



SAFETY RELATED RECALL

Global Recall Action
Number: N367v2

Subject: Proximity Camera System Stability	Publication No.: N367v2
	Model: Range Rover (LG)
	Model Year: 2018
	Model: Range Rover Sport (LW)
	Model Year: 2018
	Date of Issue: 30 May 2023

To:	Jaguar Land Rover North America, LLC.
For the Attention of:	The approved Jaguar Land Rover (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.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

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

A concern has been identified on certain 2018 Model Year (MY) Range Rover and Range Rover Sport vehicles, equipped with the proximity camera system, where the system may fail to display the rear view image when REVERSE (R) gear is selected. Failure to display the rear view image will reduce the driver's visibility, and should the driver not check their surroundings appropriately, may increase the risk of a collision.

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 should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please 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.

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.

For information purposes, a Technical Question and Answer document is attached.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 19V-603

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.

REGULATORY INFORMATION

Jaguar Land Rover North America, LLC have informed the National Highway Traffic Safety Administration (NHTSA) of their intent to perform a Safety Recall on certain 2018 model year Range Rover and Range Rover Sport vehicles imported into the United States markets. Information relating to this Safety Recall will be posted on the NHTSA website. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer could result in a maximum civil penalty of up to the equivalent of \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 USD for a related series of violations. This Safety Recall serves as notification to all

retailers/authorized repairers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

Jaguar Land Rover North America, LLC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N367V2

SROs

Description	SRO	Time
InControl© Touch Pro update	85.87.20	0.5
InControl© Touch Pro update using Software Over The Air (Software Over The Air (SOTA))	85.87.99	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 should be submitted quoting program code N367 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
N367	A	InControl© Touch Pro update	85.87.20	0.5
N367	B	InControl© Touch Pro update Drive in/drive out	85.87.20 02.02.02	0.5 0.2
N367	C	InControl© Touch Pro update using SOTA	85.87.99	0.1
N367	D	InControl© Touch Pro update using SOTA Drive in/drive out	85.87.99 02.02.02	0.1 0.2

Warranty claims should be submitted in accordance with the current Jaguar Land Rover (JLR) Global Warranty Compliance and Procedures Manual, and its amendments, unless stated otherwise in this bulletin.

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.

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[REMOVAL AND INSTALLATION: DIAGNOSTIC INSTRUCTION](#)

DIAGNOSTIC INSTRUCTION A

[SOTA](#)

1. Update the InControl© Touch Pro system using [SOTA](#) (see TOPIx 100-12: Software Over The Air).
2. If it is not possible to update the Infotainment Master Controller ([Infotainment Master Controller \(IMC\)](#)) using [SOTA](#), continue to 'Diagnostic Instruction B'.

DIAGNOSTIC INSTRUCTION B - USING TOPIx CLOUD DIAGNOSTICS

All vehicles**NOTES:**

- This action will result in the navigation journey Estimated Time of Arrival (ETA) share contacts being deleted from the system. Please inform customers that any contacts previously stored in the navigation system (not phone contacts) will need to be entered again upon completion.
- This procedure will require the use of the JLR approved [Universal Serial Bus \(USB\)](#) memory device DTSE9G2/32GB. Further information on how to obtain this device can be found within special service tool release Note LSST079. This can be found using the search function in TOPIx.

1. Connect the [Jaguar Land Rover \(JLR\)](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

2.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

3.

NOTE:

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode.

4. Complete the application -

5. Follow all on-screen instructions until the application completes successfully.

All vehicles

6. Delete all paired Bluetooth® devices:

- Select the 'phone' on the vehicle Touchscreen.
- Select 'Settings'.
- Select 'Bluetooth® Settings'.
- Select 'Forget all devices'.
- 'All Devices Forgotten' will be displayed when completed.

7. Delete Customizable Home Page (CHP):

- Swipe across to the first CHP on the vehicle Touchscreen.
- Press and hold until you are in 'edit' mode.
- If there is more than one CHP pages please scroll to the last.
- There will be a 'Bin' icon in the footer.
- The first Home Page created will not have this 'Bin' option, it requires the user to delete everything one by one.

8. Select the 'Settings' icon on the vehicle Touchscreen:

- Select 'All settings'.
- Select 'Features'.
- Scroll down and select 'Live'.
- Select 'Delete Live'.
- Select 'Yes'.

9. If the vehicle has 'navigation journey ETA share contacts setup', the contacts will need to be deleted:

- Select the 'Navigation' function.
- Select the 'Settings' button.
- Select 'Navigation Settings'.
- Select the 'Settings' button.
- Select 'Navigation Settings'.
- Select 'Edit profile'.
- Scroll down and select 'Contacts'.
- Select the 'Edit' button displayed in line with the contact screen title.
- Select 'Check all'.
- Select 'Delete'.
- Confirm 'Delete Action'.

10.

NOTE:
If required.

Select the link to enable transit mode.

11.

NOTE:
If required.

Select the link to enable transit mode.

12. If required, reset the vehicle to 'Transportation mode'.

13. When all of the tasks are complete, exit the session.

14. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

15. Turn 'OFF' the vehicle for a minimum of 10 minutes, to allow the vehicle modules to shut down.

DIAGNOSTIC INSTRUCTION

CAUTIONS:

- If the vehicle software level is at a lower level than 17C the vehicle's speech database will need to be updated for the speech system to continue working. This is done after the main software update has completed by running the separate 'Update Speech Database' application from ECU functions and following the on-screen instructions.
- If the vehicle software level is at a lower level than 17C then this software update enables a new InControl® Touch Pro feature - Voice control of the navigation system. In order to utilize this feature, the vehicle owner will need to update their navigation maps to the latest version. Specific information on how to do this can be found in the Owner's Handbook. If the maps are already at the latest level the customer will have to wait until the next map update is available to activate this feature.

In the event that an error is experienced during the software update process, the strategy implemented in the JLR approved diagnostic equipment can identify this error.

If an error is displayed, refer to the table below and complete the appropriate action:

Error	First Action	Second Action
'JLR approved USB memory device not found in the vehicle' error message will be displayed. This Error message will be displayed: The JLR approved diagnostic equipment will prompt the user to swap the JLR approved USB memory device to the adjacent USB port in the event that the module is unable to read the JLR approved USB memory device. When this action is completed and the green tick	<ul style="list-style-type: none"> • In the event that this error is displayed, follow all on-screen instructions to exit the application. • Complete a battery hard reset. 	<ul style="list-style-type: none"> • If the error is displayed again, further inspection will be required to determine if it is a JLR approved USB memory device concern or

Error	First Action	Second Action
selected, the module will attempt to continue the application using the adjacent USB port.	<ul style="list-style-type: none"> Complete the Configure existing InControl® Touch Pro application again using the JLR approved USB memory device. 	a vehicle concern. Potential concerns: <ul style="list-style-type: none"> Non JLR approved USB memory device. Faulty JLR approved USB memory device. Vehicle concern between module and USB port (USB hub, connector or cabling issue).
Module recovery in progress (30 minute process). The software download has failed and the module is recovering to the previous level.	<ul style="list-style-type: none"> Do not touch the vehicle. Allow the recovery process to complete fully. Follow all on-screen instructions to exit the application. Retry the 'Update - InControl® Touch Pro' application again. 	-
The software download fails with 'No response from ECU' message during update.	In the event that this error is displayed, follow all on-screen instructions to exit the application. Submit a Technical Assistance (TA) request.	-
Software download fails and the Radio / Volume control is not working.	In the event that this error is displayed, follow all on-screen instructions to exit the application. Submit a TA request.	-
'Failed to communicate with ECU' is displayed by Pathfinder to the user. Pathfinder will not allow the IMC or Infotainment Slave Controller (Infotainment Slave Controller (ISC)) application to continue as the update fails due to a Data Identifier (DID) response concern.	In the event that this error is displayed, follow all on-screen instructions to exit the application. Submit a TA request.	-
InControl® Touch Pro system constantly restarting - The system will constantly start, shut down and restart before an InControl® Touch Pro Software Update.	<ul style="list-style-type: none"> Submit a TA detailing the concern. Select 'IMC update - 01 - 'General Failure' as the symptom. Put 'NGI_REBOOT' in the first line of 'Detailed Diagnostics'. 	-
<ul style="list-style-type: none"> Navigation concern - incorrect time or vehicle position. Common symptoms are reported as: <ul style="list-style-type: none"> Incorrect time displayed. Navigation vehicle position away from current location. Navigation vehicle position shows the correct location and Navigation works as expected, except the road names are missing. 	<ul style="list-style-type: none"> Submit a TA detailing the concern. Select 'IMC update - 01 - 'General Failure' as the symptom. Put 'NGI_TIME / NAV' in the first line of 'Detailed Diagnostics'. 	-
<ul style="list-style-type: none"> System Language concern - Language Settings default to English UK after a vehicle shut down. The symptom is reported as: <ul style="list-style-type: none"> User sets relevant system market language and the language setting defaults back to English UK after vehicle shut down. User unable to set their language as not available to select since the update. 	<ul style="list-style-type: none"> Submit a TA detailing the concern. Select 'IMC update - 01 - 'General Failure' as the symptom. Put 'NGI_SYS_LANG' in the first line of 'Detailed Diagnostics'. 	-
'The software has updated successfully, but a concern with Gracenotes has been detected' is displayed by Pathfinder to the user.	<ul style="list-style-type: none"> In the event that this error is displayed, follow all on-screen instructions to exit the application. Select 'IMC update - 01 - 'General Failure' as the symptom. Put 'NGI_GN' in the first line of 'Detailed Diagnostics'. 	-

1.

NOTE:

In the event that an error is displayed which is not listed in the above table, follow all on-screen instructions to exit the application and complete the InControl® Touch Pro application again.

Submit a [TA](#) in the following instances:

- If the software update fails due to an above error and the actions do not resolve the concern.
- If the software update fails due to an error which is not listed in the above table, and repeated retries have proved unsuccessful.

When submitting a [TA](#), include in the heading, the relevant technical bulletin/service action number related to the software update. State the error and actions completed and attach the relevant session file to the [TA](#).

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: N367

Date: month/year

SAFETY RELATED RECALL - Range Rover and Range Rover Sport - Proximity Camera System Stability

Dear

Why are we contacting you?

A concern has been identified on certain 2018 Model Year Range Rover and Range Rover Sport vehicles, equipped with the proximity camera system, where the system may fail to display the rear view image when a REVERSE (R) gear is selected.

Failure to display the rear view image will reduce the driver's visibility, and should the driver not check their surroundings appropriately, may increase the risk of a collision.

What will your Land Rover retailer/authorized repairer do?

At your visit, your preferred Land Rover retailer/authorized repairer will download the latest infotainment and camera system software to the vehicle.

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 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

Please contact your preferred Land Rover authorized repairer without delay. To book your vehicle in for this action you will need to provide the authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, please access www.landrover.com for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you have concerns

If you experience any concerns relating to this Recall, contact the Service Manager at the authorized repairer for assistance or contact the JLR Limited Customer Experience Centre 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.

Please treat this matter with the urgency it requires, JLR Limited 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	
Jaguar Land Rover N367	
Certain 2018 Model Year Range Rover and Range Rover Sport vehicles for proximity camera system stability	

A concern has been identified on certain 2018 Model Year (MY) Range Rover and Range Rover Sport vehicles, equipped with the proximity camera system, where the system may fail to display the rear view image when REVERSE (R) gear is selected.

Question 1

Who do I contact if a member of the press contacts me about this recall?

Answer

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

Question 2

Why is JLR Limited recalling these vehicles?

Answer

2018 MY Range Rover and Range Rover Sport vehicles equipped with the proximity camera system may fail to display the rear view image when a vehicle is about to reverse or is reversing. This condition represents an unreasonable risk to safety if the rear view camera does not display an image (specifically defined in Federal Motor Vehicle Safety Standard (FMVSS) 111 – Rear Visibility) and the driver does not check their surroundings appropriately before reversing.

Question 3

Can you tell me more about what is wrong with the vehicles?

Answer

2018 MY was coincident with certain technical changes to both hardware and software for these vehicles. JLR determined that an elevated pattern and trend exists for a failure to display rear view image on 2018 MY Range Rover and Range Rover Sport vehicles equipped with the proximity camera system.

Question 4

How would the customer become aware of their vehicle potentially having this concern?

Answer

Customer may notice a failure of the vehicle to display, delayed display, image unclear or an inappropriate image displayed in the rear view image on the center screen after selecting reverse gear.

Question 5

Does this concern affect vehicle safety?

Answer

Yes, this condition poses unreasonable risk to safety if the rear view camera does not display an image (specifically defined in FMVSS 111) and the driver does not check their surroundings appropriately before reversing.

Question 6

Has JLR received many complaints?

Answer

Yes.

Question 7

Have there been any accidents or injuries or fires?

Answer

Yes, there have been 4 reported incidents of property damage for the population included in this recall. There have been no reported injuries or fires for the recall population.

Question 8

How was the concern discovered?

Answer

The concern was first identified when reports of rear view image issues were received.

Question 9

How long has JLR known about this concern?

Answer

The issue was first investigated on 6 February 2018.

Question 10

Does JLR have concerns regarding the reliability, compliance, or safety of the vehicles? What type of measures are JLR planning to take?

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 11

What has JLR done in production?

Answer

2018 MY vehicles are no longer in production.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

Authorized repairers will download the latest infotainment and camera system software to the vehicle.

Question 13

Which vehicles are affected by this recall?

Answer

Range Rover 2018 MY vehicles with proximity camera system SALGS4RY6JA361214 to SALGS2RE1JA516164 Manufactured from July 05, 2017 to July 03, 2018; Range Rover Sport 2018 MY vehicles with proximity camera system SALWR4RY1JA162191 to SALWR2RE9JA813920 Manufactured from July 12, 2017 to July 03, 2018 Selected vehicles within Vehicle Identification Number (VIN) ranges.

Question 14

Are other JLR models affected by this concern?

Answer

No, no other vehicles show an elevated pattern and trend.

Question 15

Is the repair available to rework vehicles?

Answer

Yes.

Question 16

Is this software also available through Software Over The Air (Software Over The Air (SOTA))?

Answer

Yes.

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

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a retailer/authorized repairer for the work to be completed.

Question 19

How long does it take for the vehicle to be inspected and repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than forty five minutes to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

Question 20

Can I safely continue to drive my vehicle until it has been repaired?

Answer

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

Note:

Please make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.