



## EMISSIONS RELATED RECALL

Global Recall Action  
Number: D096

<b>Subject:</b> <b>Plug-in Hybrid Electric Vehicle (PHEV) High Voltage (HV) Battery Capacity</b>	Publication No.: D096
	Model: Range Rover (LK)
	Model Year: 2025
	Model: Range Rover Sport (L1)
	Model Year: 2025
	Date of Issue: 28 April 2026

<b>To:</b>	All National Sales Companies (NSCs), importers, retailers and authorized repairers in the United Kingdom. JLR North America, LLC.
<b>For the Attention of:</b>	The approved JLR retailer / authorized repairer.
<b>Important:</b>	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 a JLR retailer / authorized repairer to determine if this campaign applies to a specific vehicle.

**FOR THE ATTENTION OF ALL:****DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION**

A concern has been identified on certain 2025 model year Range Rover and Range Rover Sport [Plug-in Hybrid Electric Vehicle \(PHEV\)](#) vehicles where, due to inadequate penetration of welding between the cells, the battery's capacity and therefore the vehicle's electric range may be depleted below the design intent condition.

A below-specification electric range will not meet the as-certified value for the vehicle and is therefore non-compliant to emissions legislation.

**ACTION TO BE TAKEN**

JLR has taken the decision to recall affected vehicles 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. 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 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 retailer / 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.

For information purposes, a Technical Question and Answer document is attached.



**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 - D096

### Parts Information

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

Description	Part Number	Qty
<a href="#">Plug-in Hybrid Electric Vehicle (PHEV) High Voltage (HV) Battery</a>	LR165003	1
Nut / Retainer	LR165498	6

### North America ONLY

#### NOTES:

- An allowance of \$0.50 USD for the authorized modification label has been provided and must be claimed using code ZZZ999.
- \*\* Order quantity of '1-25' will ship as 1 pack of 25 labels.
- \*\*\* Order quantity of '1' is 1 pack of 25 certificates.

Description	Part Number	Qty
Authorized modification label	LRN0002LABEL	1**
CA vehicle emission recall - Proof of correction certificate (California-registered vehicles only)	JLM21849	1***

### SROs

Description	SRO	Time
<a href="#">PHEV HV</a> battery - Renew	15.10.13	4.3
Power down / up - additional person	01.01.61.33	0.2
<a href="#">Battery Energy Control Module (BECM)</a> program new module routine	85.86.20	0.2
Permit to work	01.01.59	0.1
Hybrid / electric vehicle <a href="#">Electric Vehicle (EV)</a> battery handling and storage	01.01.48	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 D096 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	Part Number	Quantity
D096	A	<a href="#">PHEV HV</a> battery - Renew	15.10.13	4.3	LR165003	1
			01.01.61.33	0.2	LR165498	6
			85.86.20	0.2		
			01.01.59	0.1		
			01.01.48	0.3		
D096	B	<a href="#">PHEV HV</a> battery - Renew Drive in / drive out	15.10.13	4.3	LR165003	1
			01.01.61.33	0.2	LR165498	6
			85.86.20	0.2		
			01.01.59	0.1		
			01.01.48	0.3		
D096	C	<a href="#">PHEV HV</a> battery - <b>including label / certificate</b> Renew	15.10.13	4.3	LR165003	1
			01.01.61.33	0.2	LR165498	6
			85.86.20	0.2	ZZZ999	\$0.50
			01.01.59	0.1		
			01.01.48	0.3		
D096	D	<a href="#">PHEV HV</a> battery - <b>Including label / certificate</b> - Renew Drive in / drive out	15.10.13	4.3	LR165003	1
			01.01.61.33	0.2	LR165498	6
			85.86.20	0.2	ZZZ999	\$0.50
			01.01.59	0.1		
			01.01.48	0.3		
		02.02.02	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).

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**SERVICE INFORMATION**

## SERVICE INSTRUCTION

1. Vehicles require a new [PHEV](#) battery to be installed. When the new [PHEV](#) battery is installed the [BECM](#) program module application must be run.

## SERVICE INSTRUCTION

### North America Vehicles Only

### California Registered Vehicles Only

1. Renew the [PHEV](#) battery, (see TOPIx Workshop Manual section 611-02: Battery - PHEV - Removal and Installation - PHEV Battery).

2. Install a completed authorized modification label to the radiator support panel.

3. Hand the customer a completed CA proof of correction certificate at vehicle handover.

## DIAGNOSTIC INSTRUCTION

1. Connect the JLR approved diagnostic equipment and the approved battery support unit.

2. Allow the [Network Integrity Test \(NIT\)](#) to complete.

3.

**NOTE:**

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

Select the link to disable transit mode.

4.

**NOTE:**

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

Select the link to disable transit mode.

5. Configure the [BECM](#) -

SERVICE INSTRUCTION

6.

**NOTE:**

If required.

Select the link to enable transit mode.

7.

**NOTE:**

If required.

Select the link to enable transit mode.

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

9. 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: D096

Date: month/year

**EMISSIONS RELATED RECALL - Range Rover and Range Rover Sport - Plug-in Hybrid Electric Vehicle (PHEV)  
High Voltage (HV) Battery Capacity**

Dear

JLR would like to advise you that during ongoing quality assessment of our product it has been identified that a possible emissions related problem may occur on certain JLR vehicles within a specific production range. Read the information below, explaining the actions that we intend to take and what you are required to do.

**Why are we contacting you?**

A concern has been identified on certain 2025 model year Range Rover and Range Rover Sport [Plug-in Hybrid Electric Vehicle \(PHEV\)](#) vehicles where, due to inadequate penetration of welding between the cells, the battery's capacity and therefore the vehicle's electric range may be depleted below the design intent condition.

A below-specification electric range will not meet the as-certified value for the vehicle and is therefore non-compliant to emissions legislation.

**What will your JLR retailer / authorized repairer do?**

At your visit, your preferred JLR retailer / authorized repairer, vehicles will have the [PHEV High Voltage \(HV\)](#) battery replaced.

There will be no charge to the owners for this permanent repair.

**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 must 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](http://www.landrover.co.uk) or [www.landrover.com](http://www.landrover.com) for contact details.

If you no longer own the vehicle, could you complete the 'Change of Ownership' slip attached to this letter, returning the slip to JLR immediately in the enclosed Freepost envelope. This will enable us to make contact and share this information with the new owner.

**If you have concerns**


If you experience any concerns relating to this Recall, contact the Service Manager at the JLR retailer / authorized repairer for assistance or contact the JLR Customer Experience Center on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Treat this matter with the urgency it requires, JLR apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

Technical Questions And Answers	
FOR USE ON ENQUIRY	
JLR Recall D096	
Range Rover and Range Rover Sport <a href="#">Plug-in Hybrid Electric Vehicle (PHEV) High Voltage (HV) Battery Capacity</a>	

A concern has been identified on certain 2025 model year Range Rover and Range Rover Sport [PHEV](#) vehicles where, due to inadequate penetration of welding between the cells, the battery's capacity and therefore the vehicle's electric range may be depleted below the design intent condition.

### ***Question 1***

Who do I contact if a member of the press contacts me about this recall?

#### *Answer*

Any press enquiries must be referred to the JLR Corporate Affairs office.

### ***Question 2***

Why is JLR recalling certain models?

#### *Answer*

JLR is conducting a voluntary compliance recall on certain Range Rover and Range Rover Sport [PHEV](#) vehicles that have been identified to have a range below that which was certified.

### ***Question 3***

Can you tell me more about what is wrong with the vehicles?

#### *Answer*

Engineering analysis has revealed that a small number of Range Rover and Range Rover Sport [PHEV](#) vehicles have been installed with a [PHEV HV](#) battery which may have had incomplete welding between adjacent cells internally. This incomplete weld can cause a lower-than-expected electric range.

**Question 4**

How would the customer become aware of potentially having this concern?

*Answer*

Customers may experience a slightly lower range, however in a number of cases due to driving style and environmental conditions there may not be a noticeable effect.

**Question 5**

Does this concern affect vehicle safety?

*Answer*

No, this is not a safety concern.

**Question 6**

Has JLR received many complaints?

*Answer*

JLR has not received any complaints about this concern.

**Question 7**

Have there been any accidents, injuries or fires?

*Answer*

There have been no reported accidents, injuries or fires as a result of this concern.

**Question 8**

Are there any precautions that can be taken to minimize the risk until the corrective measures are implemented?

*Answer*

Affected customers will be contacted directly by JLR and are advised to book their vehicles in for repair as soon as possible.

**Question 9**

How was the concern discovered?

*Answer*

The concern was identified through JLR's internal reporting process.

**Question 10**

How long has JLR known about this concern?

*Answer*

JLR concluded the concern affected customer vehicles in February 2026.

**Question 11**

Is the concern leading you to any concerns regarding the reliability of the vehicle?

*Answer*

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

**Question 12**

What has JLR done in production?

*Answer*

Production vehicles will have [PHEV HV](#) batteries which have internal welding to an assured depth.

**Question 13**

What will JLR retailer / authorized repairers do to the vehicles?

*Answer*

Vehicles will have the [PHEV HV](#) battery replaced.

There will be no charge to the owners for this permanent repair.

**Question 14**

Which vehicles are affected by this recall?

*Answer*

Certain 2025 model year Range Rover and Range Rover Sport vehicles as below may be affected:

Range Rover SALKP9F46SA268639 and SALKP9F40SA283184

Range Rover Sport SAL1A2A44SA445247\*

**Question 15**

Are other JLR models affected by these actions?

*Answer*

No other JLR models are known to be affected by this concern.

**Question 16**

Are parts available to rework vehicles?

*Answer*

Parts are available for JLR retailer / authorized repairers to conduct this repair.

**Question 17**

How much will the recall cost JLR?

*Answer*

Cost was not a factor in deciding to recall these vehicles.

**Question 18**

How do I know if my vehicle is affected?

*Answer*

All owners of potentially affected vehicles will shortly be contacted and invited to make an appointment with a JLR retailer / authorized repairer for the work to be completed.

In some countries, recall information is available online through the brand's web site.

Customers can use the Recall Search at <https://topix.landrover.jlrext.com/topix/vehicle/lookupForm>

**Question 19**

How long does it take for the vehicle to be inspected and repaired?

*Answer*

The work will be completed out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 5 hours 18 minutes to complete. Naturally, due to JLR retailer / authorized repairer schedules,

vehicles may be required for longer.

*Note:*

Any press enquiries must be referred to the JLR Corporate Media office on +44-(0)2475-361000 or [jlrmmedia@jaguarlandrover.com](mailto:jlrmmedia@jaguarlandrover.com)