



SERVICE ACTION

Global Service Action
Number: N968

Subject: Single Speed Transfer Case Pump - Connected Campaign	Publication No.: N968
	Model: Discovery (LR)
	Model Year: 2021 - 2023
	Model: Range Rover Sport (L1)
	Model Year: 2023 - 2024
	Date of Issue: 19 February 2025
	Expiry Date: 28 February 2028

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>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

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

The transfer case clutch and / or All Wheel Drive (AWD) lock cannot perform as designed. This may cause a reduction in torque to the front axle and you may notice inability to apply the AWD lock.

This concern has been identified through diagnostic technology using connected vehicle data communicated / monitored from vehicles in the market through Diagnostic Over The Air (DOTA). Affected vehicles are detected through complex failure prediction models using the connected vehicle data, allowing us to take proactive action in the form of Owner Notified Campaigns. After the campaign is completed; these vehicles are continually monitored for the optimum condition of the vehicle.

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 must 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. In addition, customers may also receive an In-Vehicle notification message, which will be displayed on the vehicles Touchscreen. 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]

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:



The following applies to:
[NORTH AMERICA]

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 - N968

In-Vehicle Notification

The following text will be displayed on the vehicle Touchscreen as part of the In-Vehicle campaign notification process. The message will remain in the Vehicle Health message center for 7 days after it is sent, even if the campaign is completed.

Connected Campaign

VEHICLE HEALTH: A proactive repair is required to your vehicle.

Land Rover would like to advise you that during our ongoing quality assessments of our products, we have identified that your vehicles needs a proactive repair to ensure it continues to operate at optimum efficiency. This was identified using over-the-air-diagnostics.

Contact your Land Rover retailer to arrange a free repair. Reference campaign code N968 when speaking to your retailer.

If you are a fleet user, contact your fleet administrator.

You can manage vehicle health notifications in settings, notifications menu.

Parts Information

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

Description	Part Number	Qty
Transfer Case Control Module (TCCM) and motor pump Kit	LR160878	1
Transfer case oil – 1 liter	LR160851	1
Drain / Fill / Motor Level plugs	LR093822	3

SROs

Description	SRO	Time
Transfer Case Control Module - Discovery	41.30.03	0.8
Transfer Case Control Module - Range Rover Sport	41.30.03	1.7
Transfer Case Control Module - Update ECU	85.46.01	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 N968 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
N968	A	Transfer Case Control Module - Renew Transfer Case Control Module - Update ECU	41.30.03 85.46.01	See Above Table 0.2	See Above Table	See Above Table
N968	B	Transfer Case Control Module - Renew Transfer Case Control Module - Update ECU Drive in / drive out	41.30.03 85.46.01 02.02.02	See Above Table 0.2 0.2	See Above Table	See Above Table

 **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 INSTRUCTION

1.

 **CAUTION:**

The diagnostic instructions must be completed as part of the transfer case control module and motor pump procedure.

Renew the transfer case control module and motor pump (see TOPIx Workshop Manual section 315-01: Four Wheel Drive Systems - Single Speed Transfer Case - Removal and Installation - Transfer Case Control Module and Motor Pump).

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: N968

Date: month / year

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

Dear

Using diagnostic technology, we are providing a Owner Notified Campaign free of charge to owners of certain 2021 model year to 2024 model year Discovery and Range Rover Sport vehicles equipped with single speed transfer case. Our records show that you are one of these customers, and this letter explains the scope of this Owner Notified Campaign and how we can help you to keep your vehicle in optimum condition.

Why are we contacting you?

A concern has been identified through diagnostic technology using connected vehicle data from the systems in your vehicle to remotely monitor their performance. This process runs continually in the background, assessing the functionality of certain vehicle systems. If the diagnostic technology predicts that an issue may develop within your vehicle in the near future, it automatically alerts us. This enables us to contact you so that you can get your vehicle checked and if required updated before a fault occurs.

In this instance, the diagnostic technology has predicted that the performance of your transfer case motor pump has reduced. This may cause a reduction in torque to the front axle and you may notice inability to apply the All Wheel Drive (AWD) lock.

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.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.

What will your JLR retailer / authorized repairer do?

The Transfer Case Control Module (TCCM) and motor pump will be replaced. 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.

Yours sincerely

Head of Business