



EMISSIONS RELATED RECALL

Global Recall
Action
Number: **D103v2**

Changes are highlighted in blue

Subject: Plug-in Hybrid Electric Vehicle (PHEV) High Voltage (HV) Battery Capacity - Replace 1 - 26S Module	Publication No.: D103v2
	Model: Range Rover (LK)
	Model Year: 2023 - 2025
	Model: Range Rover Sport (L1)
	Model Year: 2024
	Date of Issue: 27 July 2026

To:	Jaguar Land Rover North America, LLC. The National Sales Company (NSC), importers, retailers and authorized repairers in the Netherlands.
For the Attention of:	The approved JLR retailer / authorized repairer.
Important:	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. This bulletin has been amended to update the service instruction, affected model years and the question and answer document. This bulletin has been amended to include additional Service Repair Operation (SRO)s, Parts and update the Service Instruction.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified on certain 2023 model year to 2025 model year Range Rover and certain 2023 model year and 2024 model year 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

VEHICLE INFORMATION

- D103V2

Changes are highlighted in blue

Check the table below, only replace the module listed against the [Vehicle Identification Number \(VIN\)](#)

VIN	Module Serial Number
SAL119F49RA158594	M9Z3-10F702-CE-1040-23230110059
SAL119F47RA163714	M9Z3-10F702-CE-1040-23268120482
SALKA9B46SA267028	M9Z3-10F702-CE-1040-24241111013
SALKP9F44PA058046	M9Z3-10F702-CE-1040-23058110310
SALKP9F4XPA082951	M9Z3-10F702-CE-1040-23191110319
SAL119E42PA147760	M9Z3-10F702-CE-1040-23177110418
SAL119E4XPA147828	M9Z3-10F702-CE-1040-23179110176
SAL119E49PA147934	M9Z3-10F702-CE-1040-23185110531
SAL119E41PA148219	M9Z3-10F702-CE-1040-23179110319
SAL119E42PA148360	M9Z3-10F702-CE-1040-23185110167
SAL119E41PA148365	M9Z3-10F702-CE-1040-23179110401
SAL119E45PA148868	M9Z3-10F702-CE-1040-23181110495
SAL119E40PA149359	M9Z3-10F702-CE-1040-23184110658
SAL119E41PA150259	M9Z3-10F702-CE-1040-23187110604
SAL119E41PA152089	M9Z3-10F702-CE-1040-23198120583
SAL119E48PA152381	M9Z3-10F702-CE-1040-23178121022
SAL119E46PA152508	M9Z3-10F702-CE-1040-23199110368
SAL119E46PA152900	M9Z3-10F702-CE-1040-23202120037
SAL119E44PA152992	M9Z3-10F702-CE-1040-23206110155
SAL119E40PA153198	M9Z3-10F702-CE-1040-23207110437
SAL119E41PA153288	M9Z3-10F702-CE-1040-23207120007
SAL119E41PA153369	M9Z3-10F702-CE-1040-23207120641
SAL119E41PA154098	M9Z3-10F702-CE-1040-23208110126
SAL119E45PA154119	M9Z3-10F702-CE-1040-23208110230
SAL119E44PA154385	M9Z3-10F702-CE-1040-23226110331
SAL119E41PA154490	M9Z3-10F702-CE-1040-23209120023
SAL119E48PA154695	M9Z3-10F702-CE-1040-23207110586
SAL119E43PA154765	M9Z3-10F702-CE-1040-23227110281
SAL119E44PA154774	M9Z3-10F702-CE-1040-23227110202
SAL119E47PA154915	M9Z3-10F702-CE-1040-23226110450
SAL119E40PA154917	M9Z3-10F702-CE-1040-23226110447
SAL119E41PA155039	M9Z3-10F702-CE-1040-23229110151
SAL119E43PA155043	M9Z3-10F702-CE-1040-23228110078
SAL119E48PA155054	M9Z3-10F702-CE-1040-23228110202
SAL119E46PA156719	M9Z3-10F702-CE-1040-23192110188

SAL119E42PA156846	M9Z3-10F702-CE-1040-23185120840
SAL119E42PA156877	M9Z3-10F702-CE-1040-23131110287
SALKP9F47PA049499	M9Z3-10F702-CE-1040-23013110524
SALKP9F43PA052058	M9Z3-10F702-CE-1040-23025120018
SALKP9F40PA052499	M9Z3-10F702-CE-1040-23027120006
SALKP9F45PA055950	M9Z3-10F702-CE-1040-23039120658
SALKP9F43PA056255	M9Z3-10F702-CE-1040-23033110239
SALKP9F45PA058010	M9Z3-10F702-CE-1040-23059110250
SALKP9F4XPA058018	M9Z3-10F702-CE-1040-23053120480
SALKP9F43PA058152	M9Z3-10F702-CE-1040-23058110364
SALKP9F44PA058709	M9Z3-10F702-CE-1040-23060110696
SALKP9F42PA060961	M9Z3-10F702-CE-1040-23074110259
SALKP9F42PA060992	M9Z3-10F702-CE-1040-23074110414
SALKP9F42PA081745	M9Z3-10F702-CE-1040-23180110393
SALKP9F40PA083705	M9Z3-10F702-CE-1040-23192110506
SALKP9F41PA086175	M9Z3-10F702-CE-1040-23206120492

Parts Information

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



NOTES:

- *An allowance of £5.00 Sterling has been allocated to locally source the coolant.
- **Care **MUST** be taken not to damage the [Plug-in Hybrid Electric Vehicle \(PHEV\)](#) battery cover bolt spacer retainers during removal and installation. The spacer retainers are **REUSABLE** and **MUST ONLY** be renewed if found to be damaged.

Description	Part Number / Sundry code	Qty / Value (£)
Sealant	LR166068	2
Pad-foam	LR180044	1
Tape	LR178962	2
Middle front tape	431000005	1
Middle rear tape	431000003	1
High voltage battery coated lid	LR182374	1
150mm foam pad	LR190035	2
180mm foam pad	LR190034	4
Nuts	LR166513	4
Bus bar	431123459	1
Module to Battery Electrical Module (BEM) adhesive pad	LR179495	1
Module 6 to module 5 bus bar	LR165528	1
Adhesive pad left	LR179494	2
Adhesive pad rear	LR179493	1
PHEV battery module	LR166067	1
Retainer	LR165498	6
PHEV battery cover bolt spacer retainers	**LR165619	As required (maximum of 10)

Coolant	*ZZZ999	£5.00
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North America ONLY



NOTES:

- An allowance of \$0.50 USD for the authorized modification label has been provided and must be claimed using code ZZZ001.
- *** 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
Module 2 - Inspect and renew	99.03.88	8.5
Electric Vehicle (EV) battery module 2 - Safety accompanying person	15.02.02.33	3
Module 3 - Inspect and renew	99.03.89	8.5
EV battery module 3 - Safety accompanying person	15.02.03.33	3.1
Module 4 - Inspect and renew	99.03.90	8.5
EV battery module 4 - Safety accompanying person	15.02.04.33	3
Hybrid / EV battery handling and storage	01.01.43	0.3
Power down / up - Additional person	01.01.61.33	0.2
Permit to work	01.01.59	0.1
PHEV battery cover - renew - Safety accompanying person	15.01.06.33	0.9
Live working certificate issue	01.01.58	0.1
PHEV Battery Lid Bolts - Thread Cleaning	05.10.20	0.2
High Voltage (HV) Battery Housing Pressure Test - Negative Pressure - Without Nano Leak Test	16.12.31	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 D103 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
D103	A	Module 2 - Inspect and renew	99.03.88	8.5	LR166068	2
			15.02.02.33	3	LR180044	1
			01.01.43	0.3	LR178962	2
			01.01.61.33	0.2	431000005	1
			01.01.59	0.1	431000003	1
			15.01.06.33	0.9	LR182374	1
			01.01.58	0.1	LR190035	2

			05.10.20 16.12.31	0.2 0.3	LR190034 LR166513 431123459 LR179495 LR165528 LR179494 LR179493 LR166067 LR165498 LR165619 ZZZ999	4 4 1 1 1 2 1 1 6 As required (maximum of 10) £5.00
D103	B	Module 2 - Inspect and renew Drive in / drive out	99.03.88 15.02.02.33 01.01.43 01.01.61.33 01.01.59 15.01.06.33 01.01.58 05.10.20 16.12.31 02.02.02	8.5 3 0.3 0.2 0.1 0.9 0.1 0.2 0.3 0.2	LR166068 LR180044 LR178962 431000005 431000003 LR182374 LR190035 LR190034 LR166513 431123459 LR179495 LR165528 LR179494 LR179493 LR166067 LR165498 LR165619 ZZZ999	2 1 2 1 1 1 2 4 4 1 1 1 2 1 1 6 As required (maximum of 10) £5.00
D103	C	Module 2 - Inspect and renew - including label / certificate	99.03.88 15.02.02.33 01.01.43 01.01.61.33 01.01.59 15.01.06.33 01.01.58 05.10.20 16.12.31	8.5 3 0.3 0.2 0.1 0.9 0.1 0.2 0.3	LR166068 LR180044 LR178962 431000005 431000003 LR182374 LR190035 LR190034 LR166513 431123459 LR179495 LR165528 LR179494 LR179493 LR166067 LR165498 LR165619 ZZZ999 ZZZ001	2 1 2 1 1 1 2 4 4 1 1 1 2 1 1 6 As required (maximum of 10) £5.00 \$0.50
D103	D	Module 2 - Inspect and renew - including label / certificate Drive in / drive out	99.03.88 15.02.02.33 01.01.43 01.01.61.33 01.01.59 15.01.06.33 01.01.58 05.10.20 16.12.31 02.02.02	8.5 3 0.3 0.2 0.1 0.9 0.1 0.2 0.3 0.2	LR166068 LR180044 LR178962 431000005 431000003 LR182374 LR190035 LR190034 LR166513 431123459 LR179495 LR165528 LR179494 LR179493 LR166067 LR165498 LR165619 ZZZ999 ZZZ001	2 1 2 1 1 1 2 4 4 1 1 1 2 1 1 6 As required (maximum of 10)

						10) £5.00 \$0.50
D103	E	Module 3 - Inspect and renew	99.03.89 15.02.03.33 01.01.43 01.01.61.33 01.01.59 15.01.06.33 01.01.58 05.10.20 16.12.31	8.5 3.1 0.3 0.2 0.1 0.9 0.1 0.2 0.3	LR166068 LR180044 LR178962 431000005 431000003 LR182374 LR190035 LR190034 LR166513 431123459 LR179495 LR165528 LR179494 LR179493 LR166067 LR165498 LR165619 ZZZ999	2 1 2 1 1 1 2 4 4 1 1 1 2 1 1 6 As required (maximum of 10) £5.00
D103	F	Module 3 - Inspect and renew Drive in / drive out	99.03.89 15.02.03.33 01.01.43 01.01.61.33 01.01.59 15.01.06.33 01.01.58 05.10.20 16.12.31 02.02.02	8.5 3.1 0.3 0.2 0.1 0.9 0.1 0.2 0.3 0.2	LR166068 LR180044 LR178962 431000005 431000003 LR182374 LR190035 LR190034 LR166513 431123459 LR179495 LR165528 LR179494 LR179493 LR166067 LR165498 LR165619 ZZZ999	2 1 2 1 1 1 2 4 4 1 1 1 2 1 1 6 As required (maximum of 10) £5.00
D103	G	Module 3 - Inspect and renew - including label / certificate	99.03.89 15.02.03.33 01.01.43 01.01.61.33 01.01.59 15.01.06.33 01.01.58 05.10.20 16.12.31	8.5 3.1 0.3 0.2 0.1 0.9 0.1 0.2 0.3	LR166068 LR180044 LR178962 431000005 431000003 LR182374 LR190035 LR190034 LR166513 431123459 LR179495 LR165528 LR179494 LR179493 LR166067 LR165498 LR165619 ZZZ999 ZZZ001	2 1 2 1 1 1 2 4 4 1 1 1 2 1 1 6 As required (maximum of 10) £5.00 \$0.50
D103	H	Module 3 - Inspect and renew - including label / certificate Drive in / drive out	99.03.89 15.02.03.33 01.01.43 01.01.61.33 01.01.59 15.01.06.33 01.01.58 05.10.20	8.5 3.1 0.3 0.2 0.1 0.9 0.1 0.2	LR166068 LR180044 LR178962 431000005 431000003 LR182374 LR190035 LR190034	2 1 2 1 1 1 2 4

			16.12.31 02.02.02	0.3 0.2	LR166513 431123459 LR179495 LR165528 LR179494 LR179493 LR166067 LR165498 LR165619 ZZZ999 ZZZ001	4 1 1 1 2 1 1 6 As required (maximum of 10) £5.00 \$0.50
D103	J	Module 4 - Inspect and renew	99.03.90 15.02.04.33 01.01.43 01.01.61.33 01.01.59 15.01.06.33 01.01.58 05.10.20 16.12.31	8.5 3 0.3 0.2 0.1 0.9 0.1 0.2 0.3	LR166068 LR180044 LR178962 431000005 431000003 LR182374 LR190035 LR190034 LR166513 431123459 LR179495 LR165528 LR179494 LR179493 LR166067 LR165498 LR165619 ZZZ999	2 1 2 1 1 1 2 4 4 1 1 1 2 1 6 As required (maximum of 10) £5.00
D103	K	Module 4 - Inspect and renew Drive in / drive out	99.03.90 15.02.04.33 01.01.43 01.01.61.33 01.01.59 15.01.06.33 01.01.58 05.10.20 16.12.31 02.02.02	8.5 3 0.3 0.2 0.1 0.9 0.1 0.2 0.3 0.2	LR166068 LR180044 LR178962 431000005 431000003 LR182374 LR190035 LR190034 LR166513 431123459 LR179495 LR165528 LR179494 LR179493 LR166067 LR165498 LR165619 ZZZ999	2 1 2 1 1 1 2 4 4 1 1 1 2 1 6 As required (maximum of 10) £5.00
D103	L	Module 4 - Inspect and renew - including label / certificate	99.03.90 15.02.04.33 01.01.43 01.01.61.33 01.01.59 15.01.06.33 01.01.58 05.10.20 16.12.31	8.5 3 0.3 0.2 0.1 0.9 0.1 0.2 0.3	LR166068 LR180044 LR178962 431000005 431000003 LR182374 LR190035 LR190034 LR166513 431123459 LR179495 LR165528 LR179494 LR179493 LR166067 LR165498 LR165619 ZZZ999 ZZZ001	2 1 2 1 1 1 2 4 4 1 1 1 2 1 6 As required (maximum of 10) £5.00 \$0.50

D103	M	Module 4 - Inspect and renew - including label / certificate Drive in / drive out	99.03.90	8.5	LR166068	2
			15.02.04.33	3	LR180044	1
			01.01.43	0.3	LR178962	2
			01.01.61.33	0.2	431000005	1
			01.01.59	0.1	431000003	1
			15.01.06.33	0.9	LR182374	1
			01.01.58	0.1	LR190035	2
			05.10.20	0.2	LR190034	4
			16.12.31	0.3	LR166513	4
			02.02.02	0.2	431123459	1
					LR179495	1
					LR165528	1
					LR179494	2
					LR179493	1
					LR166067	1
					LR165498	6
					LR165619	As required (maximum of 10)
					ZZZ999	£5.00
					ZZZ001	\$0.50



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 TOPlx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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[REMOVAL AND INSTALLATION: SERVICE INSTRUCTION](#)

SERVICE INSPECTION



WARNINGS:

- It is the responsibility of the [Electric Vehicle Senior Authorized Person \(EVSAP\)](#) to make sure they comply with any local legislation regarding working with [HV](#) within this procedure.
- This procedure requires the use Class 1 [Personal Protective Equipment \(PPE\)](#), all persons involved in this procedure must have read and understood the [PPE](#) requirements as detailed in section 610-02 Electric Vehicle Safety Rules.
- The approved [PPE](#) must be worn where indicated by the orange [PPE](#) icons within this procedure, all persons involved in this procedure must have read and understood section 100-00 About This Manual before continuing.
- All safety locking device keys must be kept in the designated key lock box at least 5 meters away from the vehicle.



NOTES:

- All [Permit To Work \(PTW\)](#) and [Live Work Certificate \(LWC\)](#) documents must be kept for a minimum of 5 years.
- This procedure contains illustrations showing certain components removed to provide extra clarity.
- This procedure contains some variation in the illustrations depending on the vehicle specification, but the essential information is always correct.

1.



WARNING:

JLR **EVSAP** trained technicians only.

This procedure involves working on **EV** systems containing **HV**. Only technicians qualified to **EVSAP** level or higher are allowed to perform this procedure. It is mandated that all technicians involved with the steps in this procedure must have read and understood the **EV** Safety Rules. (see TOPIx Workshop Manual section 610-02: Electric Vehicle System - General Information - **PHEV** - Description and Operation - Electric Vehicle Safety Rules).



2.



CAUTIONS:

- Care **MUST** be taken not to damage the **PHEV** battery cover bolt spacer retainers during removal and installation. The spacer retainers are **REUSABLE** and **MUST ONLY** be renewed if found to be damaged.
- The **PHEV** battery cover bolt threads **MUST** be clean and free from foreign material.

Complete steps 1 to 70 of the **PHEV** battery module 2 workshop manual procedure, (see TOPIx Workshop Manual section 611-02: Battery - **PHEV** - Removal and Installation - Battery Module 2).

3. The following steps require the Safety Accompanying Person ([Electric Vehicle Informed Person \(EVIP\)](#)) JLR certified person who has also completed EDA102940 [EV](#) Roles and Responsibilities training.) with the safety hook outside the live working area, this person must remain in position until instructed otherwise.



4. The Danger sign **must** be clearly visible to anyone outside of the live work area.

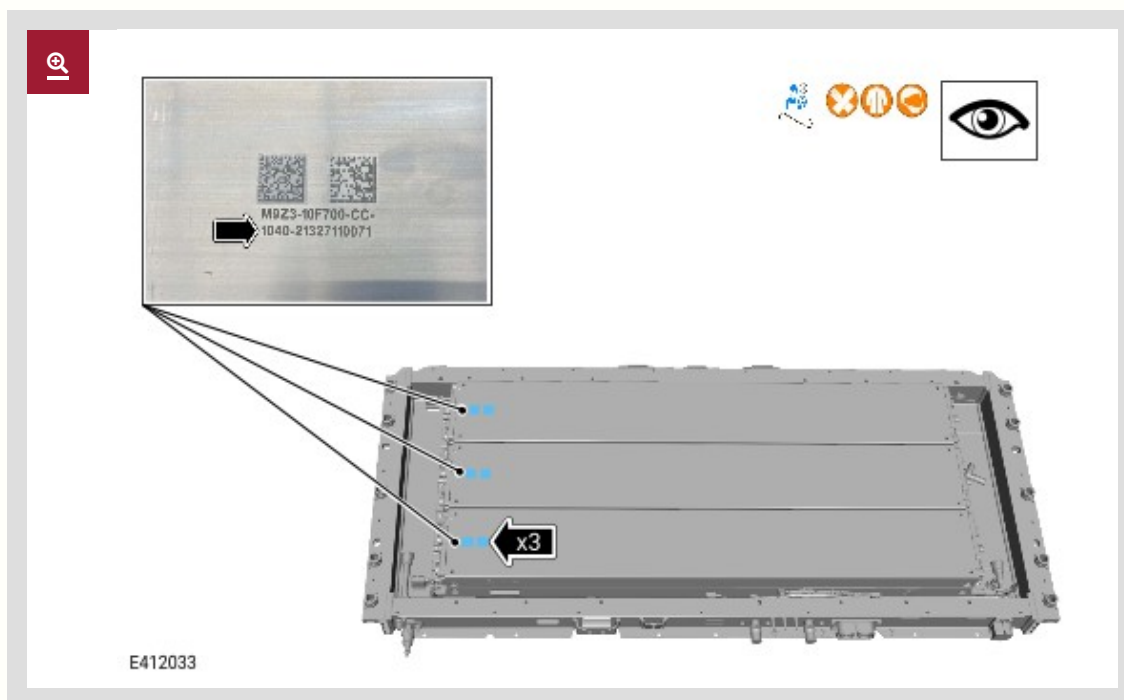


5. The EVSAP must issue a LWC before any further work can commence.



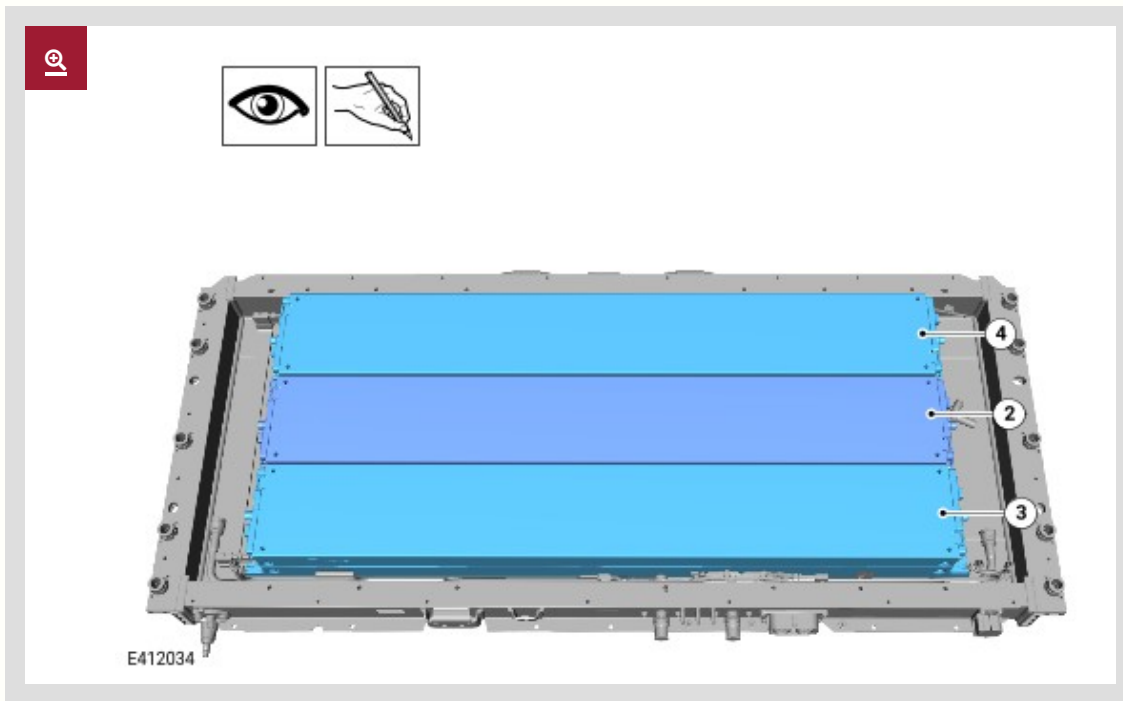
6. Inspect the 3 modules to locate the serial number for the PHEV battery module which requires replacement.

- Use the vehicle information table at the beginning of this Service Instruction to identify the serial number of the PHEV battery module requiring replacement.



7. Identify the position / module number of the **PHEV** battery module to be replaced.

- If **PHEV** battery module 2 requires replacement, **continue to step 1 of the SERVICE INSTRUCTION**.
- If **PHEV** battery module 3 requires replacement, **continue to step 2 of the SERVICE INSTRUCTION**.
- If **PHEV** battery module 4 requires replacement, **continue to step 3 of the SERVICE INSTRUCTION**.



SERVICE INSTRUCTION

⚠ CAUTIONS:

- Care **MUST** be taken not to damage the **PHEV** battery cover bolt spacer retainers during removal and installation. The spacer retainers are **REUSABLE** and **MUST ONLY** be renewed if found to be damaged.
- The **PHEV** battery cover bolt threads **MUST** be clean and free from foreign material.

1. Renew **PHEV** battery module 2, (see TOPlx Workshop Manual section 611-02: Battery - **PHEV** - Removal and Installation - Battery Module 2).

- Continue from step 71 of the workshop manual procedure.

2. Renew **PHEV** battery module 3, (see TOPlx Workshop Manual section 611-02: Battery - **PHEV** - Removal and Installation - Battery Module 3).

- Continue from step 71 of the workshop manual procedure.

3. Renew **PHEV** battery module 4, (see TOPlx Workshop Manual section 611-02: Battery - **PHEV** - Removal and Installation - Battery Module 4).

- Continue from step 71 of the workshop manual procedure.

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: D103

Date: month/year

EMISSIONS RELATED RECALL - Range Rover and Range Rover Sport - Plug-in Hybrid Electric Vehicle (PHEV) High Voltage (HV) Battery Capacity - Replace 1 - 26S Module

Dear

JLR would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety 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 2023 model year to 2025 model year Range Rover and certain 2023 model year and 2024 model year 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 one PHEV High Voltage (HV) battery module replaced.

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 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 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 D103	
Range Rover and Range Rover Sport Plug-in Hybrid Electric Vehicle (PHEV) High Voltage (HV) Battery Capacity - Replace 1 x 26S Module	

A concern has been identified on certain 2023 model year to 2025 model year Range Rover and certain 2023 model year and 2024 model year 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 2023 model year to 2025 model year Range Rover and certain 2023 model year and 2024 model year 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 plug-in hybrid 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 1 PHEV HV battery modules replaced.

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

Question 14

Which vehicles are affected by this recall?

Answer

Certain 2023 model year to 2025 model year Range Rover and certain 2023 model year and 2024 model year Range Rover Sport vehicles may be affected:

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 13.5 hours 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 Affairs office on +44-(0)2475-361000 or jlrmmedia@jaguarlandrover.com