

PHEV Does Not Reach 100% SoC

2020 Range Rover & RR Sport PHEV

Customer Voice:

- Vehicle does not charge fully when connected to a charger

Technical Description:

- After an extended period of charging, the vehicle may stop charging which results in the SoC not reaching 100% before

Status:

- Under Investigation
- If a customer has the concern that the vehicle does not charge fully, please procure the following information
 - Type of Charger (Level 1 or Level 2)
 - Charger Manufacturer
 - Were there any error indicators on the charger or on the vehicle itself
 - Charge start time and end session (if available)- an approximation is acceptable.
- Include this information in a TA submission with Primary & Secondary diagnosis completed for any DTCs

