



SERVICE ACTION

Global Service Action
Number: D117

Subject: Left Outer Tail Lamp Aperture - Sealant Concern	Publication No.: D117
	Model: New Range Rover Evoque (LZ)
	Model Year: 2026
	Date of Issue: 14 May 2026
	Expiry Date: 31 May 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> <p>This bulletin supersedes Update Prior to Sale (UPS) notice UPS2326-1 with immediate effect. The blue highlighted text relates only to the date information. All text in this bulletin should be read and understood in full.</p>

FOR THE ATTENTION OF ALL:**DESCRIPTION OF ISSUE**

A concern has been identified on certain 2026 model year Range Rover Evoque vehicles where the sealing on the rear left quarter panel, under the left outer tail lamp may not meet JLR's specification. Incorrect sealing of the panel in this area may result in water ingress and tracking into the rear footwell.

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.

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 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 Experience Director

SERVICE INSTRUCTION - D117

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 D117 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.

Parts Information

Description	Sundry Code	Value (£)
Terostat 9100 - 1K PUR - Adhesive Sealant or equivalent 1K Polyurethane (PUR) seam sealer	*ZZZ999	£15

NOTE:

*An allowance equivalent to £15 Sterling has been allocated to locally source the Terostat 9100 - 1K PUR - Adhesive Sealant or an equivalent 1K Polyurethane (PUR) seam sealer.

SROs

Description	SRO	Time
Tail lamp assembly - Left	86.40.70.93	0.1
Sealant application	05.10.10	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 D117 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	Sundry Code	Value (£)
D117	A	Tail lamp assembly - Left Sealant application	86.40.70.93 05.10.10	0.1 0.1	*ZZZ999	£15
D117	B	Tail lamp assembly - Left Sealant application Drive in / drive out	86.40.70.93 05.10.10 02.02.02	0.1 0.1 0.2	*ZZZ999	£15

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:**

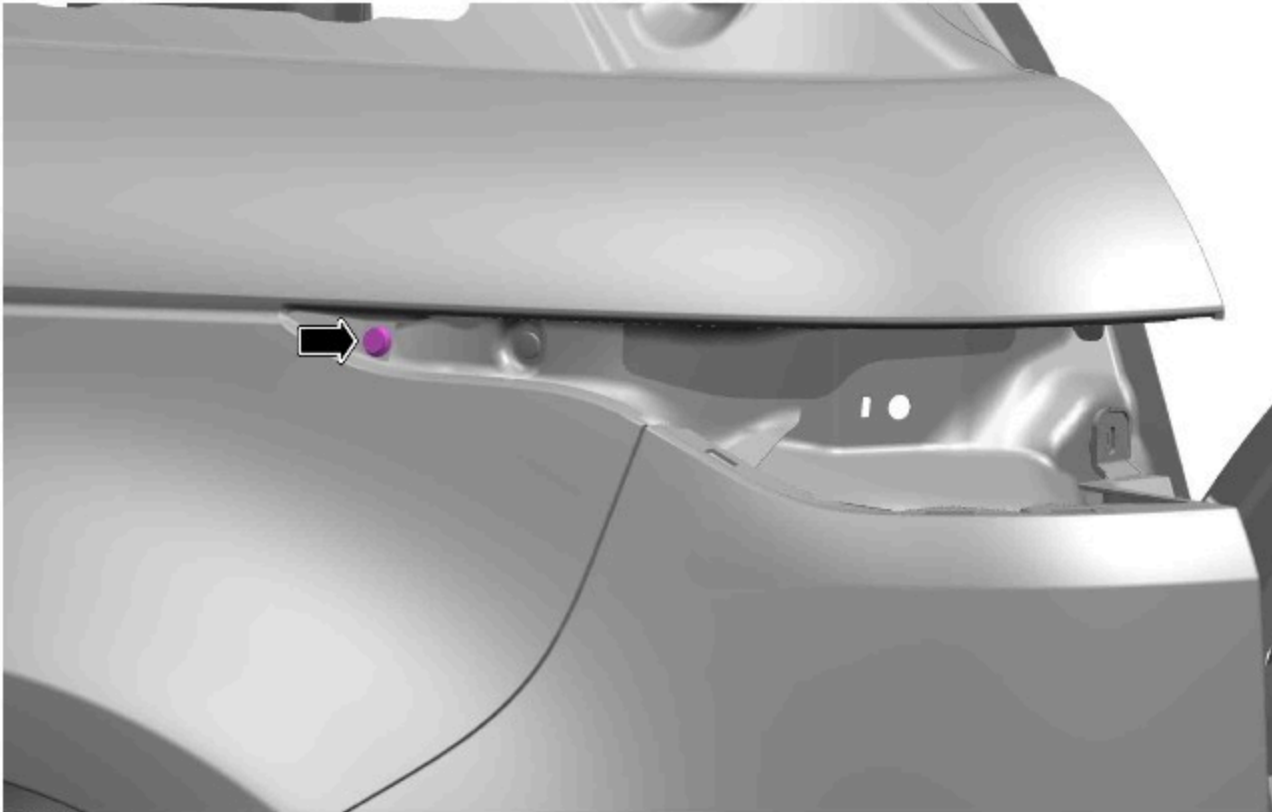
If there is a requirement to claim for related / consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

SERVICE INSTRUCTION**NOTES:**

- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components shown removed for clarity.

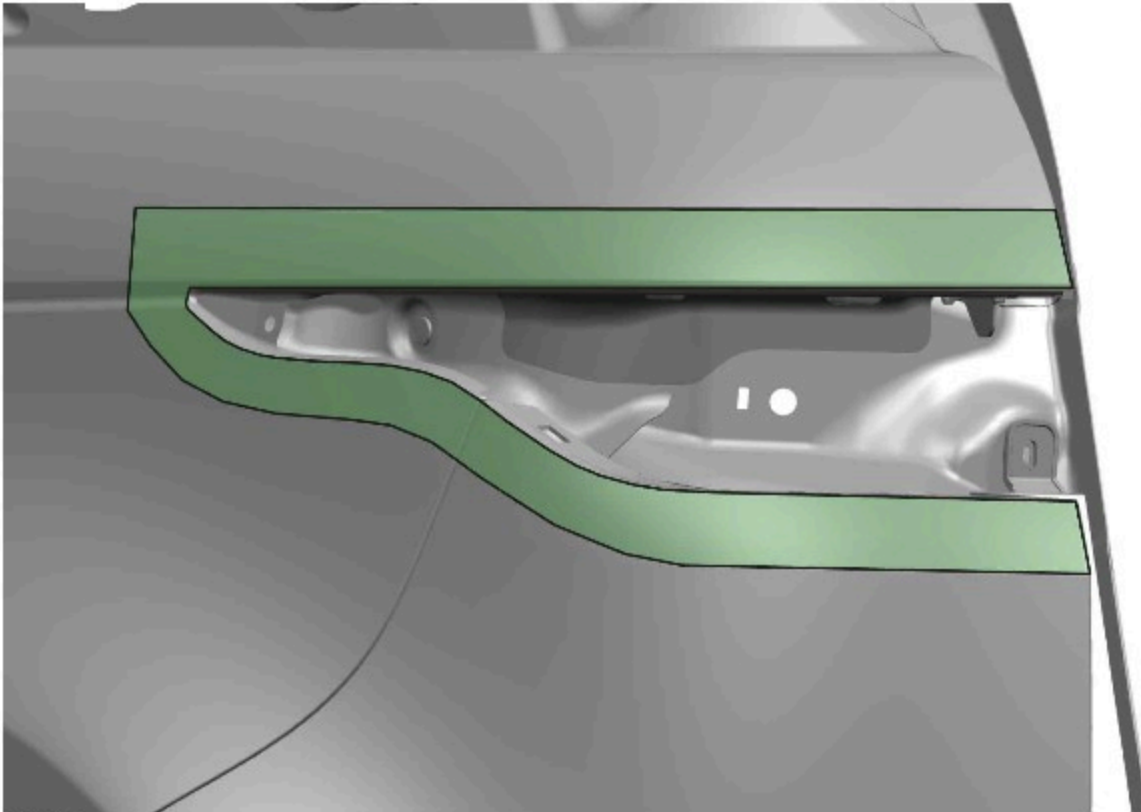
1. Remove the left outer tail lamp (Refer to TOPIx Workshop Manual section: 417-01: Exterior Lighting - Removal and Installation - Outer Tail Lamp).

2. Remove the clip.



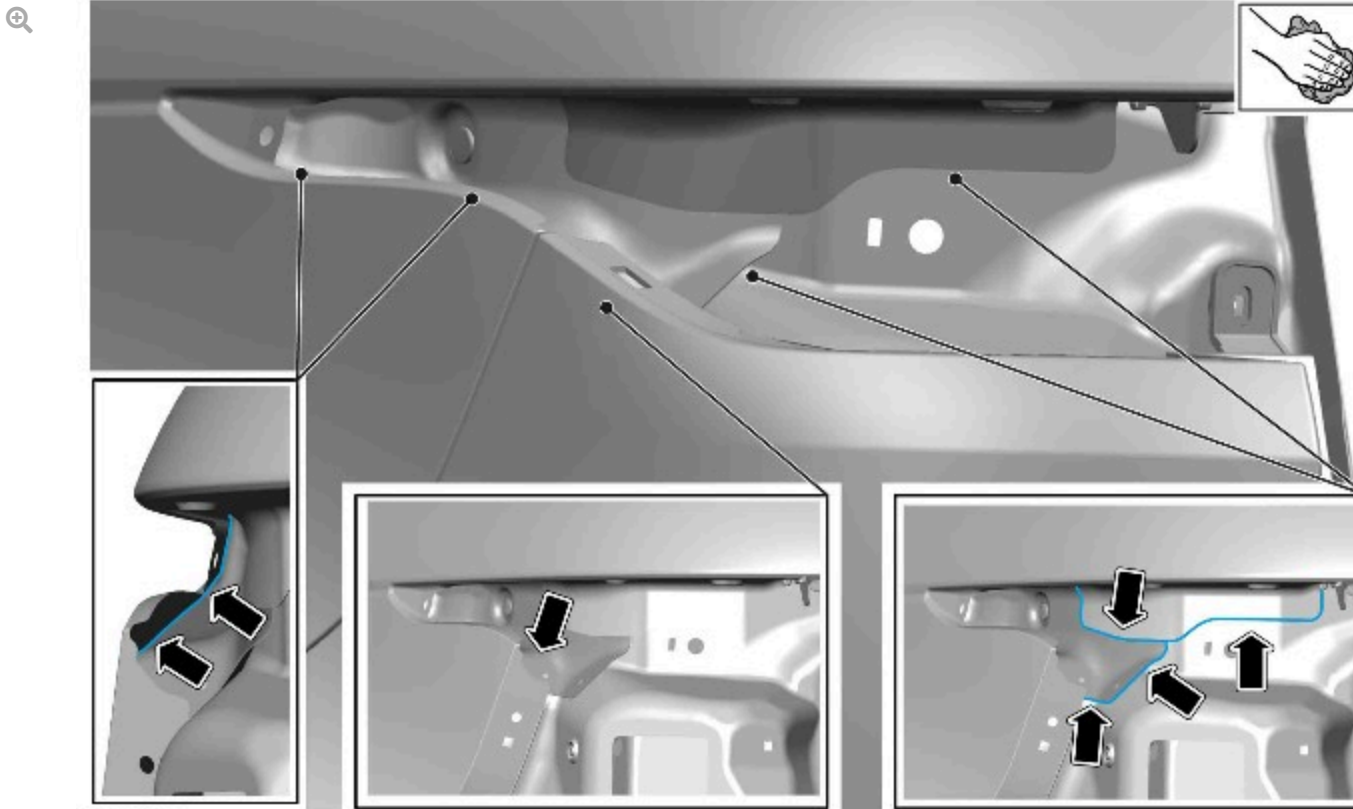
E416409

3. Protect vehicle exterior paint work in the area of the outer tail lamp aperture.



E416106

4. Clean the areas shown in the illustration with a suitable solvent cleaner.



E416107

SERVICE INSTRUCTION

5.

CAUTION:

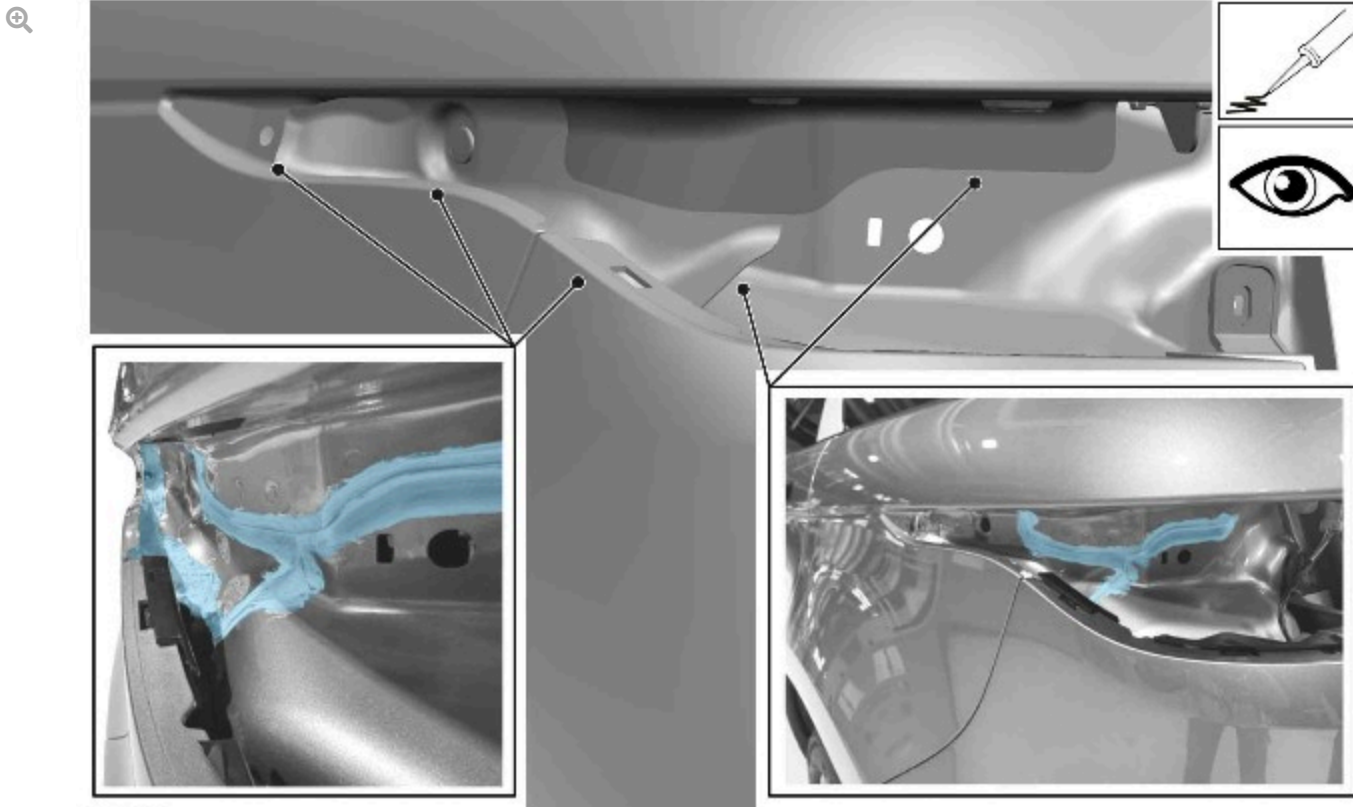
Sealant **MUST NOT** be applied to the panel 'A' surface.

NOTE:

Sealant must be applied to the joint hidden behind the rear quarter panel to rear bumper joint.

Apply the sealant in the area shown in the illustration.

- Using a gloved finger make sure the sealer is pushed into the full length of the panel joint.



E416108

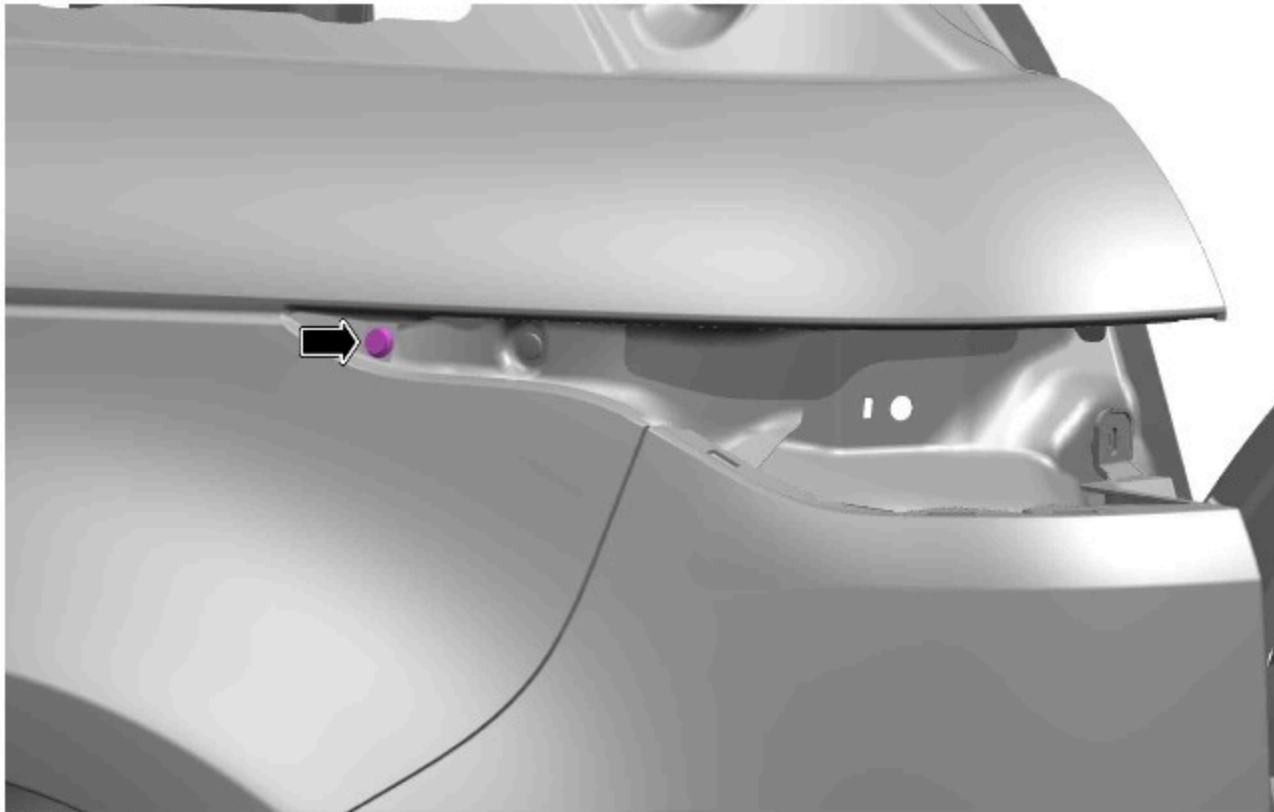
6. Clean off any excess sealant using a suitable solvent cleaner.

7.

NOTE:

The sealant must not be displaced when installing the clip.

Install the clip.



E416409

8.

NOTE:

The sealant must not be displaced when installing the left outer tail lamp.

Install the left outer tail lamp (Refer to TOPIx Workshop Manual section: 417-01: Exterior Lighting - Removal and Installation - Outer Tail Lamp).

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: D117

Date: month/year

An important message for owners of Range Rover Evoque vehicles

Dear

We are providing an Owner Notified Campaign free of charge to owners of certain 2026 model year Range Rover Evoque vehicles. Our records show that you are one of these customers, and this letter explains the scope of this Owner Notified Campaign.

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?

A concern has been identified on certain 2026 model year Range Rover Evoque vehicles where the sealing on the rear left quarter panel, under the left outer tail lamp may not meet JLR's specification. Incorrect sealing of the panel in this area may result in water ingress and tracking into the rear footwell.

What will your JLR retailer / authorized repairer do?

We will apply additional sealant to the area of concern. 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 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 or www.landrover.com for contact details.

If you have trouble getting your vehicle repaired promptly and free of charge, contact the JLR retailer / authorized repairer Service

6/2/26, 12:21 PM

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Manager for assistance.

Thank you for attending to this important matter.

Yours sincerely

Head of Business