles

Dear

We are providing a Customer Satisfaction Program free of charge to owners of certain 2024 model year and 2025 model year Range Rover Sport vehicles.

Why are we contacting you?

We have found that the front output shaft flange in some single speed transfer cases may not be correctly installed on a number of 2024 model year and 2025 model year Range Rover Sport SV vehicles. To make sure there is no degradation of performance over time, the front output shaft flange needs to be secure in the transfer case.

What will your JLR retailer/authorized repairer do?

We will complete an inspection of the transfer case front output shaft flange. If a concern is identified with the transfer case front output shaft flange, a new transfer case will be installed. This will be done free of charge under the terms of this program.

How long will it take?

We will complete the work as quickly and efficiently as possible to minimize inconvenience to you. Your JLR retailer/authorized repairer will advise how long they will need your vehicle when you make the booking.

What we are asking you to do

Call your preferred JLR retailer/authorized repairer without delay. Quote your Vehicle Identification Number (VIN) (located at the beginning of this letter) and vehicle registration number, ask for a repair date for N870. If you do not have a JLR retailer/authorized repairer, access www.landrover.co.uk or www.landrover.com for contact details.

If you have trouble getting your vehicle repaired promptly and free of charge, contact the JLR retailer/authorized repairer Service Manager for assistance.

Thank you for attending to this important matter.

Yours sincerely

Head of Business