



SERVICE ACTION

Global Service Action
Number: N955

Subject: MHEV Harness Clash	Publication No.: N955
	Model: Range Rover Sport (L1)
	Model Year: 2025
	Model: Range Rover (LK)
	Model Year: 2025
	Date of Issue: 12 December 2024
	Expiry Date: 31 December 2026

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
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 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> <p>This bulletin supersedes Update Prior to Sale (UPS) notice UPS5724 with immediate effect. 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.

A quality concern has been identified where there may be a missing fixing on the Mild Hybrid Electric Vehicle (MHEV) battery harness which is away from design specification.

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.

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.

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

	The following applies to: [NORTH AMERICA]
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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 - N955

Parts Information

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

Description	Part Number	Qty
Nut	FN106046	1

SROs

Description	SRO	Time
Mild Hybrid Electric Vehicle (MHEV) Harness Inspection - No Further Action	99.03.54.01	0.7
MHEV Harness Inspection - Install Missing Nut	99.03.54	0.7
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 N955 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
N955	A	MHEV Harness Inspection - No Further Action	99.03.54.01	0.7	N/A	N/A
N955	B	MHEV Harness Inspection - No Further Action Drive in/drive out	99.03.54.01 02.02.02	0.7 0.2	N/A	N/A
N955	C	MHEV Harness Inspection - Install Missing Nut	99.03.54	0.7	FN106046	1
N955	D	MHEV Harness Inspection - Install Missing Nut Drive in/drive out	99.03.54 02.02.02	0.7 0.2	FN106046	1

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 campaign.

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 INSTRUCTIONS

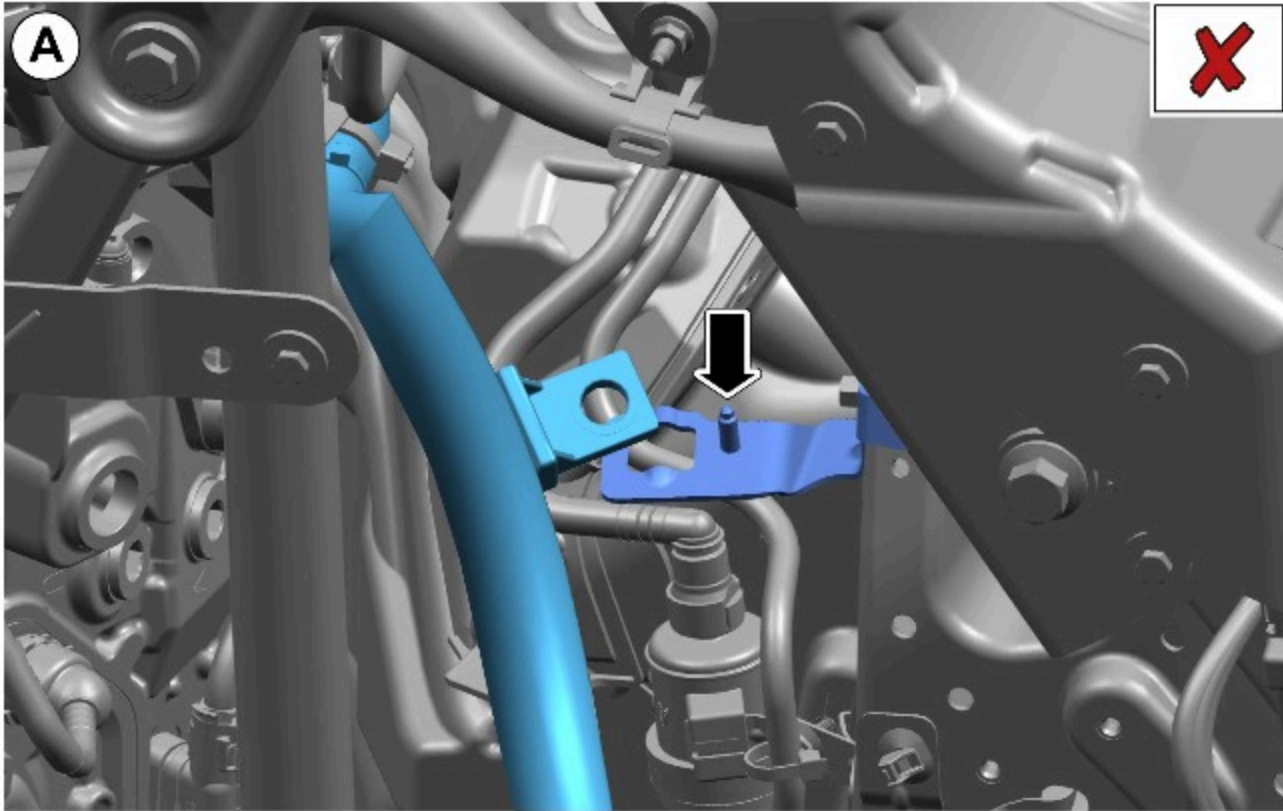
NOTES:

- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components shown removed for clarity.

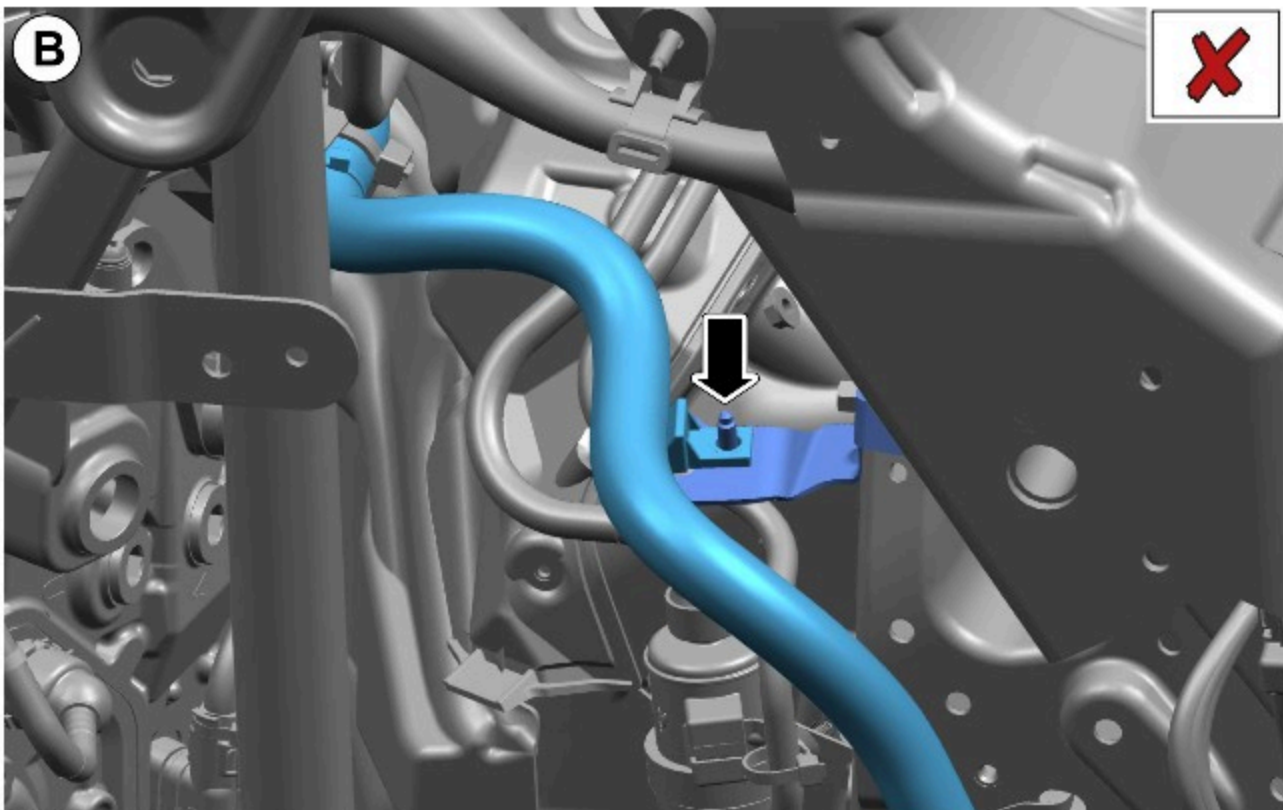
1. Remove the transmission undershield, (see TOPIx workshop manual section 501-02: Front End Body Panels - Removal and Installation - Transmission Undershield).

2. Inspect the [MHEV](#) harness and bracket.

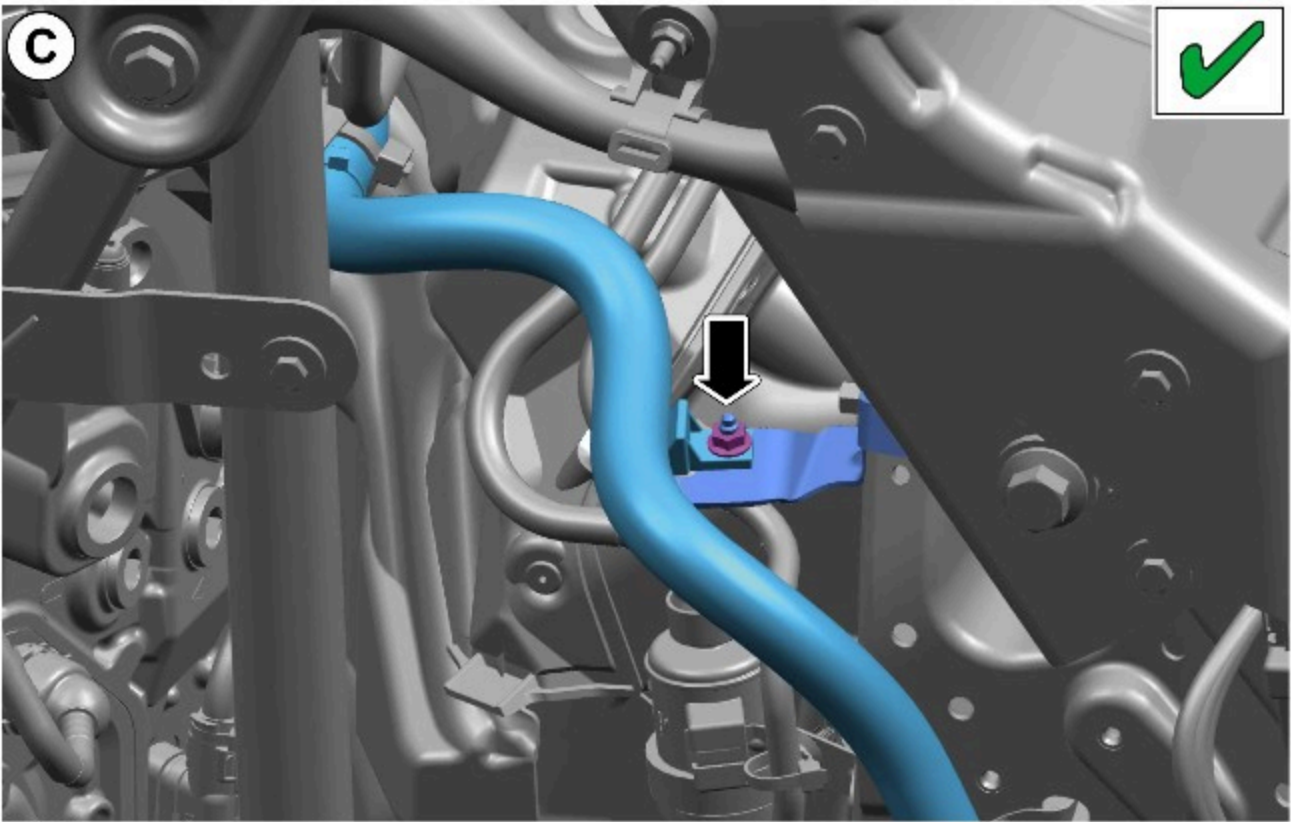
- If the [MHEV](#) harness bracket nut **IS** missing as shown in **illustration A** or **illustration B** with the **RED X**, continue to **step 3**.
- If the [MHEV](#) harness bracket nut **IS NOT** missing as shown in **illustration C** with the **GREEN ✓**, no further action is required. Continue to **step 4**.



E374309



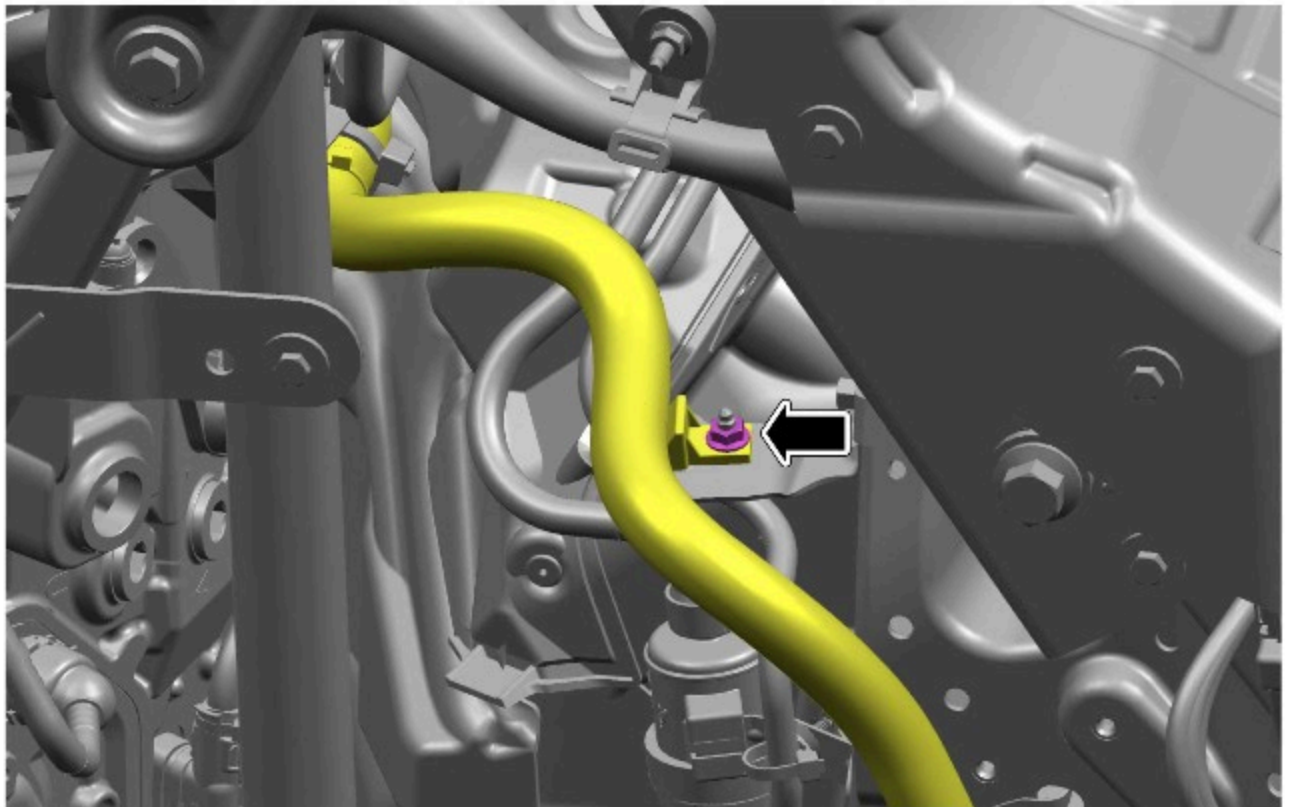
E374310



E374311

3. Install the [MHEV](#) harness on the bracket.

- Install and tighten the nut.
- Torque: **9 Nm**



E372998

4. Install the transmission undershield, (see TOPIx workshop manual section 501-02: Front End Body Panels - Removal and Installation - Transmission Undershield).

5. 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: N955

Date: month/year

An important message for owners of Range Rover and Range Rover Sport vehicles

Dear

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

Why are we contacting you?

A concern has been identified where there may be a missing fixing on a Mild Hybrid Electric Vehicle (MHEV) battery harness which could result in contact between the harness and the front driveshaft.

What will your JLR retailer / authorized repairer do?

We will inspect and if required we will install a nut to retain the harness as intended. This will be done free of charge under the terms of this program.

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 your JLR retailer / authorized repairer with the following details, which are at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The Program Number for the action.

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