



# SERVICE ACTION

Global Service Action  
Number: D006

Subject:	Publication No.: D006
	<b>Twin Speed Transfer Case Hydraulic Pump</b>
	Model: Range Rover (LK)
	Model Year: 2022 - 2025
	Model: Range Rover Sport (L1)
	Model Year: 2023 - 2025
	Model: Defender (LE)
	Model Year: 2021 - 2025
	Model: Discovery (LR)
	Model Year: 2021 - 2025
	Date of Issue: 06 May 2025
	Expiry Date: 31 May 2028

<b>To:</b>	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
<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 three 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 certain 2022 model year to 2025 model year Range Rover, 2023 model year to 2025 model year Range Rover Sport and 2021 model year to 2025 model year Defender and Discovery vehicles where the transfer case clutch and / or All Wheel Drive (AWD) lock cannot perform as designed. This may show as a reduction in torque to the front axle during driving or as an 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 Data 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 - D006

## 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 make sure 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 D006 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 must be ordered through JLR in the normal manner.

Description	Part Number	Model/derivative	Qty
Motor pump and <a href="#">Transfer Case Control Module (TCCM)</a> Kit	LR160875	All	1
Drain / Fill / Level Plugs	LR093822	All	3
Transfer Case Oil	LR160851	All	2
Exhaust Nut	RYH500350	3.0 AJ20 D6 - Range Rover, Range Rover Sport and Defender	2
Exhaust Gasket	LR135804	3.0 AJ20 D6 - Range Rover, Range Rover Sport and Defender	1
Exhaust Clamp	LR181089	3.0 AJ20 P6 and P6 <a href="#">Plug-in Hybrid Electric Vehicle (PHEV)</a> - Range Rover and Range Rover Sport	1
Exhaust Clamp	LR179491	4.4 NC10/4.4 NC11 - Range Rover and Range Rover Sport	2
Undershield Fixing	LR165498	3.0 AJ20 P6 <a href="#">PHEV</a> - Range Rover and Range Rover Sport	6
Exhaust Clamp	LR077700	2.0 AJ20 P4 and P4 <a href="#">PHEV</a> - Discovery and Defender	1
Exhaust Clamp	LR036441	3.0 AJ20 D6 (vehicles with <a href="#">Diesel Exhaust Fluid (DEF)</a> ) - Discovery	1
Exhaust Nut	RYH500350	3.0 AJ20 D6 (vehicles without <a href="#">DEF</a> ) - Discovery	2
Exhaust Gasket	LR135804	3.0 AJ20 D6 (vehicles without <a href="#">DEF</a> ) - Discovery	1
Exhaust Gasket	LR162995	3.0 AJ20 P6 - Discovery and Defender	1
Exhaust Nut	WYH500060	3.0 AJ20 P6 - Discovery and Defender	3
Exhaust Gasket	LR085942	2.0 AJ20 D4 - Defender	1
Exhaust Nut	FX110046	2.0 AJ20 D4 - Defender	2
Exhaust Clamp	126123538	4.4 NC11 - Defender	2
Exhaust Nut	LR035857	5.0 AJ133 - Defender	4
Coolant top up	*ZZZ999	3.0 AJ20 P6 <a href="#">PHEV</a> - Range Rover and Range Rover Sport	£5.00



### NOTE:

\*An allowance of £5.00 Sterling has been provided for coolant top up (3.0 AJ20 P6 [PHEV](#) - Range Rover and Range Rover Sport vehicles only).

## SROs

Description	Model/derivative	SRO	Time
Transfer Case Control Module - Renew	3.0 INGENIUM Diesel – Range Rover and Range Rover Sport	41.30.03	2.6
Transfer Case Control Module - Renew	3.0 INGENIUM Petrol – Range Rover	41.30.03	2.6
Transfer Case Control Module - Renew	3.0 INGENIUM Petrol – Range Rover Sport	41.30.03	2.5
Transfer Case Control Module - Renew	3.0 INGENIUM Petrol PHEV – Range Rover	41.30.03	6.2
Transfer Case Control Module - Renew	3.0 INGENIUM Petrol PHEV – Range Rover Sport	41.30.03	6.0
Transfer Case Control Module - Renew	4.4 NC10 – Range Rover	41.30.03	2.7
Transfer Case Control Module - Renew	4.4 NC10 – Range Rover Sport	41.30.03	2.8
Transfer Case Control Module - Renew	4.4 NC11 – Range Rover	41.30.03	2.5
Transfer Case Control Module - Renew	4.4 NC11 – Range Rover Sport	41.30.03	2.2
Transfer Case Control Module - Renew	2.0 INGENIUM Petrol – Discovery	41.30.03	1.1
Transfer Case Control Module - Renew	3.0 INGENIUM Diesel – Discovery	41.30.03	1.2
Transfer Case Control Module - Renew	3.0 INGENIUM Petrol – Discovery	41.30.03	2.5
Transfer Case Control Module - Renew	2.0 INGENIUM Petrol/ PHEV – Defender	41.30.03	1.7
Transfer Case Control Module - Renew	2.0 and 3.0 INGENIUM Diesel – Defender	41.30.03	1.8
Transfer Case Control Module - Renew	3.0 INGENIUM Petrol – Defender	41.30.03	2.8
Transfer Case Control Module - Renew	4.4 NC11 + 5.0 AJ133 – Defender	41.30.03	1.8
PHEV - Power Down / Up - Complete vehicle - Safety Accompanying Person	3.0 INGENIUM Petrol PHEV – Range Rover and Range Rover Sport	01.01.61.33	0.2
Permit to Work issue	3.0 INGENIUM Petrol PHEV – Range Rover and Range Rover Sport	01.01.59	0.1
Transfer Case Control Module – Run Replace Module Application using TOPIX Cloud	All	05.10.30	0.3
Drive in / drive out	All	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 must be submitted quoting program code D006 together with option code X. In this instance it will also be necessary to enter the relevant SROs and parts from the tables above.

### 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 must 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. Renew the twin speed transfer case control module and motor pump (see TOPIx workshop manual section 315:01 Transfer Case - Four-Wheel Drive System - 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: D006

Date: month / year

### **An important message for owners of Range Rover, Range Rover Sport, Defender and Discovery vehicles**

Dear

Using diagnostic technology, we are providing an Owner Notified Campaign free of charge to owners of certain 2022 model year to 2025 model year Range Rover, 2023 model year to 2025 model year Range Rover Sport and 2021 model year to 2025 model year Defender and Discovery vehicles equipped with a twin 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 transfer case clutch and / or All Wheel Drive (AWD) lock cannot perform as designed. This may show as a reduction in torque to front axle during driving or it may manifest as an inability to apply the 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](http://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 pump and Transfer Case Control Module (TCCM) 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