



## SERVICE ACTION

Global Service Action  
Number: D075

<b>Subject:</b>  <b>Haptic Floor Module Bracket Inspection</b>	Publication No.: D075
	Model: Range Rover (LK)
	Model Year: 2026
	Date of Issue: 18 February 2026
	Expiry Date: 28 February 2028

<b>To:</b>	All National Sales Companies (NSCs), importers, retailers and authorized repairers. Jaguar Land Rover North America, LLC.
<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 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 certain 2026 model year Range Rover vehicles, equipped with the haptic floor function, may have insecure haptic floor module brackets. 1 or more haptic floor module bracket clips may be loose / detached, which may lead to separation of the haptic floor module brackets from the floor carpet.

#### 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.

	<b>The following applies to:</b> [NORTH AMERICA]
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### FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

	<b>The following applies to:</b> [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



## SERVICE INSTRUCTION - D075

### Parts Information

Parts for this campaign are being distributed to market(s) as required. You must only order parts when a confirmed repair date is set.

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

Description	Part Number	Qty
Front row haptic floor module bracket	526124012	1
Second row - Left haptic floor module bracket	526124013	1
Second row - Right haptic floor module bracket	526124013	1

### SROs

Description	SRO	Time
Haptic floor module bracket inspection	99.03.65	0.1
Front row haptic floor module bracket - Renew	99.03.65.01	0.1
Second row - Left haptic floor module bracket - Renew	99.03.65.02	0.1
Second row - Right haptic floor module bracket - Renew	99.03.65.03	0.1
A-pillar lower trim panel - remove - install	76.13.27	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 D075 with option code X. In this instance it will also be necessary to enter the parts from the parts information table and the relevant SROs from the warranty information table.

Program	Option	Description	SRO	Time	Part Number	Quantity
D075	X	As above	Enter from table above	Enter from table above	Enter from table above	Enter from table 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).

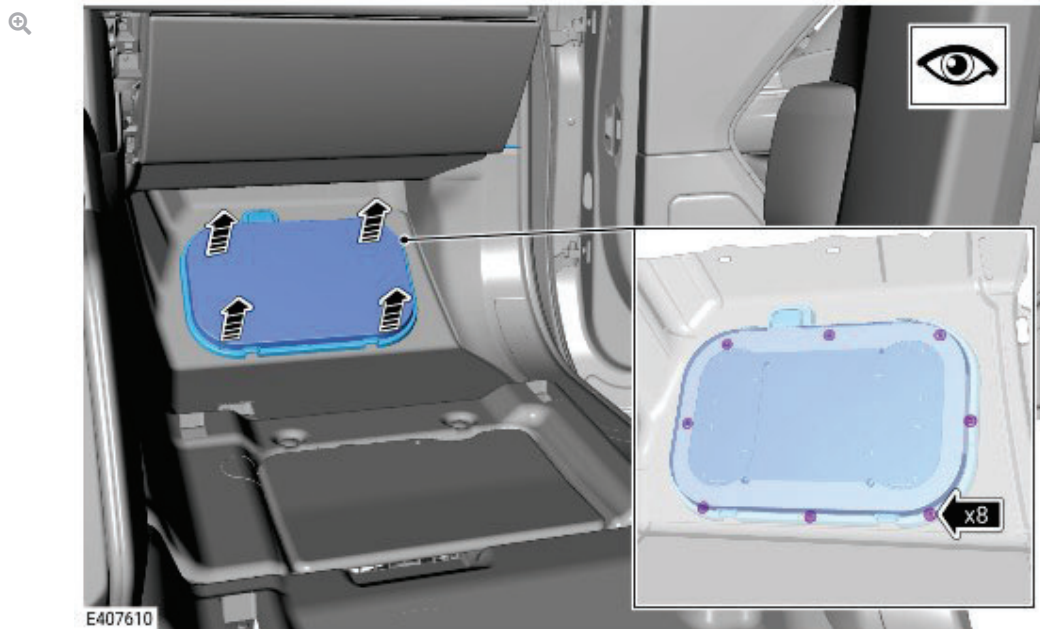
## SERVICE INSTRUCTION

### NOTES:

- **Left Hand Drive (LHD)** illustration(s) shown, **Right Hand Drive (RHD)** is similar.
- This procedure contains some variation in the illustrations depending on the vehicle specification, but the essential information is always correct.
- This procedure contains illustrations showing certain components removed to provide extra clarity.

### Front Row Haptic Floor Module Mounting Bracket Inspection

1. Using gentle hand pressure, inspect for excessive lift of the front row haptic floor module bracket in the areas of the 8 clips.
  - Gently lift the front row haptic floor module, around the circumference of the mounting bracket.
  - Inspect the 8 clip points for any loose or missing clips.

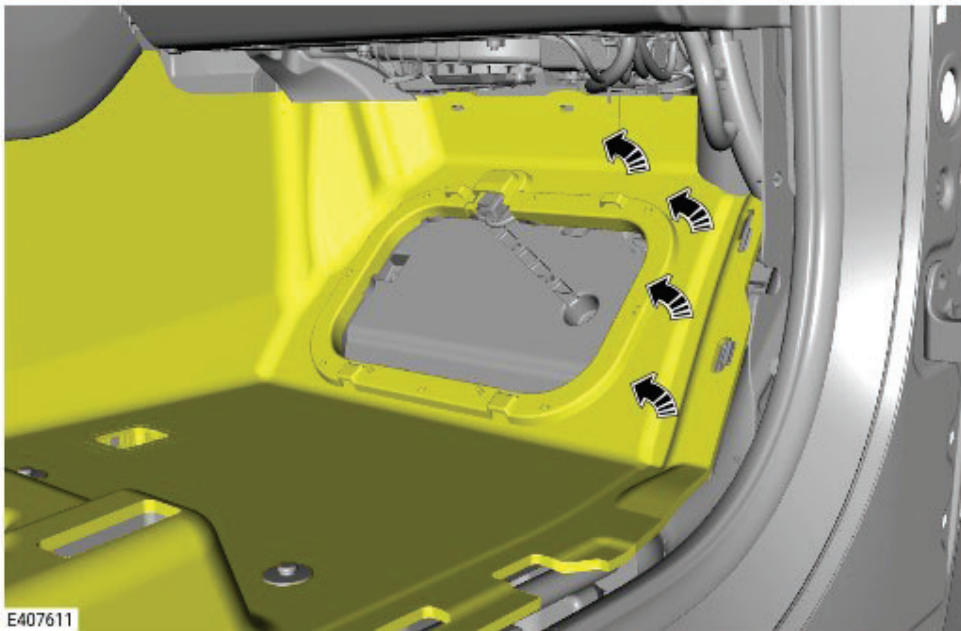


2. If any of the 8 clips are loose / missing, **continue the Front Row Haptic Floor Module Mounting Bracket Renew procedure.**
  - If the 8 clips are present and secure, **continue to the Second Row Haptic Floor Module Mounting Inspection procedure.**

### Front Row Haptic Floor Module Mounting Bracket Renew

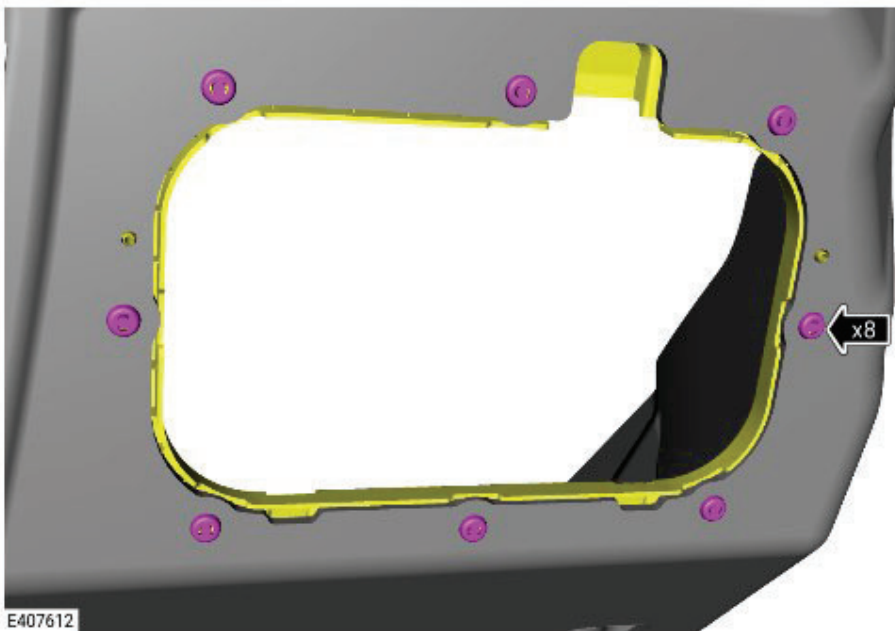
3. Remove the front row haptic floor module (see TOPIx Workshop Manual section 415-01: Information and Entertainment - Removal and Installation - Front Row Haptic Floor Module).
4. Remove the passenger side A-pillar lower trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - A-pillar Lower Trim Panel).

5. Reposition the front row floor carpet.

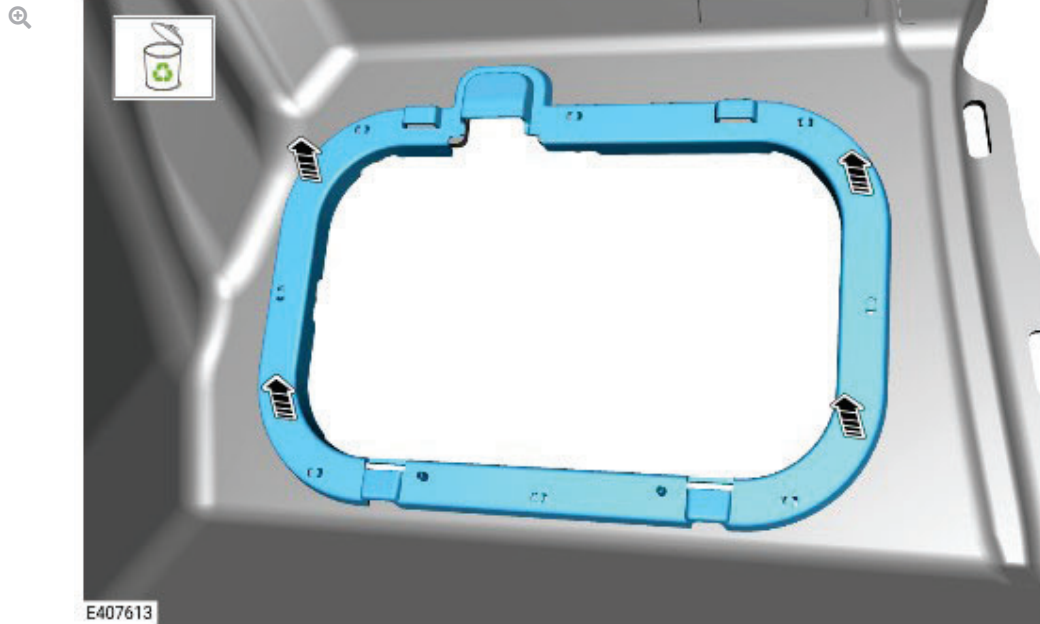


6. Using a suitable trim tool, remove the remaining front row haptic floor module bracket clips.

- The illustration shows the location of all 8 clips.

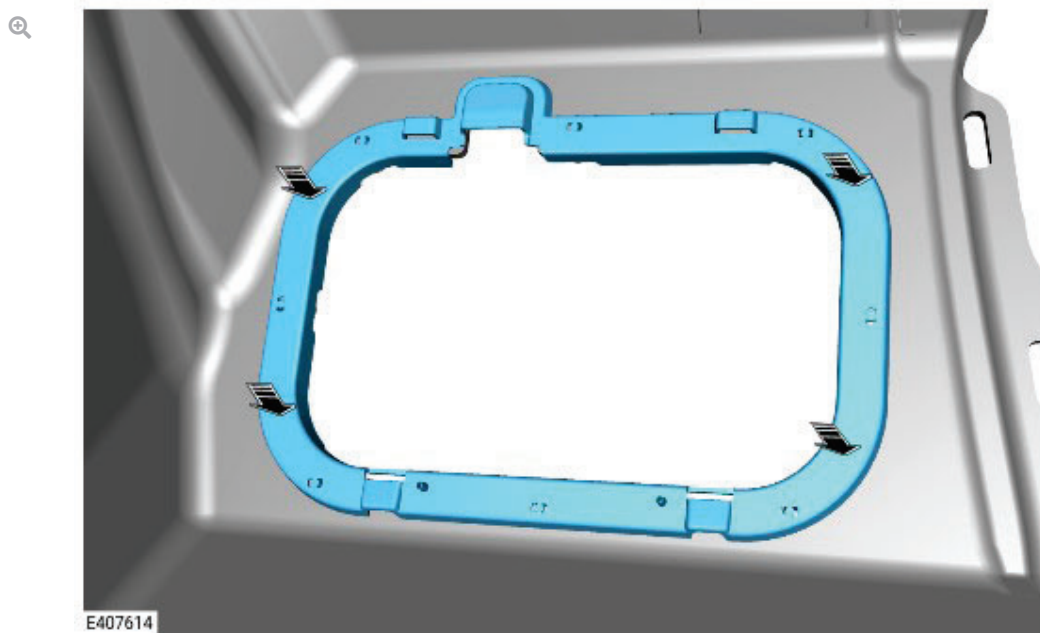


7. Remove the front row haptic floor module bracket.



8. Inspect the front row floor and remove any clips which may have become detached from the front row haptic floor module bracket.

9. Install a new front row haptic floor module bracket.



10. Install the 8 front row haptic floor module bracket clips.

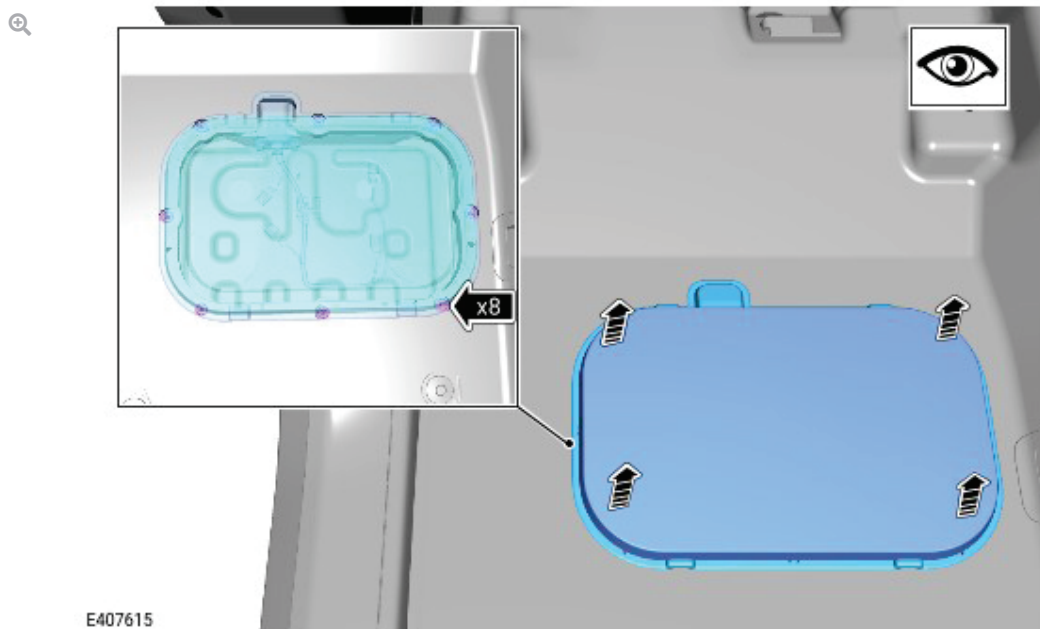
11. Position the front row floor carpet back to the installed position.

12. Install the passenger side A-pillar lower trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - A-pillar Lower Trim Panel).

13. Install the front row haptic floor module (see TOPIx Workshop Manual section 415-01: Information and Entertainment - Removal and Installation - Front Row Haptic Floor Module).

### Second Row Haptic Floor Module Mounting Inspection

14. Using gentle hand pressure, inspect for excessive lift of the second row haptic floor module bracket in the areas of the 8 clips.
- Gently lift the second row haptic floor module, around the circumference of the mounting bracket.
  - Inspect the 8 clip points for any loose or missing clips.



15. If any of the 8 clips are loose / missing, **continue the Second Row Haptic Floor Module Mounting Bracket Renew procedure.**

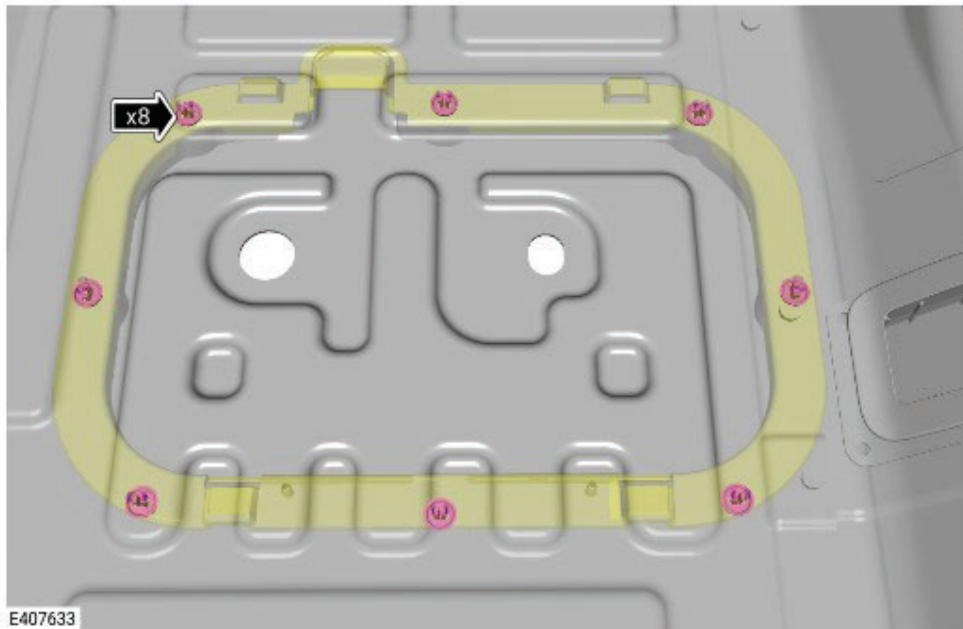
- If the 8 clips are present and secure, **repeat steps 14 and 15 for the other side.**
  - If both the left and right second row haptic floor module brackets have all 8 clips present and secure, do not continue with this campaign.

### Second Row Haptic Floor Module Mounting Bracket Renew

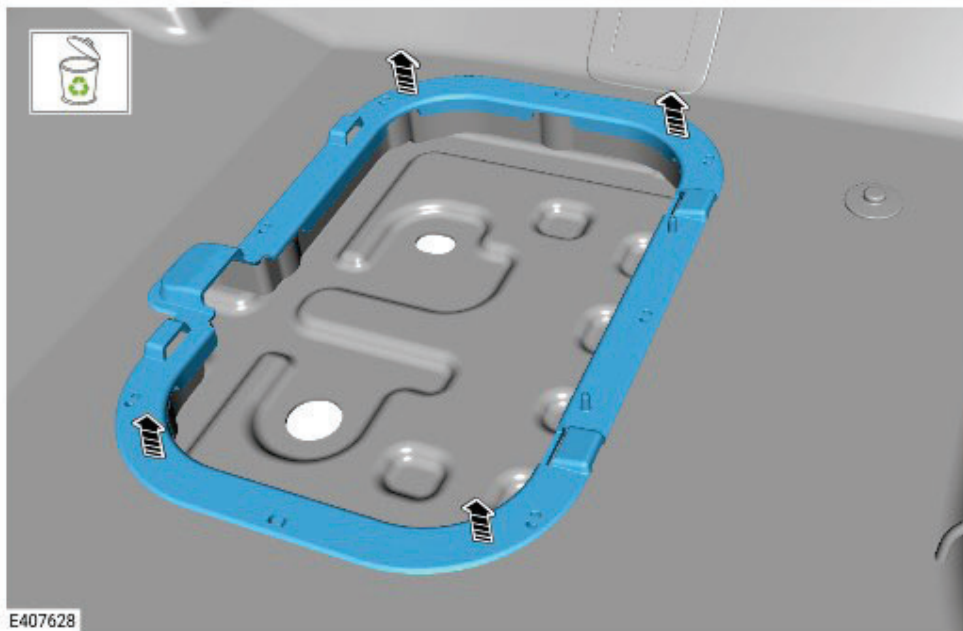
16. Remove the second row haptic floor module (see TOPIx Workshop Manual section 415-01: Body Repairs - Information and Entertainment - Removal and Installation - Second Row Haptic Floor Module).

17. Using a suitable trim tool, remove the remaining second row haptic floor module bracket clips.

- The illustration shows the location of all 8 clips.

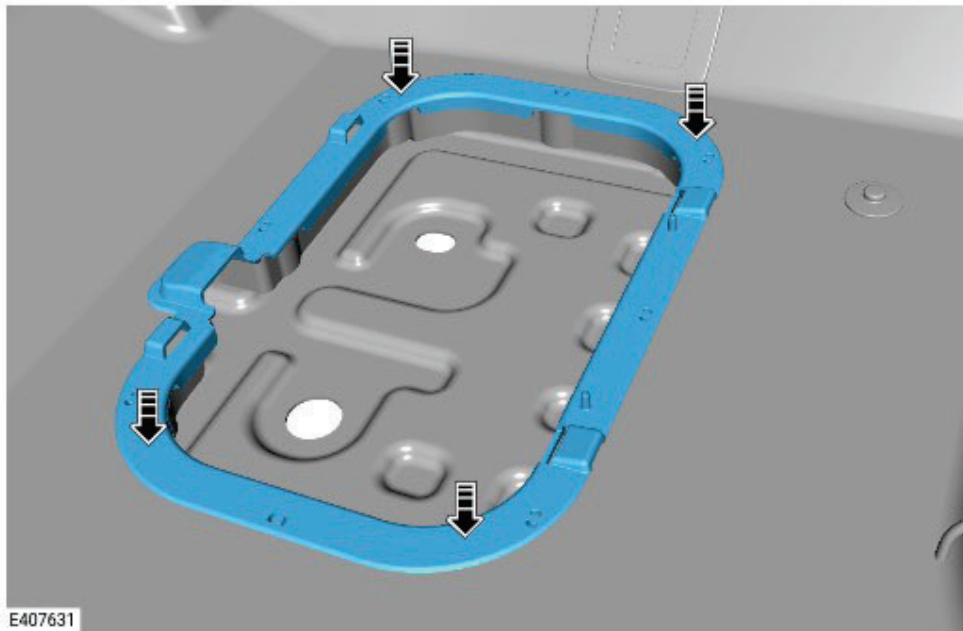


18. Remove the second row haptic floor module bracket.

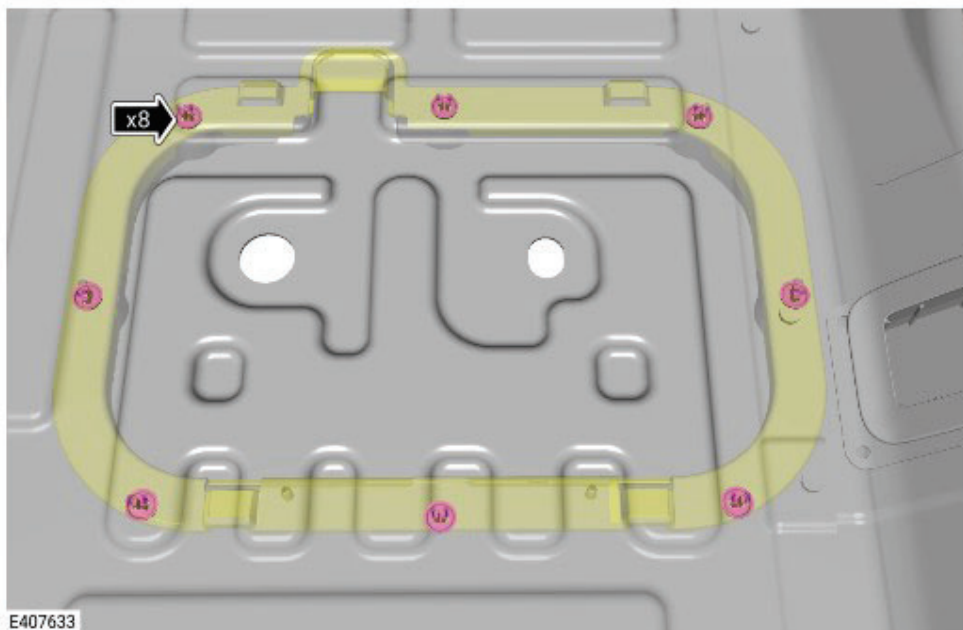


19. Inspect the second row floor and remove any clips which may have become detached from the second row haptic floor module bracket.

20. Install a new second row haptic floor module bracket.



21. Install the 8 second row haptic floor module bracket clips.



22. Install the second row haptic floor module (see TOPIx Workshop Manual section 415-01: Body Repairs - Information and Entertainment - Removal and Installation - Second Row Haptic Floor Module).

23. Repeat steps 14 - 22 for the other side.