



# SAFETY RELATED RECALL

Global Recall Action Number: N782

<b>Incorrect Rear Lamp Specification</b>	Publication No.: N782
	Model: Range Rover Sport (L1)
	Model Year: 2023
	Date of Issue: 17 April 2023

<b>To:</b>	Jaguar Land Rover North America, LLC.
<b>For the Attention of:</b>	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
<b>Important:</b>	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 2023 model year Range Rover Sport vehicles where the incorrect specification rear lamps have been installed. An incorrect specification rear lamp will result in the indicator flashing amber color as opposed to red for the US market, and the bodyside brake lamps not to function correctly.

Incorrect illumination of the rear indicators may confuse drivers and other road users following the vehicle. The incorrect rear lamp part may result in the indicator and brake lamp not being seen from the rear of the vehicle and an increased risk of a crash. The incorrect rear lamp parts do not conform to the requirements of FMVSS 108.

**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: 23V-251

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 2023 model year 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.

13/04/2023, 10:23

Incorrect Rear Lamp Specification

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

## SERVICE INSTRUCTION - N782

### Parts Information

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

Description	Part Number	Qty
Rear lamp - Right	LR183053	1
Rear lamp - Left	LR183055	1

### SROs

Description	SRO	Time
Rear lamp - Pair - Renew	86.40.76	0.2
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 N782 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
N782	A	Rear lamp - Pair - Renew	86.40.76	0.2	LR183053	1
					LR183055	1
N782	B	Rear lamp - Pair - Renew	86.40.76	0.2	LR183053	1
		Drive in/drive out	02.02.02	0.2	LR183055	1

#### 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).

## SERVICE INSTRUCTION

1. Renew both rear lamp assemblies (see TOPIx Workshop Manual section 417-01: Exterior Lighting - Removal and Installation - Rear Lamp Assembly).

**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: N782

Date: month/year

**SAFETY RELATED RECALL - 2023 Model Year Range Rover Sport - Incorrect Rear Lamp Specification**

Dear

Jaguar Land Rover (JLR) Limited 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 Land Rover vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

**Why are we contacting you?**

A concern has been identified on certain 2023 model year Range Rover Sport vehicles where the incorrect specification rear lamps have been installed. An incorrect specification rear lamp will result in the indicator flashing amber color as opposed to red for the US market, and the bodyside brake lamps not to function correctly.

Incorrect illumination of the rear indicators may confuse drivers and other road users following the vehicle. The incorrect tail lamp part may result in the indicator and brake light not being seen from the rear of the vehicle and an increased risk of a crash. The incorrect rear lamp parts do not conform to the requirements of FMVSS 108.

**What will your Land Rover retailer/authorized repairer do?**

At your visit, your preferred Land Rover retailer/authorized repairer will inspect the rear lamp and where an incorrect specification tail lamp has been installed, it will be replaced with a lamp of the correct specification. There will be no charge to owners for this repair.

**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 retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/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.co.uk](http://www.landrover.co.uk) or [www.landrover.com](http://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 retailer/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

<b>Technical Questions And Answers</b>	
<b>FOR USE ON ENQUIRY</b>	
<b>Jaguar Land Rover N782</b>	
<b>Certain 2023 model year Range Rover Sport vehicles where the incorrect specification rear lamps have been installed.</b>	

A concern has been identified on certain 2023 model year Range Rover Sport vehicles where the incorrect specification rear lamps have been installed. An incorrect specification rear lamp will result in the indicator flashing amber color as opposed to red for the US market, and the bodyside brake lamps not to function correctly.

### **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 recalling certain JLR models?

*Answer*

A very small number of 2023 model year Range Rover Sport vehicles have had the incorrect specification rear lamps installed. Incorrect specification rear lamp will result in the indicator flashing amber color as opposed to red for the US market, and the bodyside brake lamps not to function correctly.

### **Question 3**

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

*Answer*

Incorrect illumination of the rear indicators may confuse drivers and other road users following the vehicle. The incorrect rear lamp part may result in the indicator and brake lamp not being seen from the rear of the vehicle and an increased risk of a crash. The incorrect rear lamp parts do not conform to the requirements of FMVSS 108.

### **Question 4**

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

*Answer*

It is unlikely a customer would be aware of this unless advised.

### **Question 5**

Does this concern affect vehicle safety?

*Answer*

JLR determined that this issue represented an unreasonable risk to safety.

### **Question 6**

Has JLR received many complaints?

*Answer*

JLR is not aware of any customer complaints for this concern.

### **Question 7**

Have there been any accidents or injuries or fires?

*Answer*

There have been no reports of accidents or injuries or fires relating to this concern of which JLR is aware.

### **Question 8**

How was the condition discovered?

*Answer*

JLR were made aware of this issue through market field reports.

**Question 9**

How long has JLR known about this problem?

*Answer*

JLR received an initial report in October 2022.

**Question 10**

Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you 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*

Changes have been made in the vehicle assembly production processes to confirm assured specification lamp installation.

**Question 12**

What will retailers/authorized repairers do to the vehicles?

*Answer*

Owners will be notified and instructed to take their vehicle to an approved JLR retailer/authorized repairer. Vehicles will have their rear lamp inspected and where an incorrect specification rear lamp has been installed, it will be replaced with a lamp of the correct specification.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

Certain 2023 model year Land Rover vehicles: Range Rover Sport SAL1L9FU0PA101093 to SAL1L9FU6PA110414, (specific vehicles within the Vehicle Identification Number (VIN) ranges).

**Question 14**

Are other JLR models affected by these actions?

*Answer*

No, there are no other model affected.

**Question 15**

Are parts available to rework vehicles?

*Answer*

Parts are available to conduct this repair.

**Question 16**

How much will the recall cost JLR?

*Answer*

Cost was not a factor in deciding to recall these vehicles.

**Question 17**

How do I know if my vehicle is affected?

*Answer*

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a JLR retailer/authorized repairer for the work to be completed. Customers in the US, Brazil and Australia can check if their vehicle is eligible for a safety recall at Rover or Jaguar Brand web site <https://www.landroverusa.com/ownership/vin-recall.html> Other countries, customers can also use the Recall Search at <https://topix.jaguar.jlrext.com/topix/vehicle/lookupForm>

**Question 18**

How long does it take for the car 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 15 minutes to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

**Question 19**

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

**Answer**

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

**Note:**

Please make sure that any press enquiries are referred to the [JLR](#) Corporate Affairs office.