



UPDATE PRIOR TO SALE NOTICE

Global Service Action
Number: N845 UPS6023-3

Changes are highlighted in blue

Subject: Oil Cooler Pipe Joint Integrity Concern	Publication No.: N845 UPS6023-3
	Model: Range Rover (LK)
	Model Year: 2024
	Model: Range Rover Sport (L1)
	Model Year: 2024
	Date of Issue: 17 November 2023
	Expiry Date: 17 November 2024

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer/authorized repairer.
Important:	<p>Rest of World: Quarantine in retailer/authorized repairer or applicable NSC location. North American Territories: 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.</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 2024 model year Range Rover and Range Rover Sport vehicles equipped with V8 T/C 4.4L Petrol engines, the fixing used to secure an engine mounted oil cooler hose has been found to be inadequate and hoses are loose post assembly, this can lead to a significant engine oil leak.

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, 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 - N845 UPS6023-3

Parts Information

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

NOTE:

If part number FS106256 is not available, order RYG500250. These parts are alternatives and are interchangeable.

Description	Part Number	Qty	% Of Vehicles Requiring This Part*
Bolt - M6 x 25mm	RYG500250	As required	70%
Bolt - M6 x 25mm	FS106256	As required	70%
Bolt - Steering column (Right hand drive vehicles only)	QYG500090	1	85%

* When ordering parts, order no more than the expected percentage failure rate of parts identified

SROs

Description	SRO	Time
Engine oil cooler pipe - Inspection pass - No further action	99.03.03	0.3
Engine oil cooler pipe - Inspection fail - Replace 1 stud with 1 bolt	99.03.04	1.3
Engine oil cooler pipe - Inspection fail - Replace 1 stud with 1 bolt - Range Rover Sport SV	99.03.04	1.5
Engine oil cooler pipe - Inspection fail - Replace 2 studs with 2 bolts	99.03.05	1.4
Engine oil cooler pipe - Inspection fail - Replace 2 studs with 2 bolts - Range Rover Sport SV	99.03.05	1.6
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 N845 with option code X. In this instance it will also be necessary to enter the parts from the parts information table and the relevant SROs from the warranty information table.

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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SERVICE INSPECTION

All vehicles

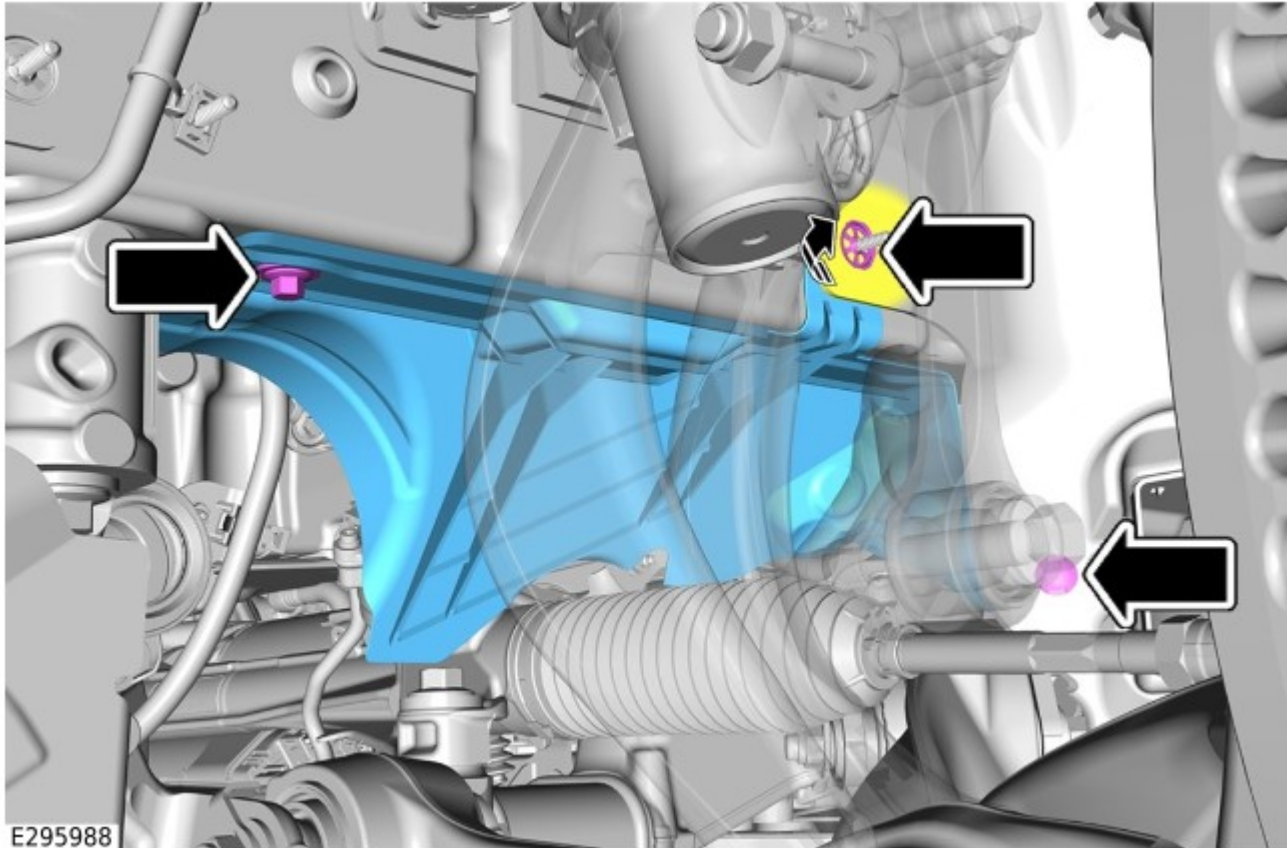
NOTES:

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

1. Remove the front right wheel and tire assembly (see TOPIx Workshop Manual section 204-04: Wheels and Tires - Removal and Installation - Wheel and Tire).

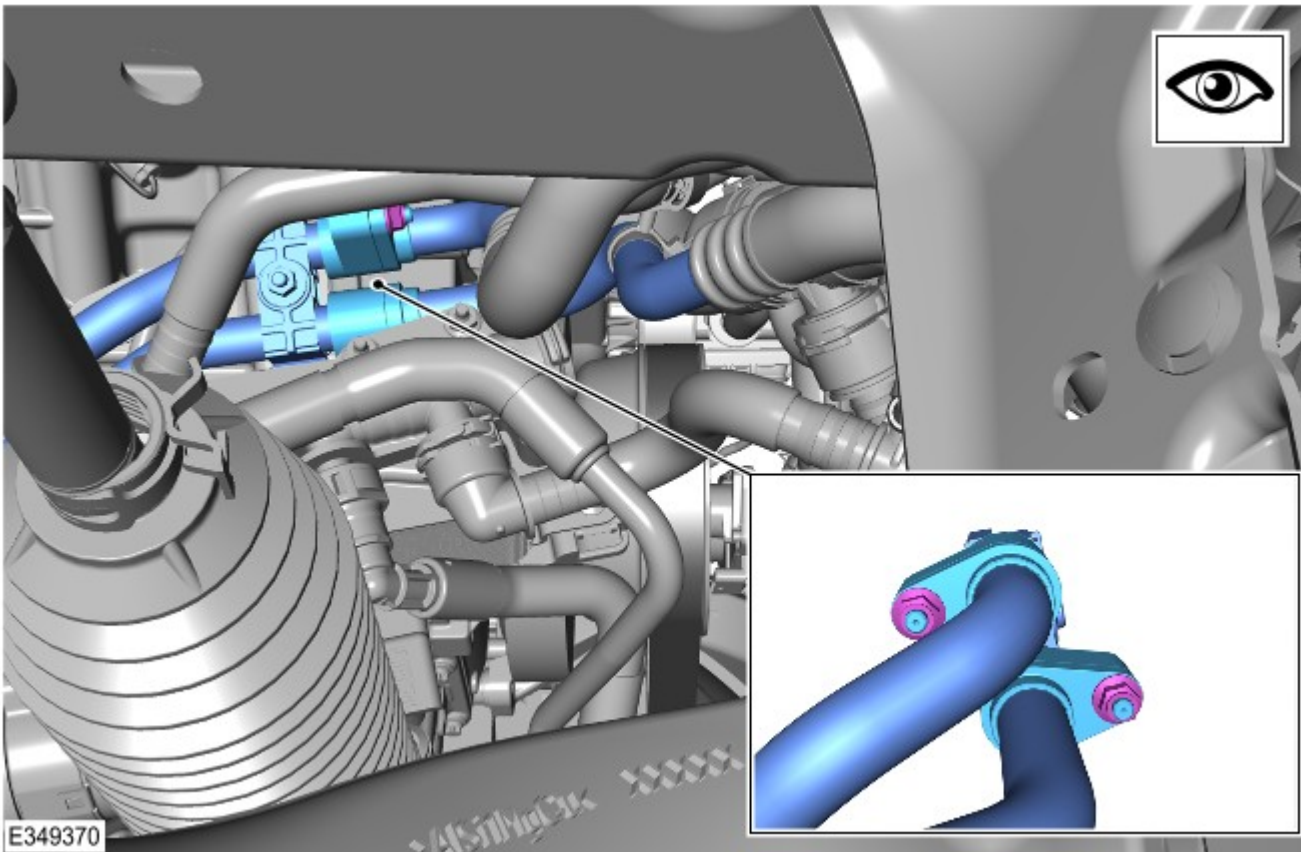
2. Remove the front right splash shield.

- Remove the bolt.
 - Torque: **5 Nm**
- Remove the fastener.
- Remove the clip.
- Reposition the front right wheel arch liner.

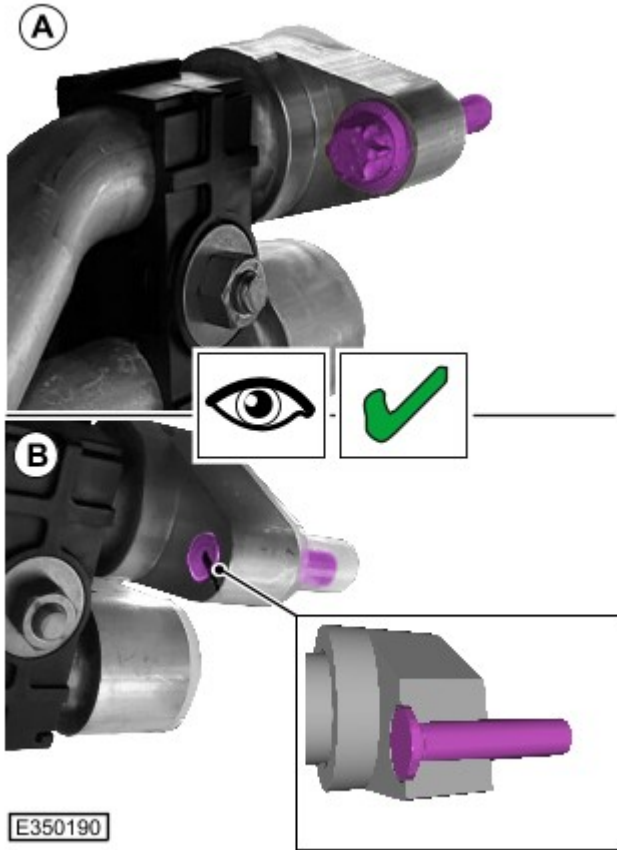


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3. Locate both engine oil cooler pipe joints.



E349370



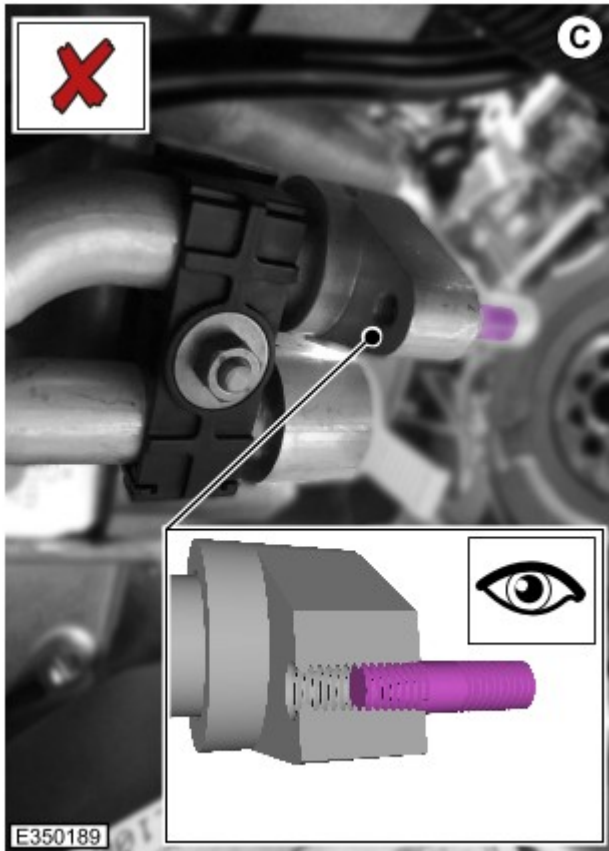
4.

NOTES:

- The image labeled 'A' shows a reworked engine oil cooler pipe with a suitable bolt installed through the joint from the rear of the vehicle.
- The image labeled 'B' shows a new level engine oil cooler pipe with a suitable stud installed through the joint from the rear of the vehicle. The stud can be seen from the rear of the joint.
- The image labeled 'C' shows an previous level engine oil cooler pipe with a stud installed into the joint from the front of the vehicle. The stud cannot be seen from the rear of the joint.
- Use a suitable mirror to inspect the rear of both engine oil cooler pipe joints.

Inspect the fixings/studs on both engine oil cooler pipes.

- If **BOTH** engine oil cooler pipes **ARE** installed with **EITHER** the reworked fixing or the new level stud shown in the image 'A' and 'B' with a **GREEN '✓'**, the vehicle has **PASSED** the inspection. Reverse steps 1 to 3 and release the vehicle.
- If **1 or BOTH** engine oil cooler pipes **ARE** installed with a previous level stud as shown in the image 'C' with a **RED 'X'**, the vehicle has **FAILED** the inspection. Continue to the **SERVICE INSTRUCTION**. To renew the previous level studs that have failed the inspection.



.ED the SERVICE INSPECTION.

1. Remove the engine undershield (see TOPlx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Engine Undershield).

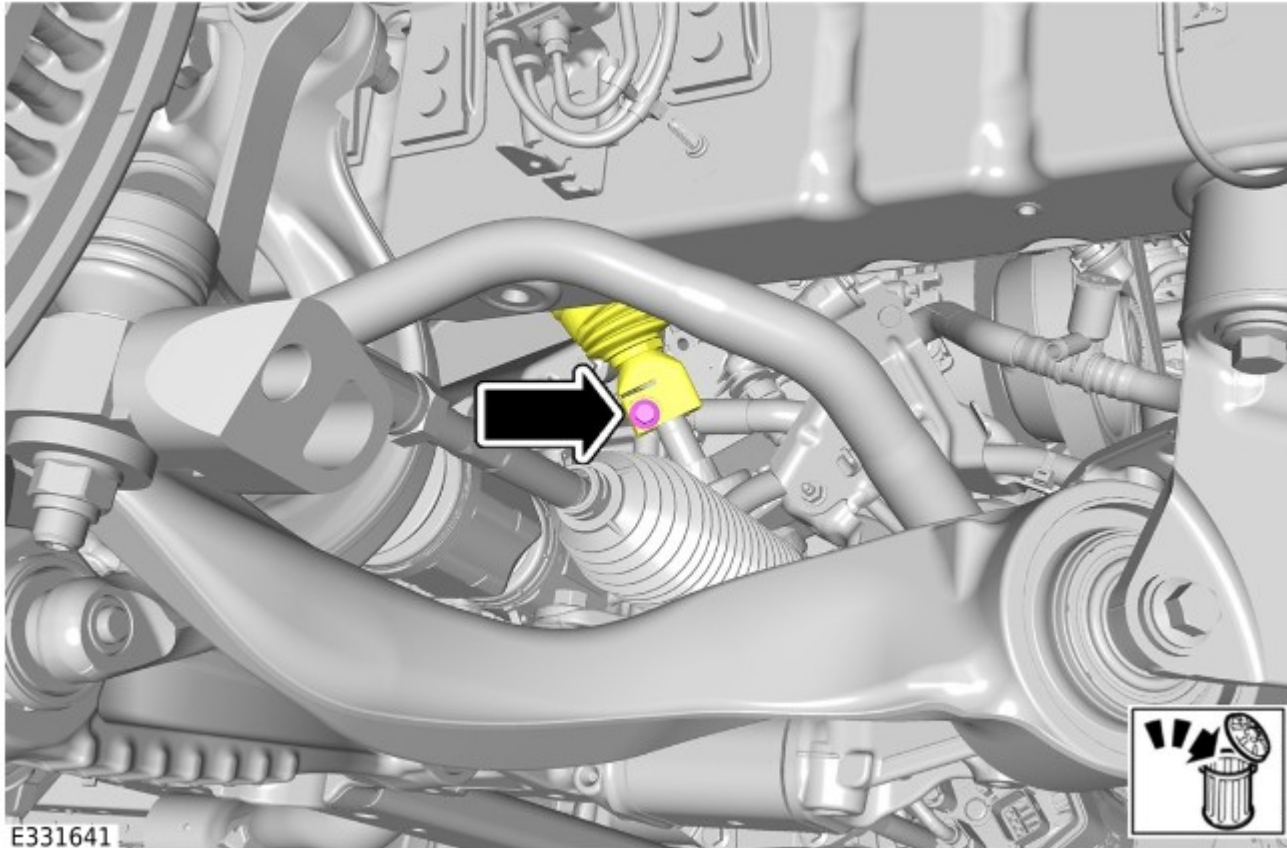
2.

CAUTION:

Make sure the steering wheel does not rotate while the steering column is disconnected.

Disconnect the lower steering column from the steering gear.

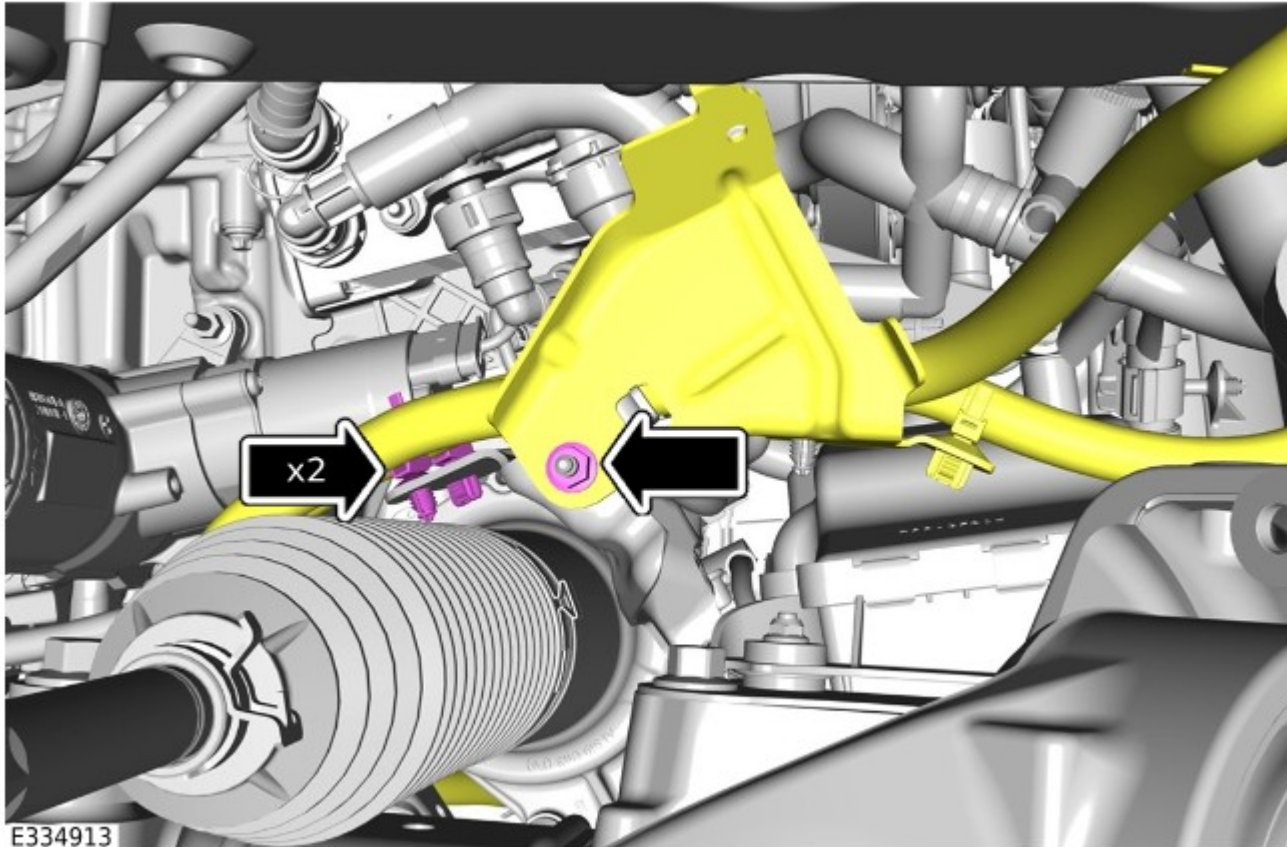
- Remove and discard the bolt.



Range Rover Sport SV vehicles only

3. Reposition the steering gear wiring harness bracket away from the steering gear assembly.

- Remove the nut.
- Release the 2 clips.



All vehicles

4.

CAUTION:

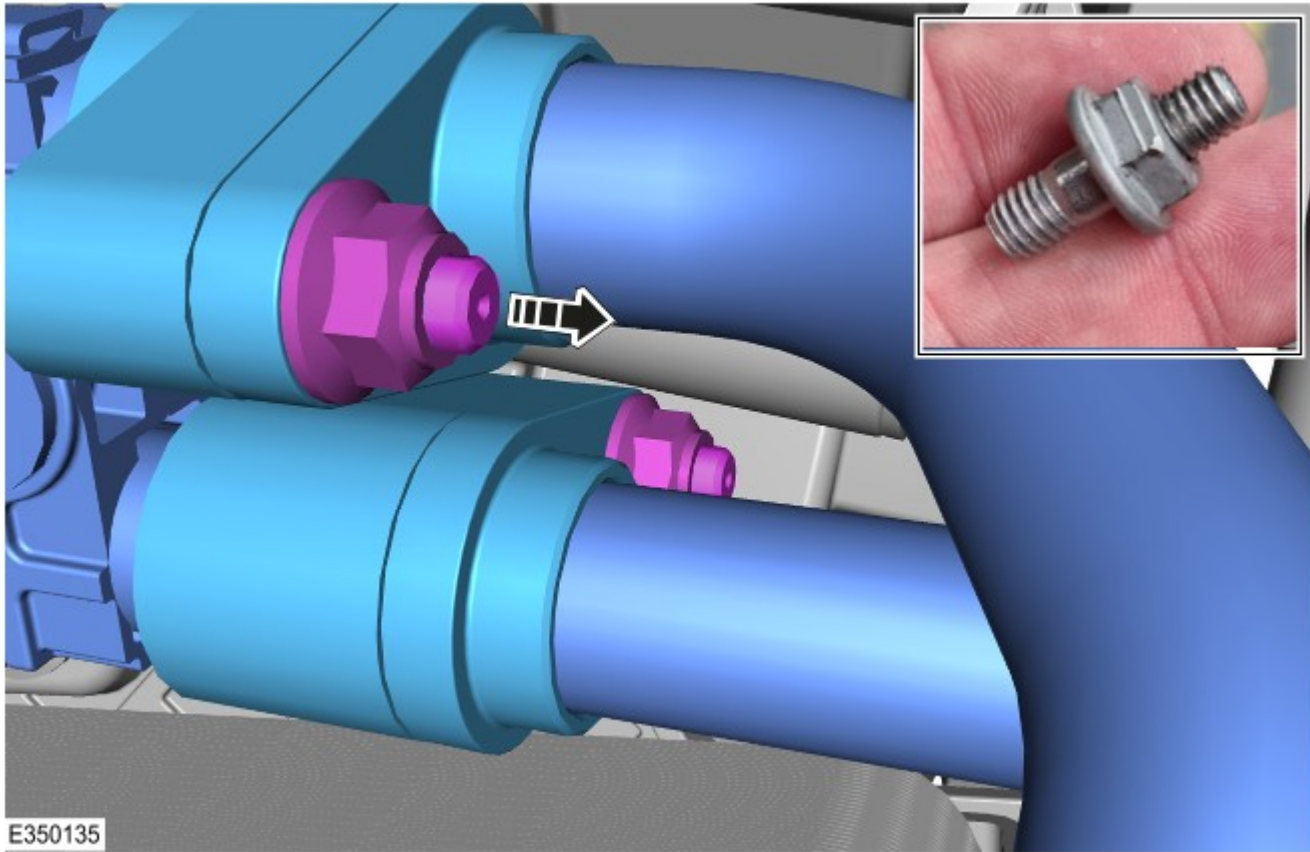
Do not allow the oil cooler pipes to separate during this step. Failure to follow this instruction may result in loss of engine oil.

NOTE:

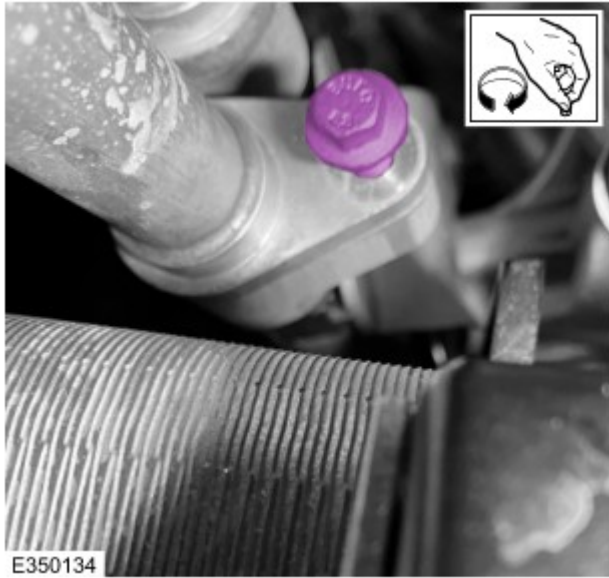
The stud should release from the engine oil cooler pipe during the removal of the nut.

Remove the nut/stud assembly.

- If a stud cannot be removed from an engine oil cooler pipe when removing the nut **OR** a stud snaps during removal, **DO NOT** continue with this SERVICE INSTRUCTION. Email JLRcamp@jaguarlandrover.com to confirm how many studs could not be removed. Use the campaign number **N845** and the full 17 digit [Vehicle Identification Number \(VIN\)](#) as the subject of the email.
 - Continue to hold the vehicle and wait for further instructions.



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5.

NOTE:

Make sure the bolt is initially started by hand before tightening.

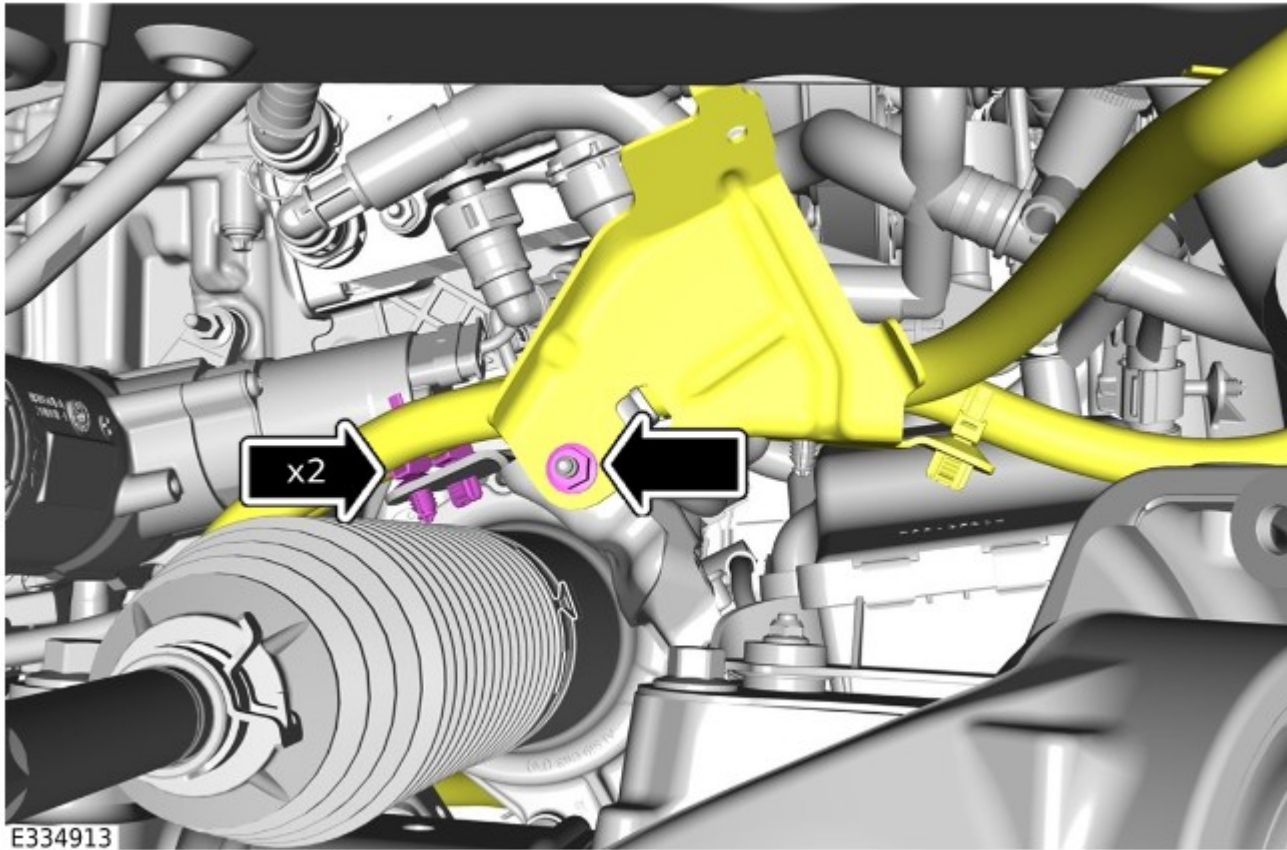
Install the new M6 x 25mm bolt into the engine oil cooler pipe from the front of the vehicle.

- Torque: **10 Nm**
- If the bolt cannot be started by hand **OR** the bolt cannot be tightened to specification, **DO NOT** continue with this SERVICE INSTRUCTION. Email JLRcamp@jaguarlandrover.com to confirm the bolt cannot be tightened to specification. Use the campaign number **N845** and the full 17 digit [VIN](#) as the subject of the email.
 - Continue to hold the vehicle and wait for further instructions.

Range Rover Sport SV vehicles only

6. Position the steering gear wiring harness bracket back to the original position.

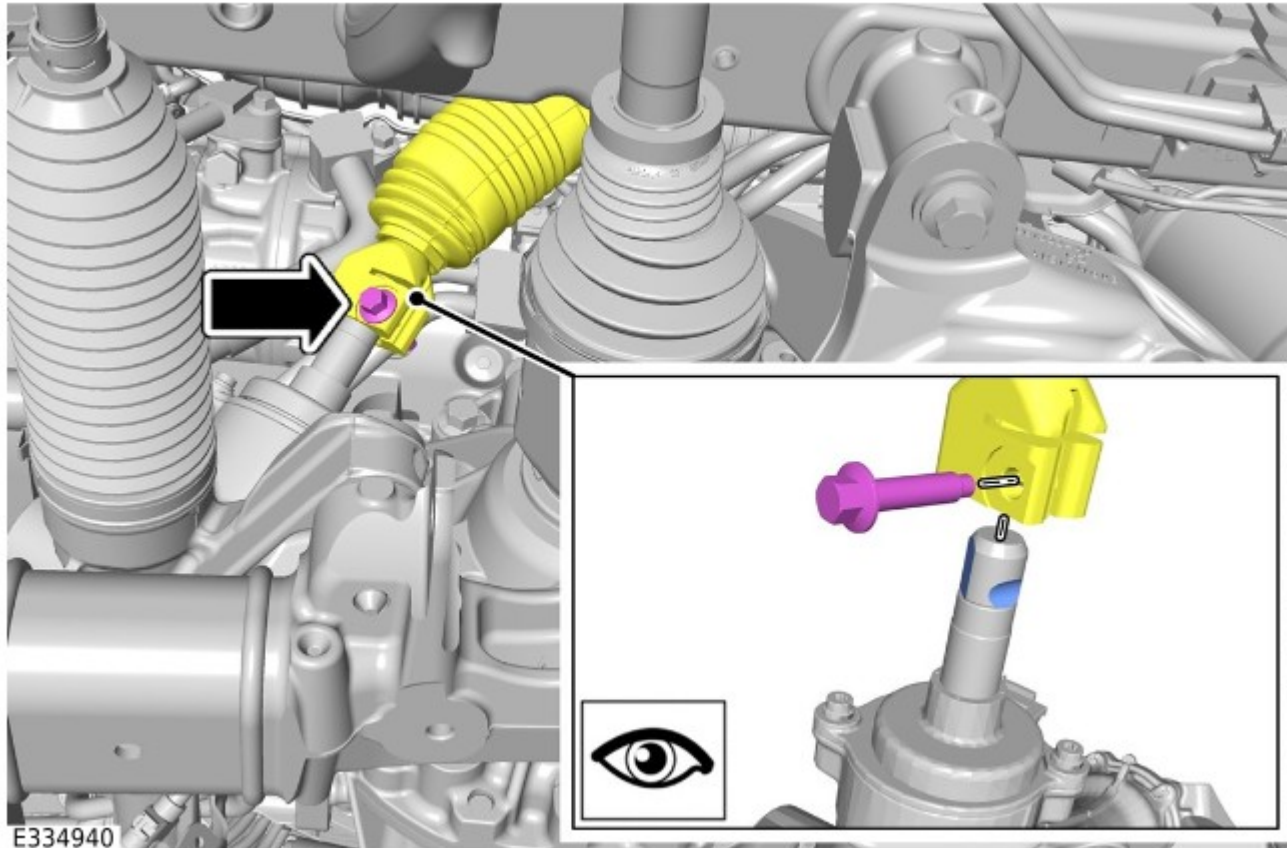
- Install the nut.
 - Torque: **10 Nm**
- Install the 2 clips.



Right hand drive vehicles only

7. Connect the lower steering column to the steering gear.

- Install the new bolt.
 - Torque: **30 Nm**

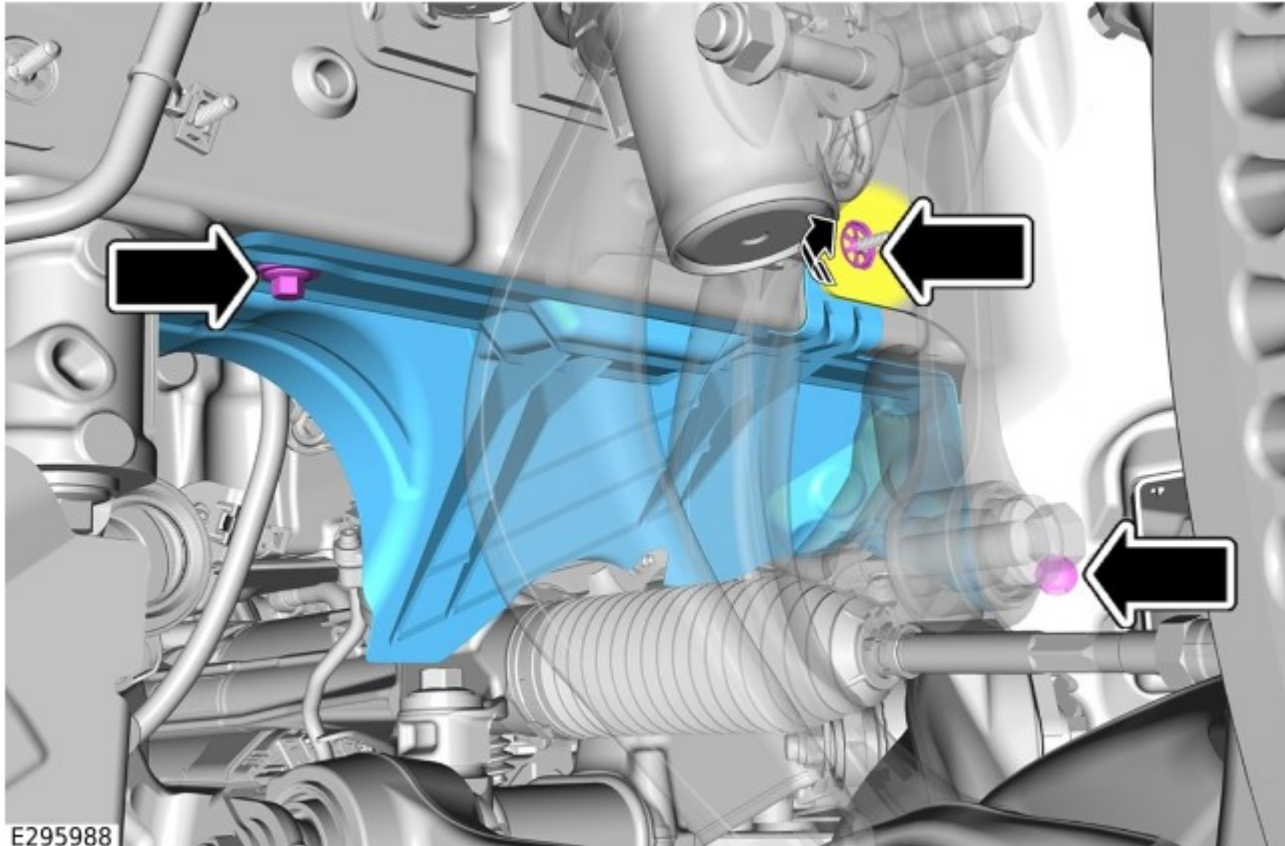


All vehicles

8. Install the engine undershield (see TOPIx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Engine Undershield).

9. Install the front right splash shield.

- Reposition the front right wheel arch liner.
- Install the bolt.
 - Torque: **5 Nm**
- Install the fastener.
- Install the clip.



10. Install the front right wheel and tire assembly (see TOPIx Workshop Manual section 204-04: Wheels and Tires - Removal and Installation - Wheel and Tire).

11. Release the vehicle