



SERVICE ACTION

Global Service Action
Number: D089

Subject: Car Configuration File (CCF) Update	Publication No.: D089
	Model: Defender (LE)
	Model Year: 2026
	Date of Issue: 05 March 2026
	Expiry Date: 30 March 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 Defender OCTA vehicles where the engine coolant temperature amber warning is not enabled and not displayed on the instrument panel cluster. The engine coolant temperature amber warning gives the vehicle driver more warning and time to react to the engine getting hot. If the engine coolant temperature amber warning is not enabled the first warning for engine overheating is a red warning displayed on the instrument panel cluster, this then leads to engine power restriction to protect the vehicle. A Car Configuration File (CCF) update is required, the engine coolant temperature amber warning will then be displayed on the instrument panel cluster when required.

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]
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FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

	The following applies to:
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[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 - D089

SROs

Description	SRO	Time
Car Configuration File (CCF) - Update	85.86.47	0.2
CCF Update with deployable side steps and / or deployable towbar and / or non-deployable towbar routines	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 D089 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
D089	A	CCF - Update	85.86.47	0.2
D089	B	CCF - Update Drive in / drive out	85.86.47 02.02.02	0.2 0.2
D089	C	CCF Update with deployable side steps and / or deployable towbar and / or non-deployable towbar routines	05.10.30	0.3
D089	D	CCF Update with deployable side steps and / or deployable towbar and / or non-deployable towbar routines Drive in / drive out	05.10.30 02.02.02	0.3 0.2



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).

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

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

- **When prompted, select 'As-Built'.**

Vehicles with accessory installed deployable side steps only:

4.



NOTE:

If required.

Run the add / remove deployable side steps routine. Refer to: [Add / Remove Deployable Side Steps](#) (502:00, General Procedures).

Vehicles with accessory installed deployable towbar only:

5.



NOTE:

If required.

Run the add / remove deployable towbar routine. Refer to: [Add/Remove Electronically Deployable Towbar](#) (502:00, General Procedures).

Vehicles with accessory installed non-deployable towbar only:

6.



NOTE:

If required.

Run the add / remove non-deployable towbar routine. Refer to: [Add / Remove Towbar - Non Deployable Towbar](#) (502:00, General Procedures).

7.



NOTE:

If required.

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

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

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

