



SERVICE ACTION

Global Service Action
Number: D052v2

Changes are highlighted in blue

Subject: Enable Approach Unlocking and Walk-away Locking	Publication No.: D052v2
	Model: Discovery Sport (LC)
	Model Year: 2024 - 2025
	Date of Issue: 02 December 2025
	Expiry Date: 31 October 2027

To:	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 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 campaign has been re-issued to advise retailers/authorized repairers of a change to the model years and that additional vehicles have been added.</p>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

A potential concern has been identified on certain 2024 - 2025 model year Discovery Sport vehicles where the approach unlock and walk-away locking features are inoperative.

A Vehicle Health message advising that a quality repair is required for the vehicle will be displayed on the vehicle touchscreen for this concern. The message will remain in the Vehicle Health message center for 7 days after it is sent, even if the campaign is completed.

ACTION TO BE TAKEN

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

When completing the D052 campaign either 2 programmed smart keys **must** be present or Service Mode **must** be enabled. The D052 campaign cannot be completed unless a minimum of 2 programmed smart keys are present or Service Mode is enabled.

Service Mode can be enabled by the customer using the InControl® Remote Application.

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. The National Sales Company (NSC), 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 or TOPIx to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal and TOPIx 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 - D052V2

CAUTION:

When completing the D052 campaign either 2 programmed smart keys **must** be present or Service Mode **must** be enabled. The D052 campaign cannot be completed unless a minimum of 2 programmed smart keys are present or Service Mode is enabled.

NOTE:

Service Mode can be enabled by the customer using the InControl© Remote Application.

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.

VEHICLE HEALTH: A quality repair is required for your vehicle.

Land Rover would like to advise you that during our ongoing quality assessments of our products, it has been identified that a quality defect may be present on your vehicle.

Contact your Land Rover retailer to arrange a free quality repair. Reference campaign code D052 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.

SROs

Description	SRO	Time
Remote Function Actuator (RFA) Update	85.86.40	0.1
Software level check	85.99.41	0.1
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 must be submitted quoting program code D052 with option code X. In this instance it will be necessary to enter the relevant SROs from the warranty information table.

Program	Option	Description
D052	X	Warranty claims must be submitted quoting program code D052 with option code X. In this instance it will be necessary to enter the relevant SROs from the warranty information table.

NOTES:

- If the [RFA](#) module did not require a software update, claim the 'Software level check' SRO.
- 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).

DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS

1. Connect the JLR approved diagnostic equipment and the 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.

NOTE:

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

Select the link to disable transit mode.

SERVICE INSTRUCTION

4.

CAUTION:

When completing the D052 campaign either 2 programmed smart keys **must** be present or Service Mode **must** be enabled. The D052 campaign cannot be completed unless a minimum of 2 programmed smart keys are present or Service Mode is enabled.

NOTE:

Service Mode can be enabled by the customer using the InControl® Remote Application.

Program the [RFA](#) -

5.

NOTE:

If required.

Select the link to enable transit mode.

6.

NOTE:

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 approved battery support unit.

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: D052

Date: month/year

An important message for owners of Discovery Sport

Dear

We are providing an Owner Notified Campaign free of charge to owners of certain 2024 - 2025 model year Discovery Sport vehicles equipped with the approach unlock and walk-away locking features. Our records show that you are one of these customers, and this letter explains the scope of this Owner Notified Campaign.

In order for the D052 campaign to be completed either 2 programmed smart keys **must** be present or Service Mode **must** be enabled. The D052 campaign cannot be completed unless a minimum of 2 programmed smart keys are present or Service Mode is enabled.

Service Mode can be enabled within the InControl® Remote Application.

A Vehicle Health message advising that a quality repair is required for the vehicle will be displayed on the vehicle touchscreen for this concern. The message will remain in the Vehicle Health message center for 7 days after it is sent, even if the campaign is completed.

Why are we contacting you?

We have found the approach unlock and walk-away locking features are inoperative.

What will your JLR retailer / authorized repairer do?

We will reconfigure the vehicle software. 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.

12/2/25, 9:19 AM

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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