



# UPDATE PRIOR TO SALE NOTICE

Global Service Action  
Number: N819 UPS3623-2

Changes are highlighted in blue

<b>Subject:</b>  <b>Battery Heater Coolant Hose</b>	Publication No.: N819 UPS3623-2
	Model: Range Rover (LK)
	Model Year: 2023
	Model: Range Rover Sport (L1)
	Model Year: 2023
	Date of Issue: 13 October 2023
	Expiry Date: 13 October 2024

<b>To:</b>	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
<b>For the Attention of:</b>	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
<b>Important:</b>	<p>Quarantine in retailer/authorized repairer or applicable NSC location.</p> <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 one year only. Repairs must be completed prior to the expiry date at the top of this campaign.</p> <p>This campaign does not apply to any vehicles already registered and in use, either with the retailer/authorized repairer, or customer. Any vehicle already in use may continue to be driven and any repair instructions will be communicated through a separate campaign. This bulletin is being re-issued with the repair instructions</p>

## FOR THE ATTENTION OF ALL:

### DESCRIPTION OF ISSUE

A potential concern has been identified on specific vehicles within the above vehicle range.

On certain 2023 model year Range Rover and Range Rover Sport Plug-in Hybrid Electric Vehicle (PHEV) vehicles, the battery heater coolant hoses may have been incorrectly installed.

### ACTION TO BE TAKEN

This campaign directs retailers/authorized repairers to quarantine any unsold vehicles in the affected vehicle range.

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.

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.

Refer to the warranty section of this campaign for details of the 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.

### CUSTOMER COMMUNICATION

Should this campaign mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, advise the customer of the following:

"JLR are committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our vehicles. JLR have advised us that there is an upgrade to be completed on your vehicle and have instructed us to complete this action prior to handing the vehicle over to you. JLR apologize that this upgrade may delay the delivery of your new vehicle but are committed to make sure customers benefit from the very latest technology to make sure your ownership experience is the best possible."

If necessary, you may communicate technical details of the repair or upgrade that is required on the vehicle, this is at your discretion.

**RETAILER EMPOWERMENT**

We appreciate the frustration experienced by both our customers and retailers with regards to the launch of any Update Prior to Sale (UPS) notice.

Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to UPS activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Center (CRC) in the first instance for help and support.

**FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:**

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your 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 - N819 UPS3623-2

## Parts Information

The parts below should be ordered through [Jaguar Land Rover \(JLR\)](#) in the normal manner.

Description	Part Number/Sundry	Qty/Value (£)
Transmission undershield retainers	LR165498	4
Coolant hose	LR165234	1
Coolant top up	ZZZ999	£5.00

## SROs

Description	SRO	Time
Inspect the battery heater coolant hoses - No further action	76.10.10	0.9
Inspect the battery heater coolant hoses - Remove and install hoses in the correct position	05.11.18	1.8
Inspect the battery heater coolant hoses - Renew the coolant hose	05.11.18	1.8
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 should be submitted quoting program code N819 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 Code	Option	Description	SRO	Time	Part Number	Qty
N819	A	Inspect the battery heater coolant hoses - No further action	76.10.10	0.9	LR165498	4
N819	B	Inspect the battery heater coolant hoses - No further action Drive in/drive out	76.10.10 02.02.02	0.9 0.2	LR165498	4
N819	C	Inspect the battery heater coolant hoses - Remove and install hoses in the correct position	05.11.18	1.8	LR165498 ZZZ999	4 £5.00
N819	D	Inspect the battery heater coolant hoses - Remove and install hoses in the correct position Drive in/drive out	05.11.18 02.02.02	1.8 0.2	LR165498 ZZZ999	4 £5.00
N819	E	Inspect the battery heater coolant hoses - Renew the coolant hose	05.11.18	1.8	LR165498 LR165234 ZZZ999	4 1 £5.00
N819	F	Inspect the battery heater coolant hoses - Renew the coolant hose Drive in/drive out	05.11.18 02.02.02	1.8 0.2	LR165498 LR165234 ZZZ999	4 1 £5.00

### 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 should be submitted in accordance with the current [JLR](#) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

## 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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[REMOVAL AND INSTALLATION: SERVICE INSPECTION](#)

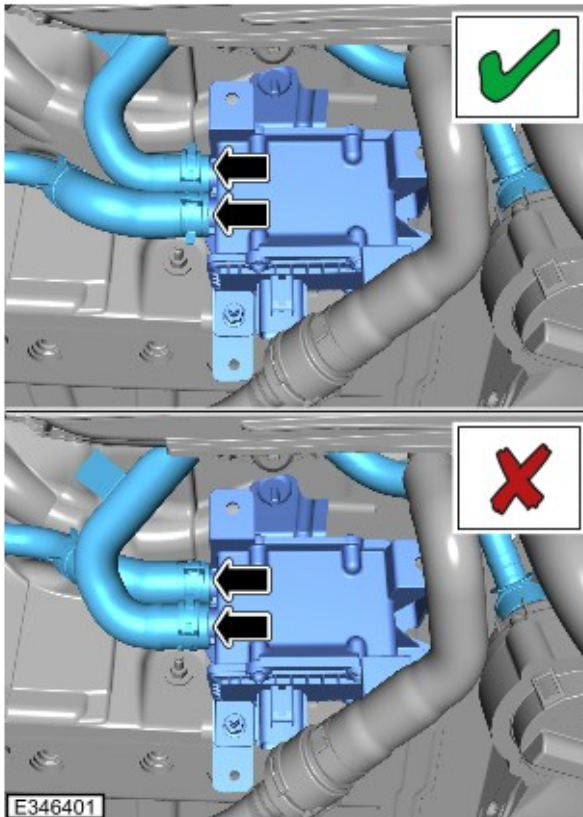
[REMOVAL AND INSTALLATION: SERVICE INSTRUCTION 1](#)

[REMOVAL AND INSTALLATION: SERVICE INSTRUCTION 2](#)

## SERVICE INSPECTION

1. Remove the transmission undershield (see TOPIx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Transmission Undershield - INGENIUM I6 3.0L Petrol - [Plug-in Hybrid Electric Vehicle \(PHEV\)](#))

2. Inspect the installed position of the battery heater coolant hoses.



- If the battery heater coolant hose are installed in the position shown in the image with a **GREEN '✓'**, the vehicle has **PASSED** the inspection. **Reverse step 1 and release the vehicle.**
- If the battery heater coolant hose are installed in the position shown in the image with a **RED 'X'**, the vehicle has **FAILED** the inspection. **Continue to step 3.**



2. Inspect the battery heater to battery coolant pump hose for signs of damage, to contact with the front driveshaft.

- If the battery heater to battery coolant pump hose **DOES NOT** have signs of damage, **continue to Service Instruction 1.**
- If the battery heater to battery coolant pump hose **DOES** have signs of damage, **continue to Service Instruction 2.**

## SERVICE INSTRUCTION 1

1.

### NOTE:

The coolant should be collected in a clean container, must remain free from contamination and should be re-used during the filling procedure.

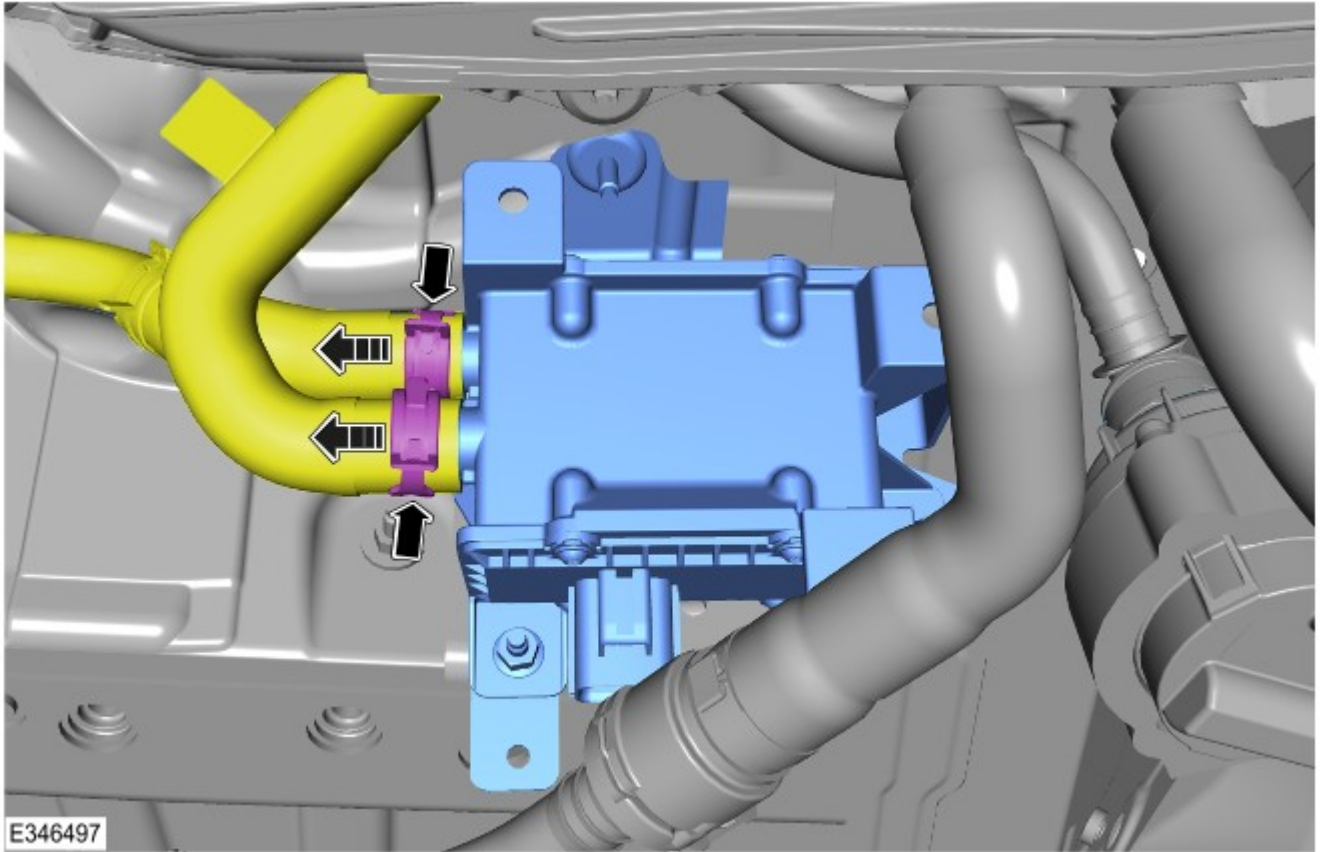
Drain the battery cooling system (see TOPIx Workshop Manual section 613-02: Cooling System (+) [PHEV](#) - General Procedures - Battery Cooling System Draining Filling and Bleeding).

2.

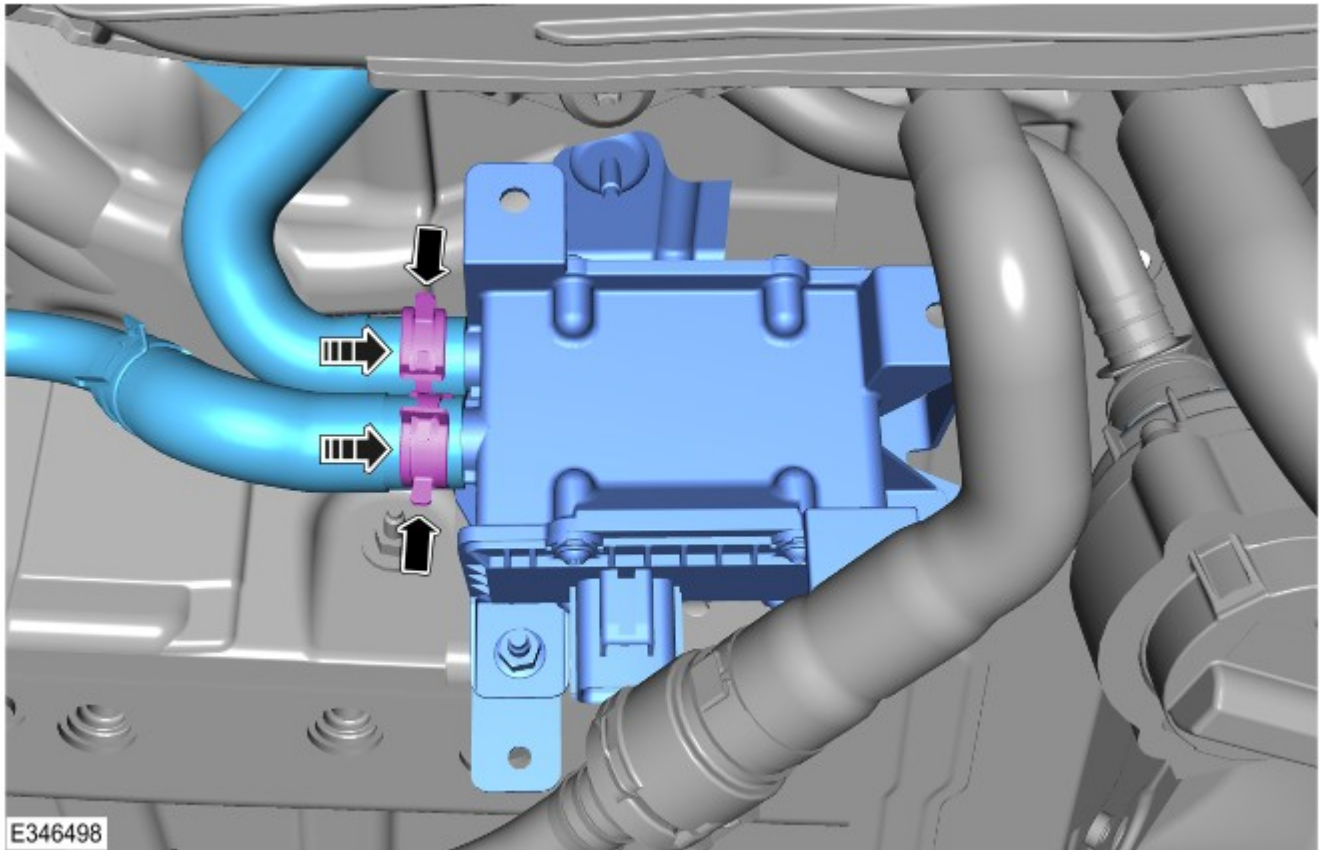
**NOTE:**

Be prepared to catch escaping coolant.

Disconnect both coolant hoses from the battery heater.



3. Connect both coolant hoses to the battery heater in the correct position, as shown in the illustration.



4.

**NOTE:**

Re-use the coolant collected during the draining procedure.

Fill and bleed the battery cooling system (see TOPIx Workshop Manual section 613-02: Cooling System (+) [PHEV](#) - General Procedures - Battery Cooling System Draining Filling and Bleeding).

5. Install the transmission undershield (see TOPIx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Transmission Undershield - INGENIUM I6 3.0L Petrol - [PHEV](#)).

## SERVICE INSTRUCTION 2

1.

**NOTE:**

The coolant should be collected in a clean container, must remain free from contamination and should be re-used during the filling procedure.

Drain the battery cooling system (see TOPIx Workshop Manual section 613-02: Cooling System (+) [PHEV](#) - General Procedures - Battery Cooling System Draining Filling and Bleeding).

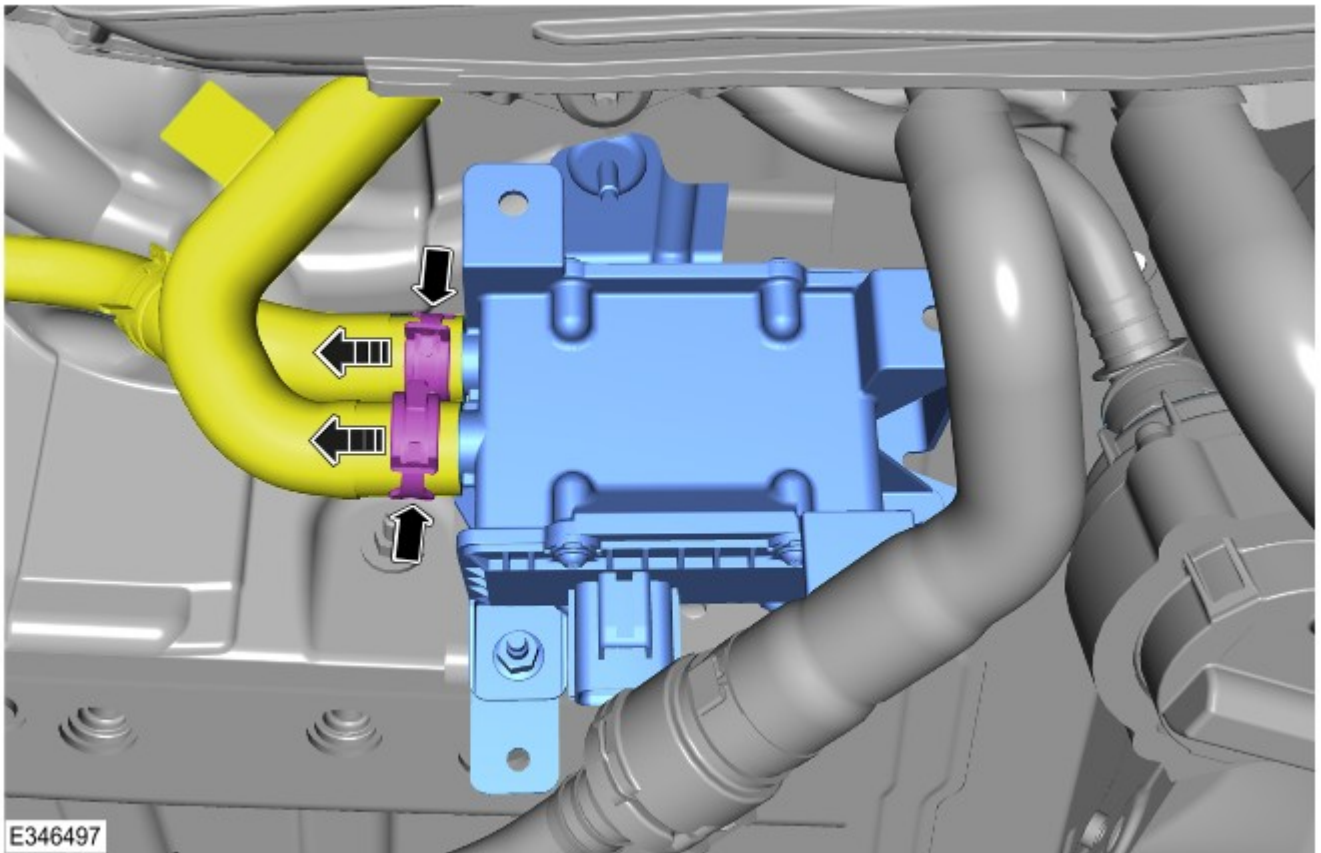


2.

**NOTE:**

Be prepared to catch escaping coolant.

Disconnect both coolant hoses from the battery heater.



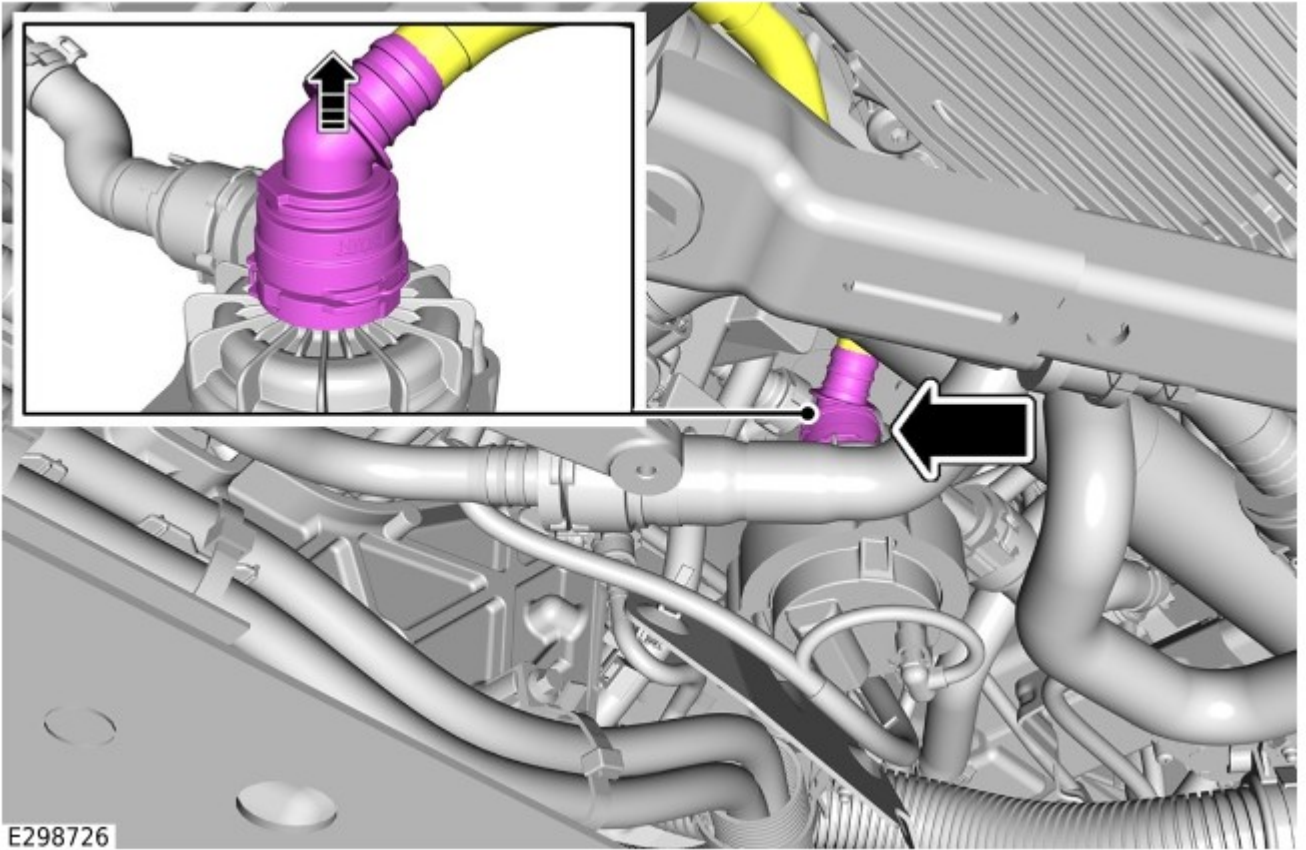


3.

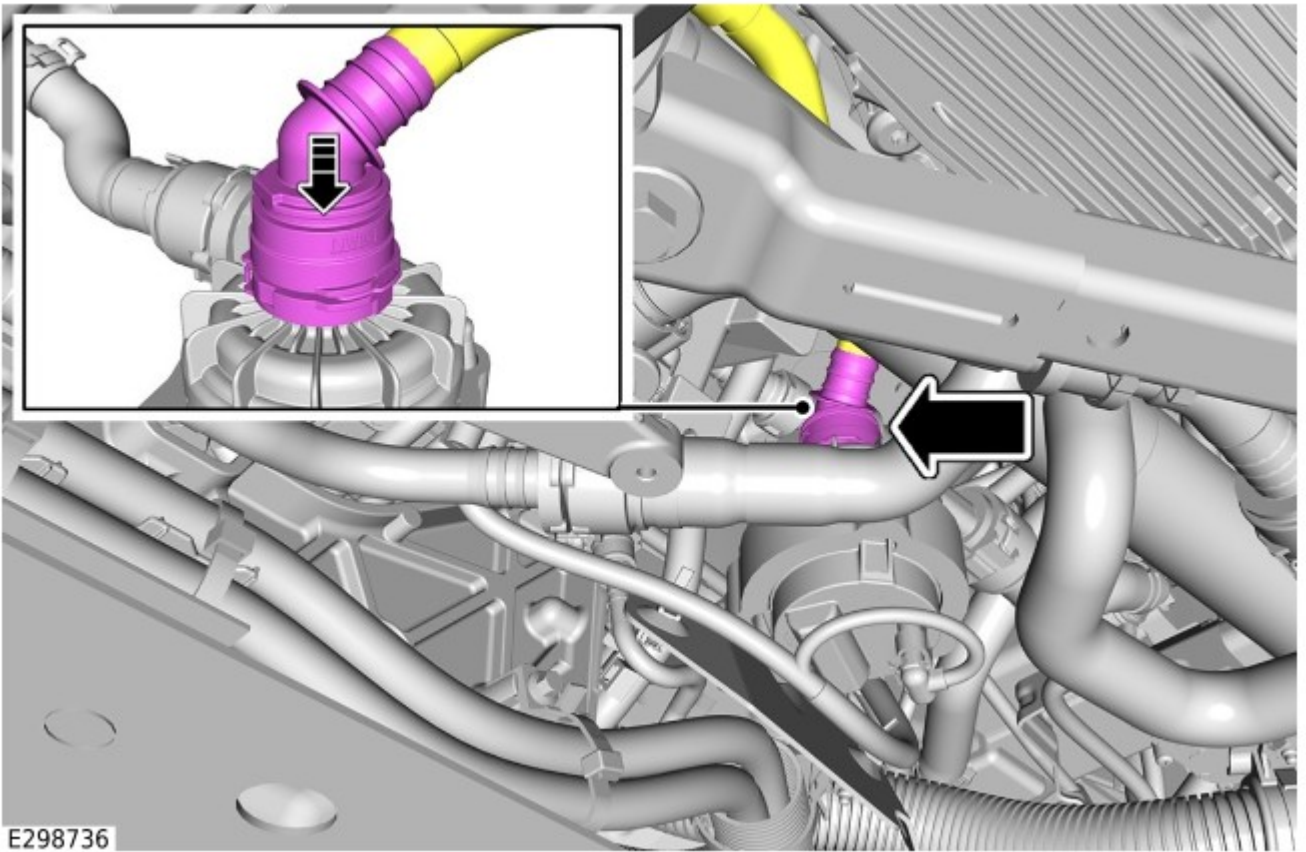
**NOTE:**

Be prepared to catch escaping coolant.

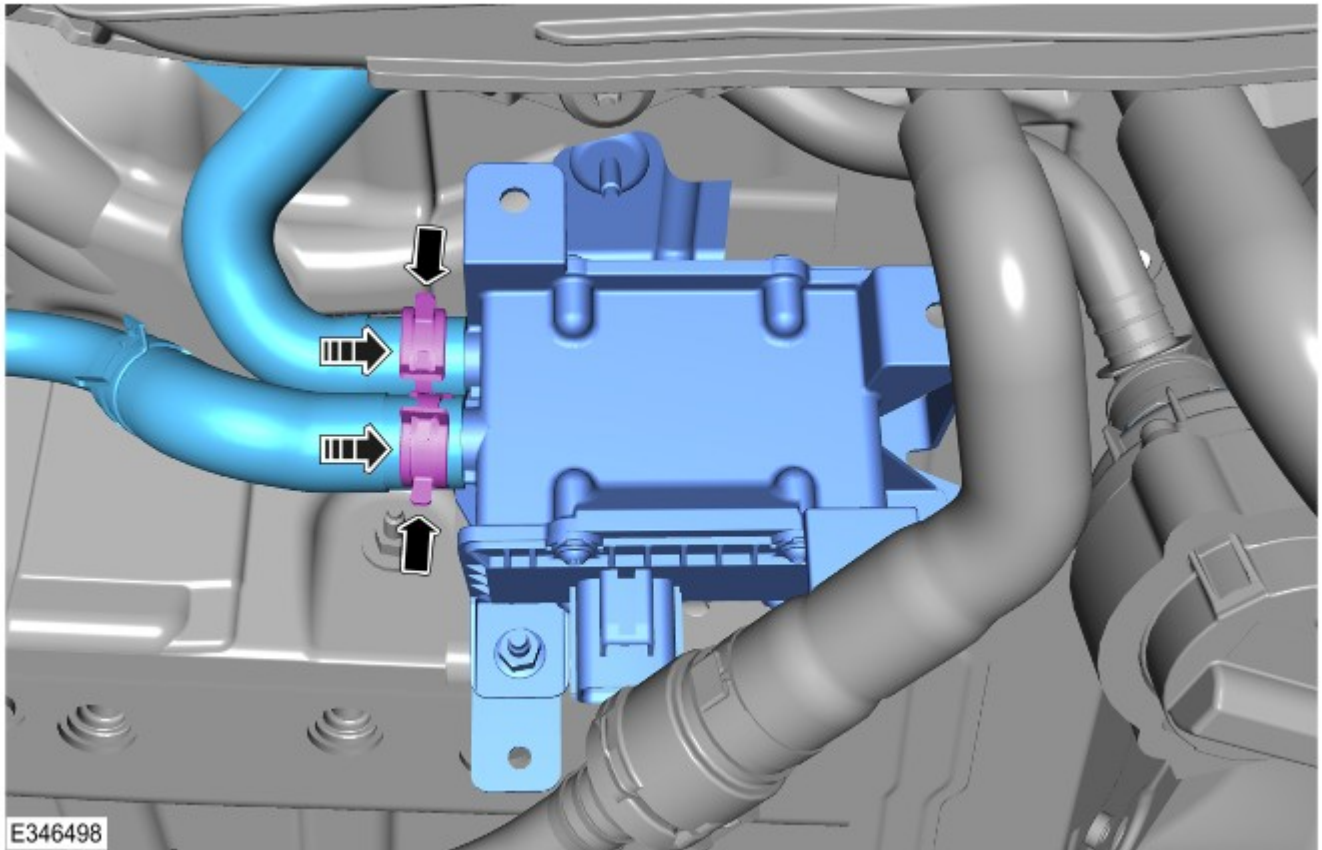
Disconnect the hose from the battery coolant pump and discard.



4. Connect the new hose to the battery coolant pump.



5. Connect both coolant hoses to the battery heater in the correct position, as shown in the illustration.



6.

**NOTE:**

Re-use the coolant collected during the draining procedure.

Fill and bleed the battery cooling system (see TOPIx Workshop Manual section 613-02: Cooling System (+) [PHEV](#) - General Procedures - Battery Cooling System Draining Filling and Bleeding).

7. Install the transmission undershield (see TOPIx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Transmission Undershield - INGENIUM I6 3.0L Petrol - [PHEV](#)).