



SAFETY RELATED RECALL

Global Recall Action
Number: N784v2

Changes are highlighted in blue

Inoperative Rear Lamps	Publication No.: N784v2
	Model: Range Rover (LK)
	Model Year: 2022 - 2023
	Date of Issue: 07 February 2024

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved 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. This campaign has been re-issued to update the Service Instruction.

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 2022 and certain 2023 model year Range Rover vehicles where the rear lamp assembly mounted in the body could partially or permanently fail to operate as a result of damage to the rear lamp link lead wiring caused by a foam block located adjacent to the lamp on the interior of the body shell.

Failure of the rear lamp assembly mounted in the body may result in one or more of the light sources (taillamp, stop, and/or turn signal) not working which in darkness means the vehicle may not be clearly seen from the rear and therefore increases the risk of a crash.

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, 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-394.

Transport Canada (TC) reference number: 2023-317.

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

JLR North America, LLC and JLR Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2022 and certain 2023 model year Range Rover vehicles

imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. 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, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$27,168.00 USD per violation and the equivalent of \$135,828,178.00 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 and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

JLR North America, LLC and JLR Canada ULC 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 - N784V2

Changes are highlighted in blue

Parts Information

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

Description	Part Number	Qty	% Of vehicles requiring this part*
Rear lamp assembly - Right	LR152172	1	1
Rear lamp assembly - Left	LR152173	1	1

*Only order the parts after the inspection has been completed and identified as failed.

SROs

Description	SRO	Time
Inspect both rear lamp assemblies - Remove foam pads - No further action	05.10.20	0.2
Inspect both rear lamp assemblies - Remove foam pads - Install 1 new rear lamp assembly	05.10.20	0.2
Inspect both rear lamp assemblies - Remove foam pads - Install 2 new rear lamp assemblies	05.10.30	0.3
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 N784 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 No.	Qty.
N784	A	Inspect both rear lamp assemblies - Remove foam pads - No further action	05.10.20	0.2	N/A	N/A
N784	B	Inspect both rear lamp assemblies - Remove foam pads - No further action Drive in/drive out	05.10.20 02.02.02	0.2 0.2	N/A	N/A
N784	C	Inspect both rear lamp assemblies - Remove foam pads - Install 1 new rear lamp assembly	05.10.20	0.2	LR152172	1
N784	D	Inspect both rear lamp assemblies - Remove foam pads - Install 1 new rear lamp assembly Drive in/drive out	05.10.20 02.02.02	0.2 0.2	LR152172	1
N784	E	Inspect both rear lamp assemblies - Remove foam pads - Install 1 new rear lamp assembly	05.10.20	0.2	LR152173	1
N784	F	Inspect both rear lamp assemblies - Remove foam pads - Install 1 new rear lamp assembly Drive in/drive out	05.10.20 02.02.02	0.2 0.2	LR152173	1
N784	G	Inspect both rear lamp assemblies - Remove foam pads - Install 2 new rear lamp assemblies	05.10.30	0.3	LR152172 LR152173	1 1
N784	H	Inspect both rear lamp assemblies - Remove foam pads - Install 2 new rear lamp assemblies Drive in/drive out	05.10.30 02.02.02	0.3 0.2	LR152172 LR152173	1 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 INSPECTION

NOTES:

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

1. Open the upper and lower tailgate.

2.

CAUTION:

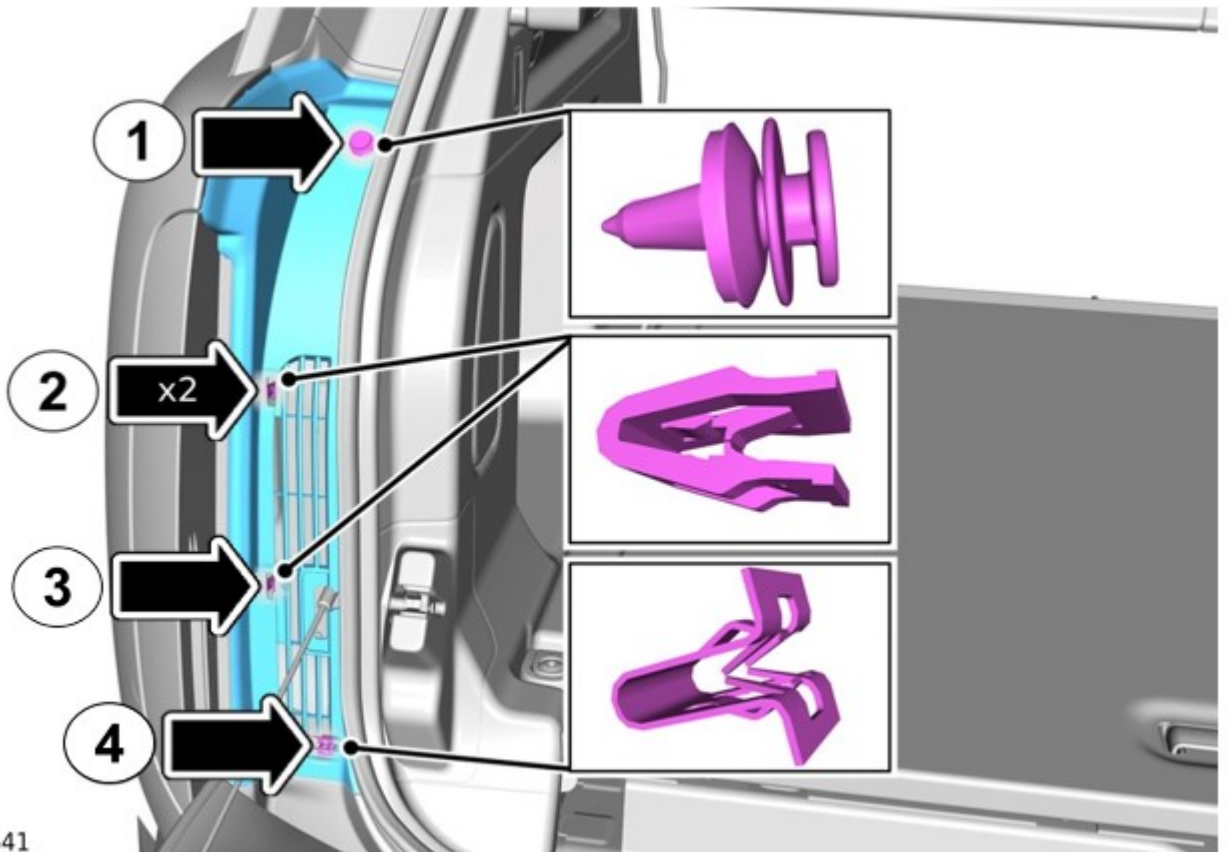
The drain channel finisher must be released in the sequence illustrated. Failure to follow this instruction will damage the component(s).

NOTES:

- Care must be taken not to damage the drain channel finisher on removal/installation.
- Repeat this step on the other side of the vehicle.

Remove the drain channel finisher.

- Release the 4 drain channel finisher clips in the sequence shown in the illustration.



E353641

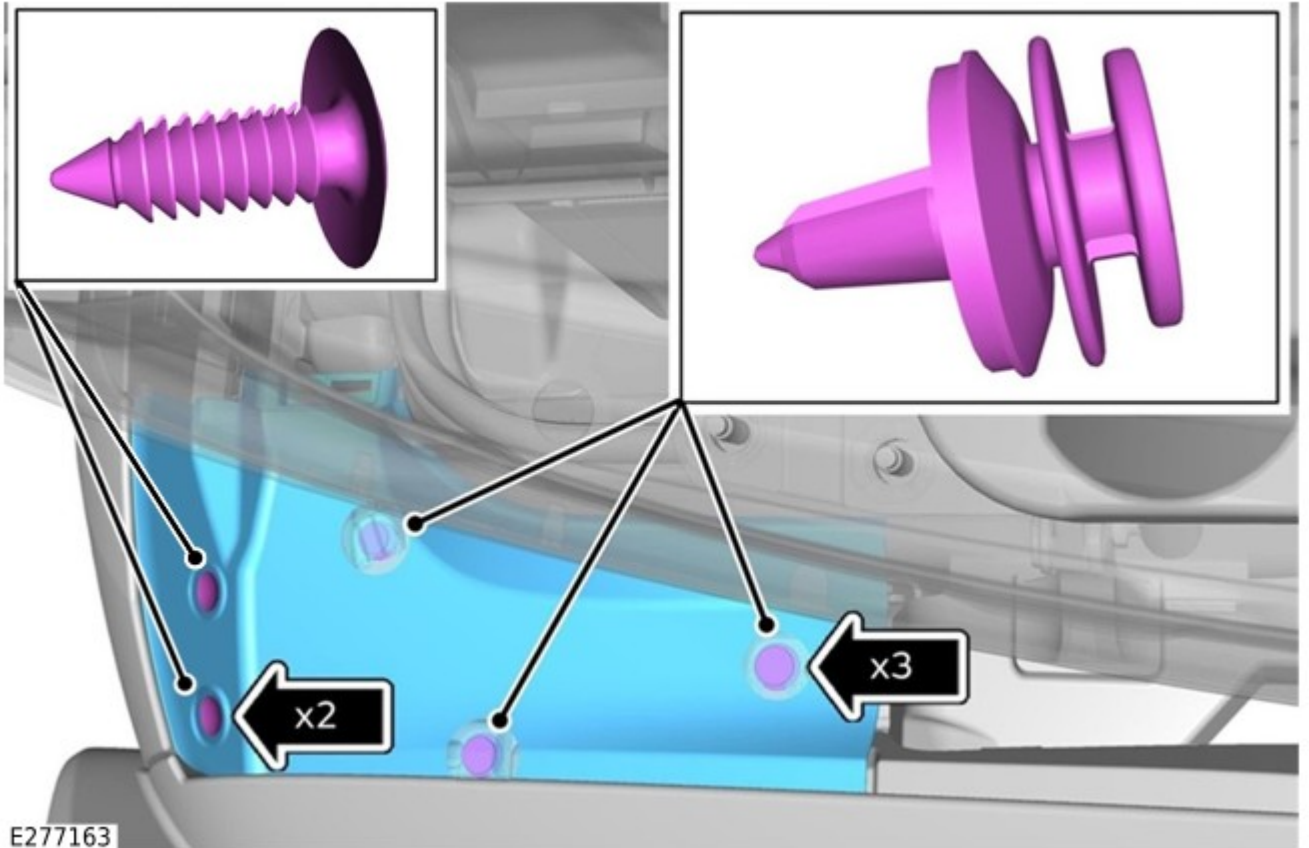
3.

NOTE:

Repeat this step on the other side of the vehicle.

Remove the lower tailgate finisher.

- Remove the 2 outer lower tailgate finisher clips.
- Release the 3 inner lower tailgate finisher clips.



E277163

4.



NOTE:

Repeat this step on the other side of the vehicle.

Remove and discard the **Noise, Vibration and Harshness (NVH)** foam pad from the lower tailgate finisher.

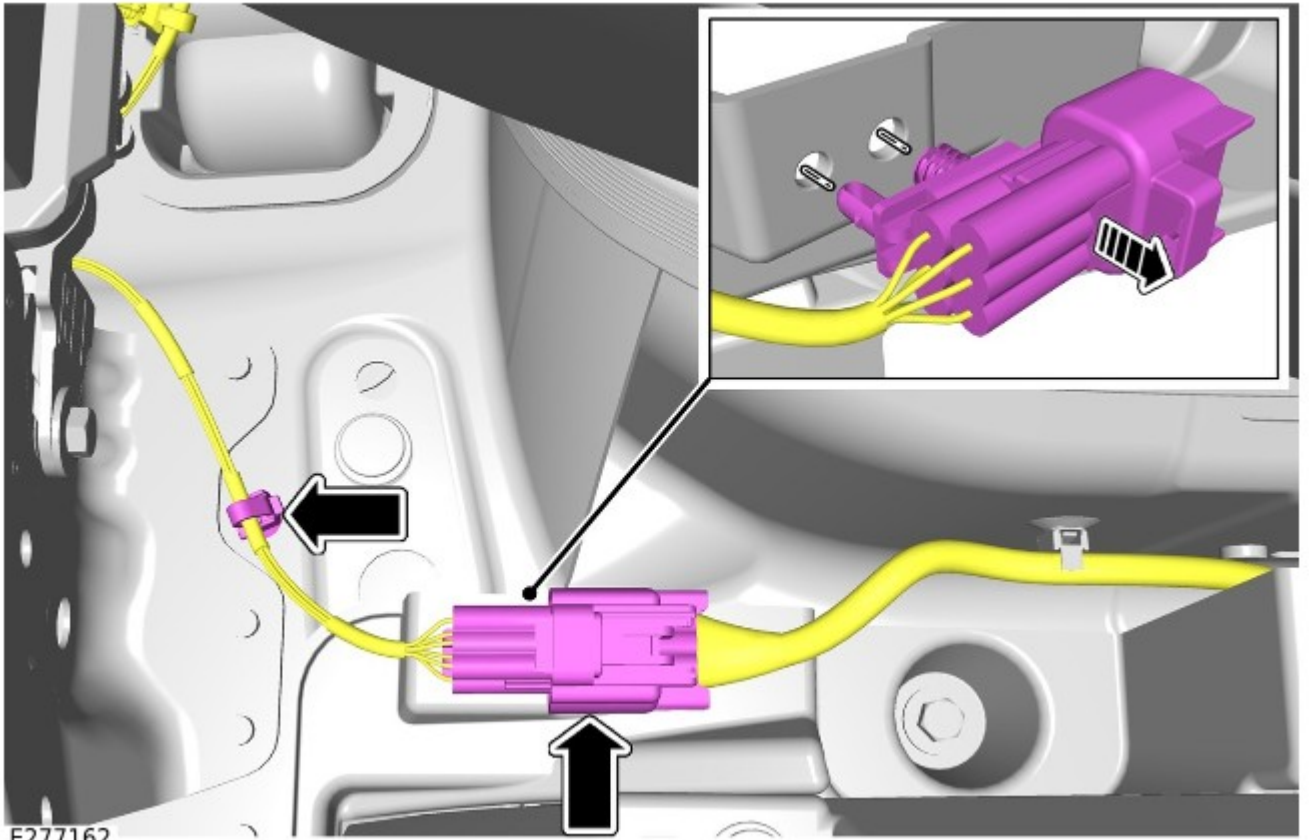
5.

NOTE:

Repeat this step on the other side of the vehicle.

Disconnect the electrical connector.

- Release the clip.

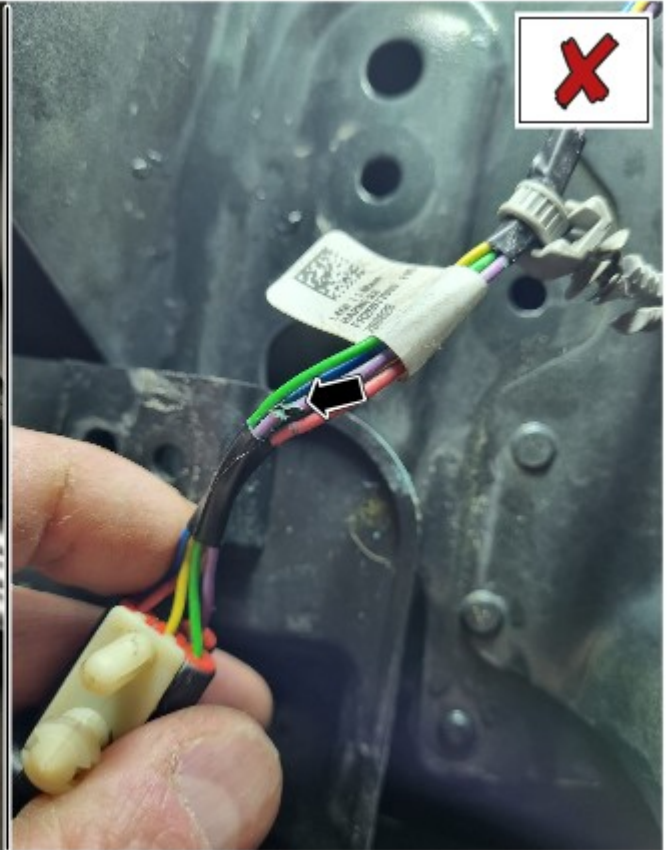


6. Inspect both rear lamp assembly wiring harnesses for damage.

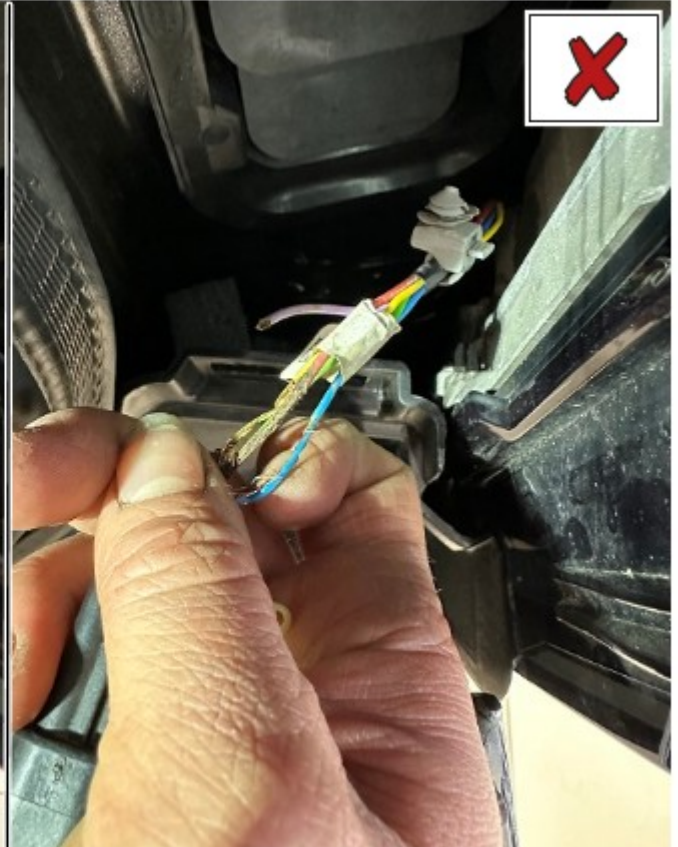
- If neither of the rear lamp assembly wiring harnesses are damaged, as shown in the illustration with a green '✓', continue to **step 8**.
- If 1 or both of the rear lamp assembly wiring harnesses are damaged, as shown in the illustrations with a red 'X', continue to **step 7**.



E327721

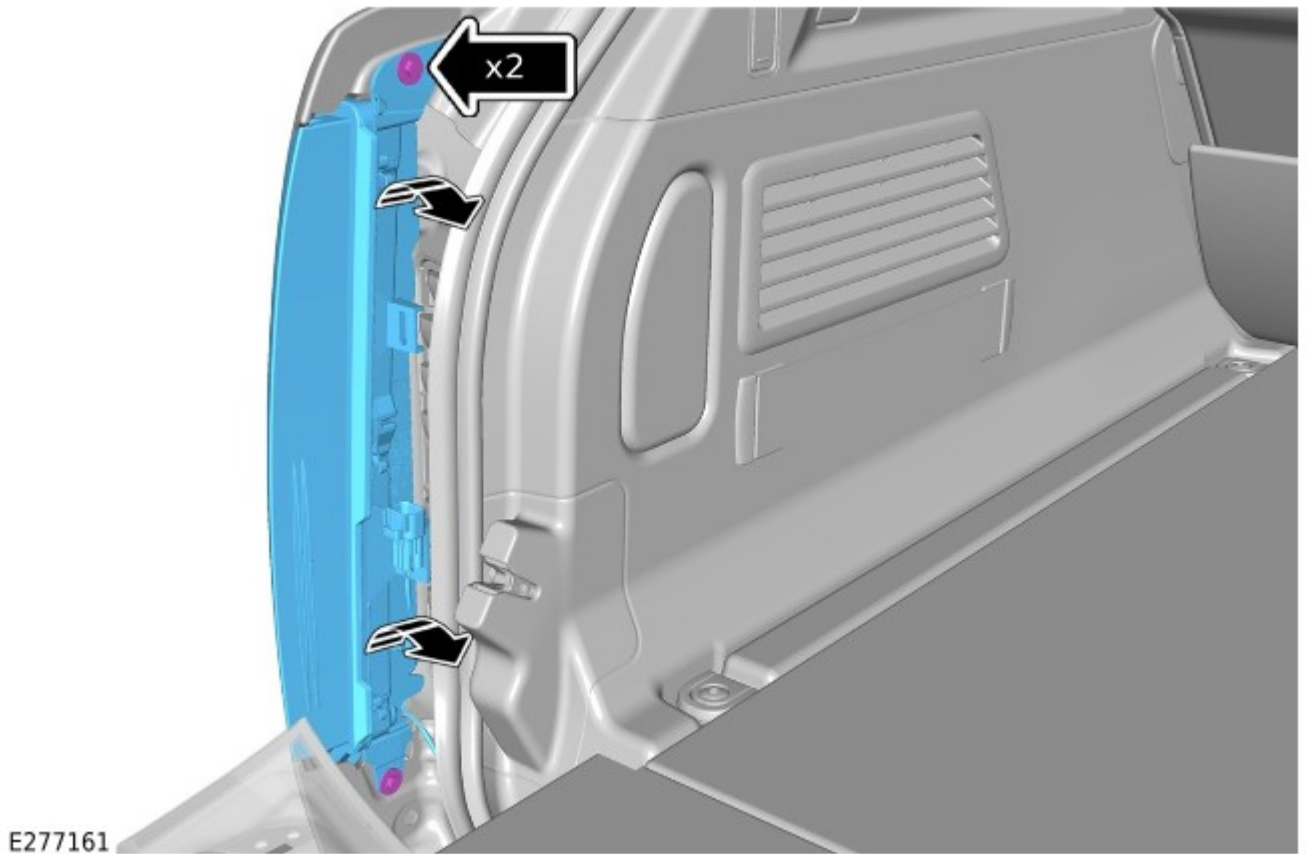


E327722



7. Renew the rear lamp assemblies that have failed the inspection and have damaged wiring harnesses.

- Remove the 2 bolts.
 - Torque: **4.1 Nm**



8. Reverse steps 1 to 5.

9. Inspect the operation of the side lamps and stop lamps on both rear lamp assemblies.

- If both rear lamp assemblies operate as expected, release the vehicle.
- If 1 or both rear lamp assemblies do not operate as expected, continue to investigate the concern as part of a separate claim, using TOPIx Workshop Manual for reference.

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: N784

Date: month/year

SAFETY RELATED RECALL - Range Rover - Inoperative Rear Lamps

Dear

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 some Range Rover vehicles within a specific production date range. You should 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 2022 and certain 2023 model year Range Rover vehicles where the rear lamp mounted in the body could partially or fully fail to operate as a result of damage to the rear tail lamp link lead wiring.

Failure of the rear lamp mounted in the body may result in one or more of the light sources (taillamp, brake/stop lamp, and/or turn signal in the US or Canada only) not working which means following vehicles and other road users may not be aware of braking, the presence of the vehicle in the darkness or, in the case of a US or Canadian vehicle that this vehicle is intending to turn. This increases the risk of a crash.

What will your Land Rover retailer/authorized repairer do?

At your visit, your preferred Land Rover retailer/authorized repairer will inspect the lamp wiring and where necessary change one or both rear lamps.

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

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, access www.landrover.co.uk or www.landrover.com for contact details.

If you no longer own the vehicle complete the 'Change of Ownership' slip attached to this letter, returning the slip to JLR 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.

You should 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	
JLR N784	
2022 to 2023 Model Year Range Rover vehicles rear lamp failure to operate	

A concern has been identified on 2022 and certain 2023 model year Range Rover vehicles where the rear lamp assembly mounted in the body could partially or permanently fail to operate.

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 JLR Corporate Media office on +44-(0)2475-361000 or jlrmedia@jaguarlandrover.com

Question 2

Why is JLR recalling certain Range Rover models?

Answer

JLR is recalling 2022 and certain 2023 model year Range Rover vehicles due to a concern where the rear lamp mounted in the body could partially or permanently fail to operate.

Question 3

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

Answer

Investigation into field reports where the rear lamp assembly mounted in the body was reported to have failed to operate as a result of damage to the rear lamp link lead wiring caused by a foam block located adjacent to the lamp on the interior of the body shell.

Question 4

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

Answer

No audible or visible warning will be shared with the driver through the display or vehicle controls. In the USA and Canada, the Directional Indicator (DI) and Stop lamp are optically combined, so a double speed tick tick will be heard along with the double speed flash of the tell-tale and remaining operation indicators.

Question 5

Does this concern affect vehicle safety?

Answer

JLR has determined that the failure of the rear lamp assembly mounted in the body may result in one or more of the light sources (tail lamp, stop, and/or turn signal) not working which, especially in darkness, means the vehicle may not be clearly seen from the rear and therefore increases the risk of a crash.

Question 6

Has JLR received many complaints?

Answer

JLR has received a number of field reports related to this concern.

Question 7

Have there been any accidents or injuries or fires?

Answer

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

Question 8

How was the condition discovered?

Answer

The condition was identified through JLR's field reporting process.

Question 9

How long has JLR known about this problem?

Answer

The first field report was received 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

The foam block has been removed from the manufacturing process.

Question 12

What will JLR authorized repairers do to the vehicles?

Answer

Vehicles will have the foam block mounted in the bodysell removed. The rear lamp assembly mounted in the body link leads wiring will be inspected for their condition. Where the rear lamp and wiring are qualified OK, no further remedy is required. Where the rear lamp or wiring are qualified not OK the lamp will be replaced.

Question 13

Which vehicles are affected by this recall?

Answer

2022 and certain 2023 model year Range Rover vehicles manufactured as below:- Vehicle Identification Number (VIN) range SALKA9BW3NA000001 to SALKABFU1PA039060, (specific vehicles within VIN range).

Question 14

Are other JLR models affected by these actions?

Answer

No other models are known to be affected by this condition.

Question 15

Are parts available to rework vehicles?

Answer

Parts are available for JLR authorized repairers 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 Range Rover vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a JLR 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 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 30 minutes to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

Question 19

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

Answer

Customers are advised to contact a JLR authorized repairer should they have any concerns regarding the rear lamps.

Note:

Make sure that any press enquiries are referred to the JLR Corporate Media office on +44-(0)2475-361000 or jlmedia@jaguarlandrover.com