



SERVICE ACTION

Global Service Action
Number: D078

Subject: Driver Condition Monitor Inoperative	Publication No.: D078
	Model: Range Rover (LK)
	Model Year: 2026
	Model: Range Rover Sport (L1)
	Model Year: 2026
	Date of Issue: 09 January 2026
	Expiry Date: 31 January 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 concern has been identified on certain 2026 model year Range Rover and Range Rover Sport vehicles where, in some markets, the Driver Condition Monitor (DCM) driver-aid feature is incorrectly turned off and cannot be turned on through the PIVI screen. An error in the 2026 model year Car Configuration File (CCF) release wrongly turned the feature off making the vehicles manufactured deviant to the intended specification.

ACTION TO BE TAKEN

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

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 - D078

SROs

Description	SRO	Time
Car Configuration File (CCF) Update	85.86.47	0.2
CCF Update - Vehicles with retailer installed accessory deployable sidesteps and / or deployable towbar	05.10.30	0.3
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 **D078** 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	Option	Description	SRO	Time
D078	A	CCF Update	85.86.47	0.2
D078	B	CCF Update Drive in / drive out	85.86.47 02.02.02	0.2 0.2
D078	*C	CCF Update - Vehicle with retailer installed accessory deployable sidesteps and / or retailer installed accessory deployable towbar	05.10.30	0.3
D078	*D	CCF Update - Vehicles with retailer installed accessory deployable sidesteps and / or retailer installed accessory deployable towbar Drive in / drive out	05.10.30 02.02.02	0.3 0.2



NOTES:

- *Option code C and D must only be claimed if the vehicle has retailer installed accessory deployable sidesteps and / or retailer installed accessory deployable towbar.
- 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).

DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS




NOTE:

When the CCF is updated the vehicle MUST be allowed to complete a full sleep cycle before customer handover.

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. Refer to: [Transit Mode](#) (100:00, General Procedures).

3.

 NOTE:

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

Select the link to disable transit mode. Refer to: [BCM - Transport Mode - Enable/Disable](#) (418:00/BCM,).

4. Update the CCF - Refer to: [Select CCF](#) (100:00, General Procedures).


- When prompted, select 'As-Built'.

5. Complete the [Driver Assistance Domain Controller \(DADC\) data learning application](#) - Refer to: [DADC - Allow Central Configuration Data Learning](#) (401:00/DADC,).

Vehicles with retailer installed accessory deployable side steps and / or retailer installed accessory deployable towbar only

6. Complete the add / remove deployable side steps routine - Refer to: [Add /Remove Deployable Side Steps](#) (100:00, General Procedures).

7.

 NOTE:

If required.

Select the link to enable transit mode. Refer to: [Transit Mode](#) (100:00, General Procedures).

8.

 NOTE:

If required.

Select the link to enable transit mode. Refer to: [BCM - Transport Mode - Enable/Disable](#) (418:00/BCM,).

9. Follow all on-screen instructions to complete the task.

10. Disconnect the JLR approved diagnostic equipment and the approved battery support unit.