



SAFETY RELATED RECALL

Global Recall Action
Number: N830

Subject: Tail Lamp Inoperative - Water Ingress	Publication No.: N830
	Model: Range Rover Sport (L1)
	Model Year: 2023
	Date of Issue: 22 March 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.

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 with the right hand tailgate and body mounted rear lamps which may experience water ingress leading to one or more lamp failures including loss of brake/stop lamp, outer marker lamp, reversing lamp and turn signal indicator. Loss of rear right hand lamp system functionality increases the risk of a rear end 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: 23V871

Transport Canada (TC) reference number:2023-687

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 and Jaguar Land Rover 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 2023 model year Range Rover Sport 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.

Jaguar Land Rover North America, LLC and Jaguar Land Rover 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 - N830

Parts Information

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

Description	Part Number	Qty
Body side lamp assembly - Right - Rear (NAS)	LR187473	1
Tailgate lamp assembly - Right - Rear (NAS)	LR187481	1
Body side lamp assembly - Right - Rear (ROW)	LR187472	1
Tailgate lamp assembly - Right - Rear (ROW)	LR187480	1

SROs

Description	SRO	Time
Rear right body side lamp and tailgate lamp assemblies - renew	99.03.21	0.4
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 N830 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
N830	A	Rear right body side lamp and tailgate lamp assemblies - renew (NAS)	99.03.21	0.4	LR187473 LR187481	1 1
N830	B	Rear right body side lamp and tailgate lamp assemblies - renew (NAS) Drive in/drive out	99.03.21 02.02.02	0.4 0.2	LR187473 LR187481	1 1
N830	C	Rear right body side lamp and tailgate lamp assemblies - renew (ROW)	99.03.21	0.4	LR187472 LR187480	1 1
N830	D	Rear right body side lamp and tailgate lamp assemblies - renew (ROW) Drive in/drive out	99.03.21 02.02.02	0.4 0.2	LR187472 LR187480	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 INSTRUCTION

CAUTION:

Protect the surrounding paintwork when replacing the rear right lamp assemblies. Failure to follow this instruction may damage the component(s).

NOTES:

- Turn the ignition to the OFF position.
- This procedure contains some variation in the illustrations depending on the vehicle specification, but the essential information is always correct.

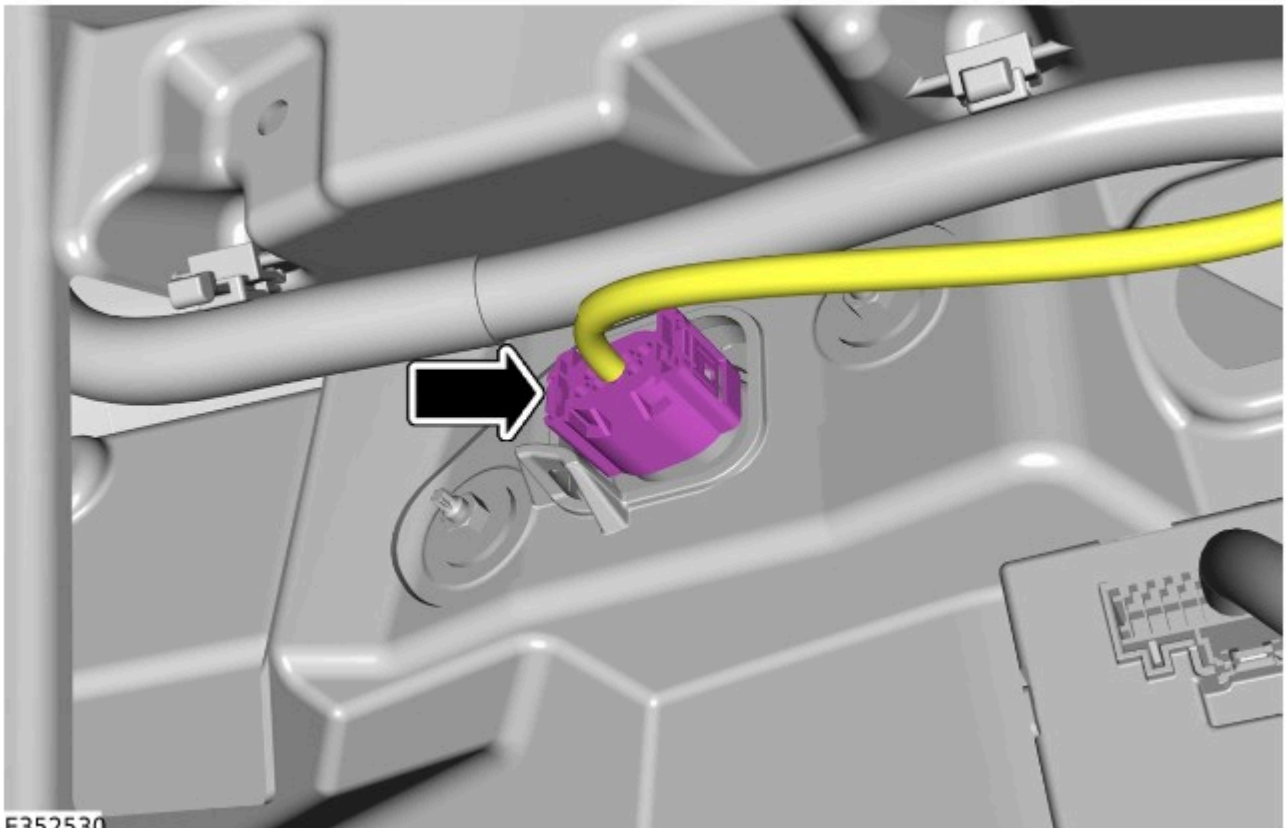
1. Remove the tailgate trim panel (See TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Tailgate Trim Panel).

2.

NOTE:

Repeat this step for the other side.

Disconnect the tailgate lamp assembly electrical connector.

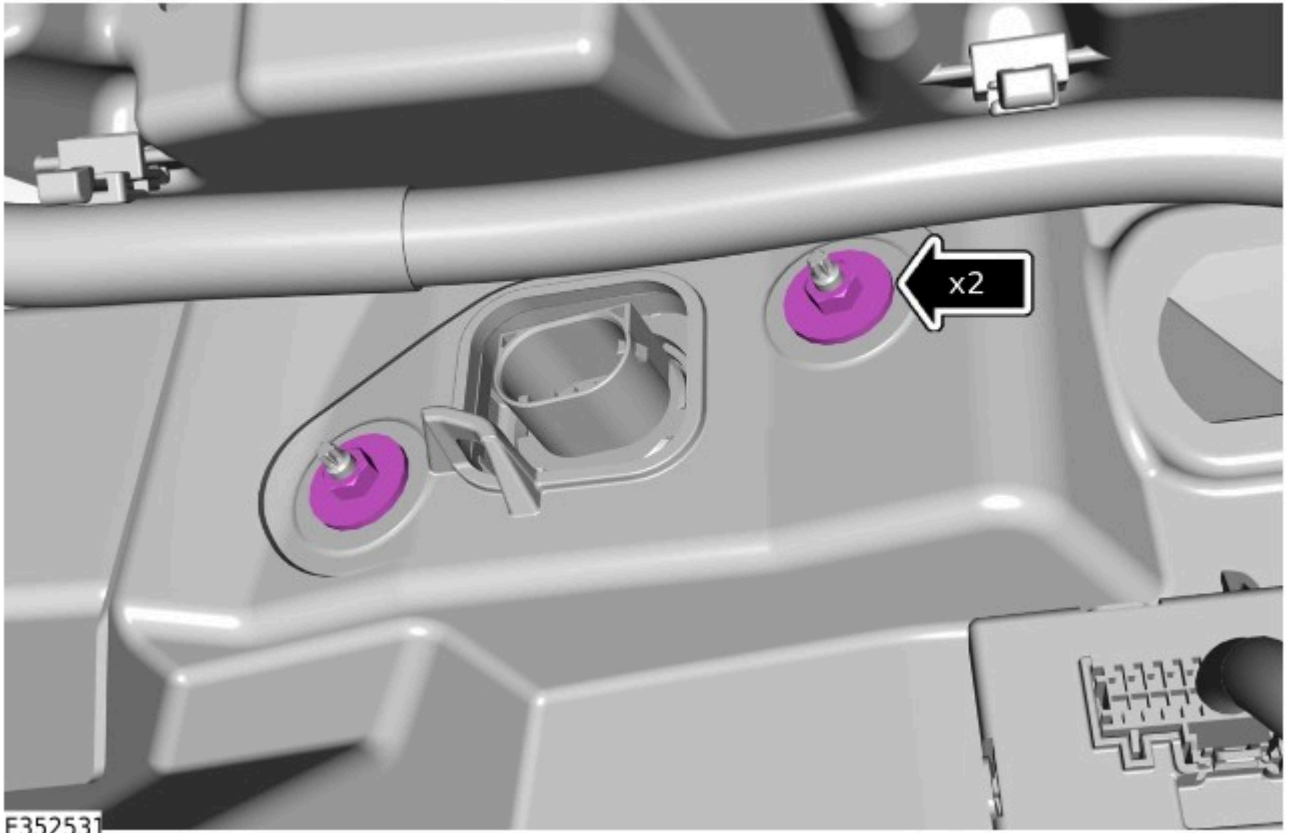


3.

NOTE:

Repeat this step for the other side.

Remove the 2 tailgate lamp assembly nuts.



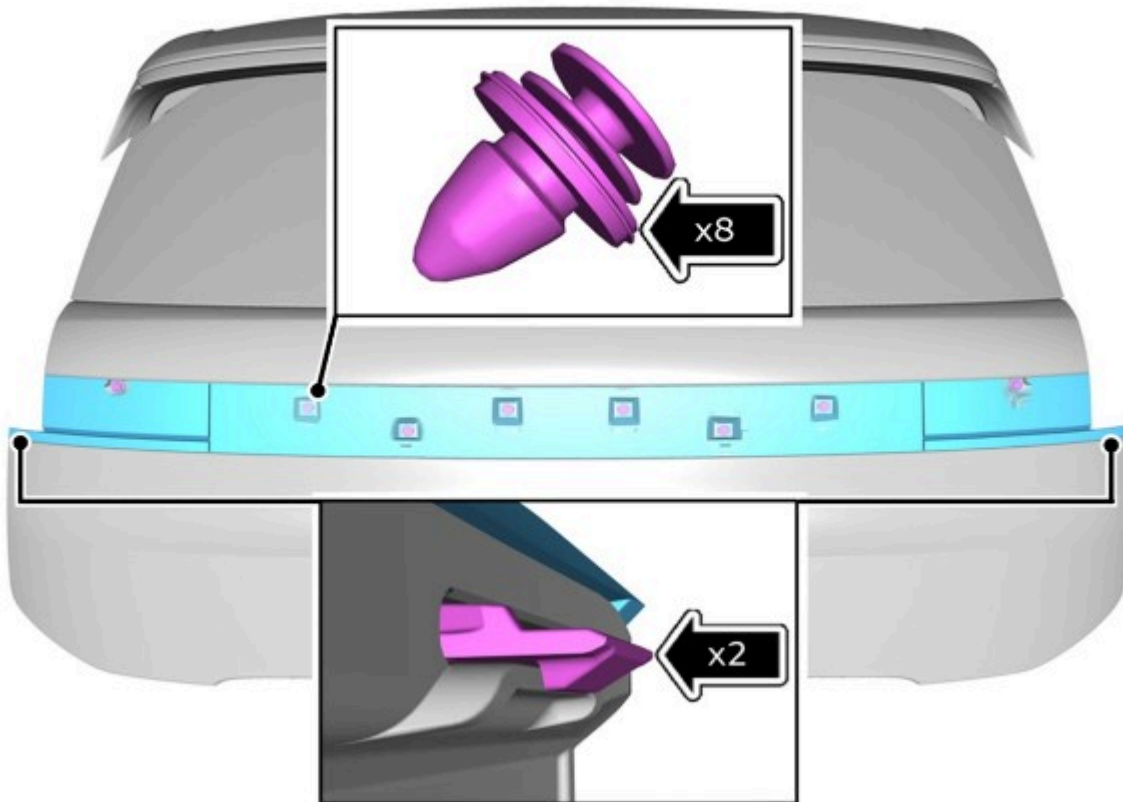
4.

CAUTION:

Care must be taken not to damage the components, a suitable plastic trim tool must be used to release the clips.

Remove the tailgate lamp assemblies and tailgate moulding.

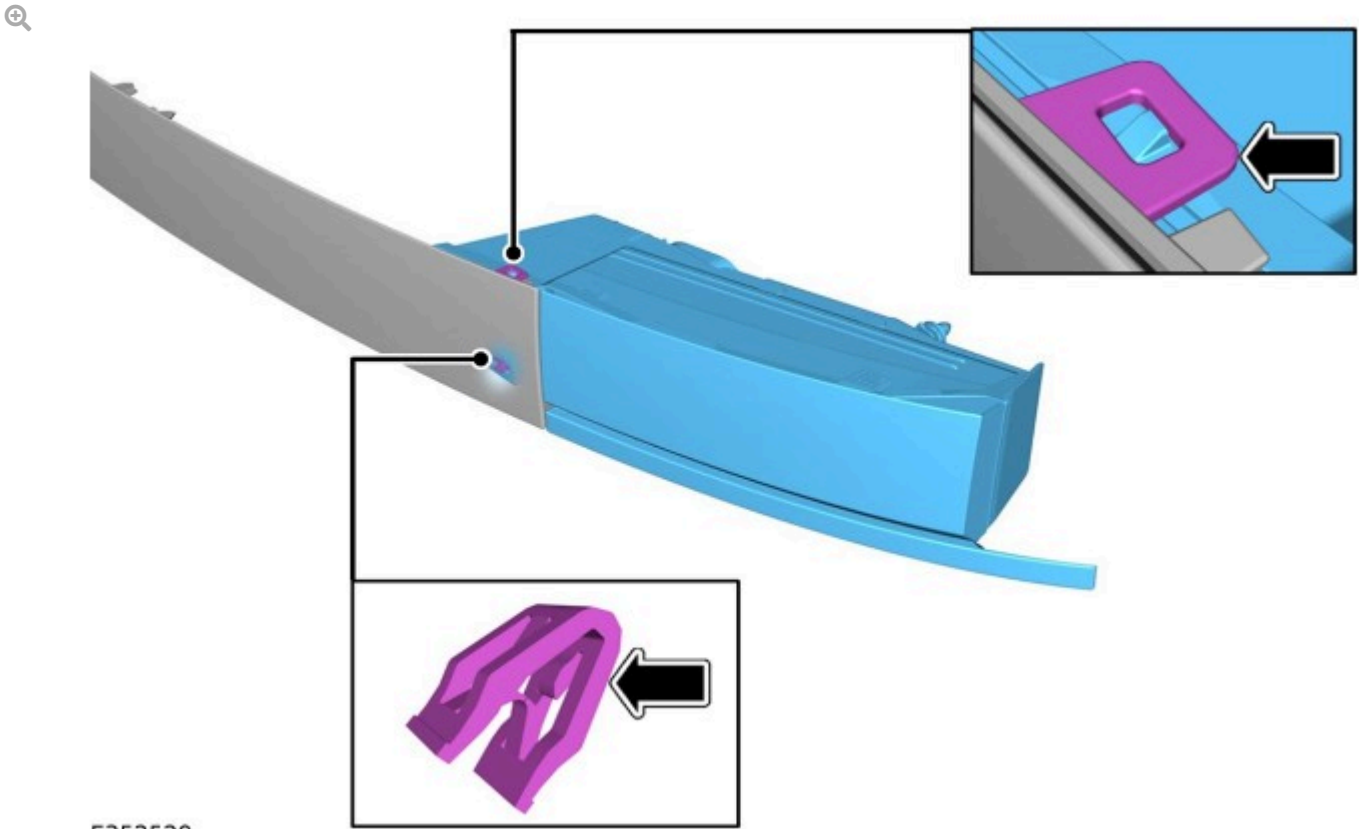
- Release the 2 tailgate lamp assembly clips.
- Release the 8 tailgate lamp assembly and tailgate moulding clips.



E352514

5. Remove the right tailgate lamp assembly from the tailgate moulding.

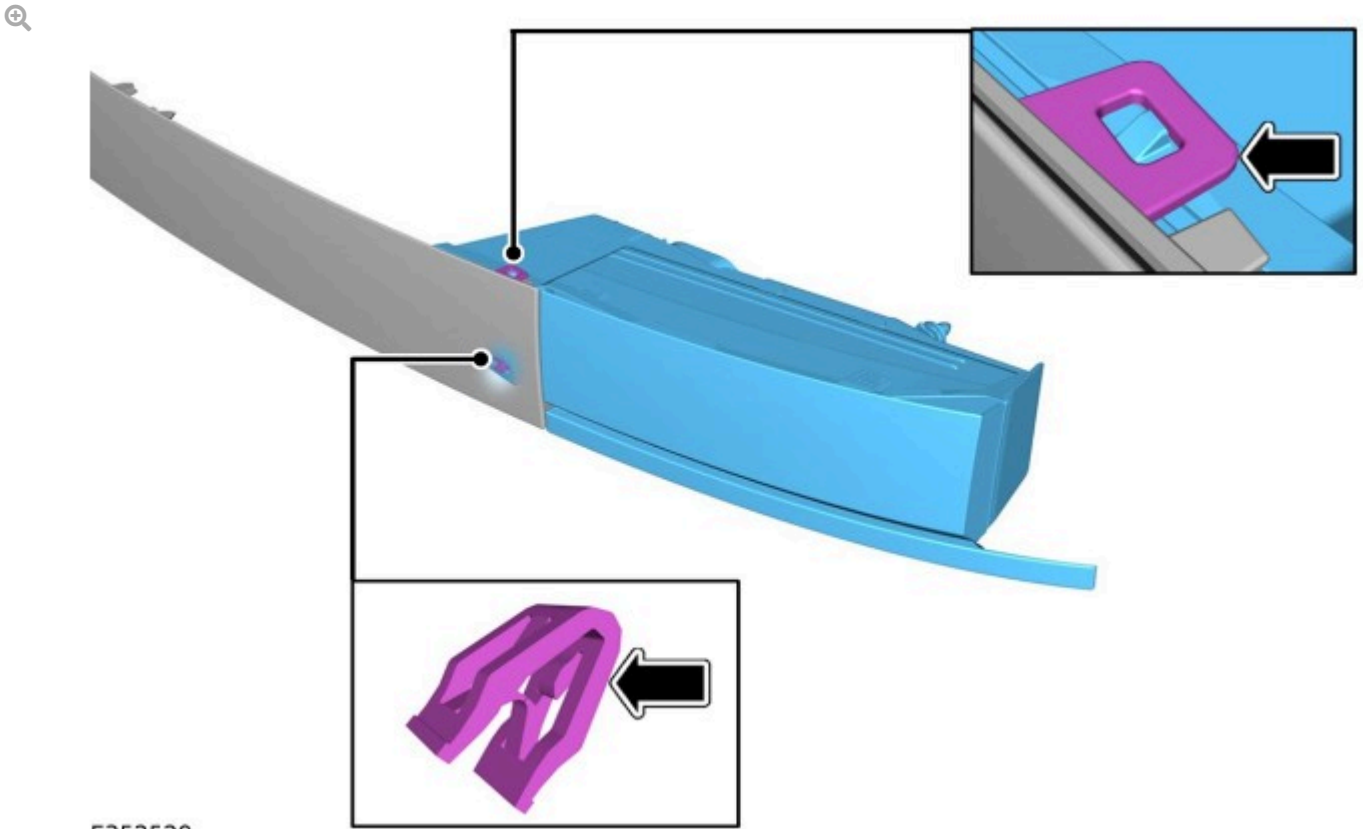
- Release the 2 clips.



E352529

6. Install the right tailgate lamp assembly to the tailgate moulding.

- Secure the 2 clips.



E352529

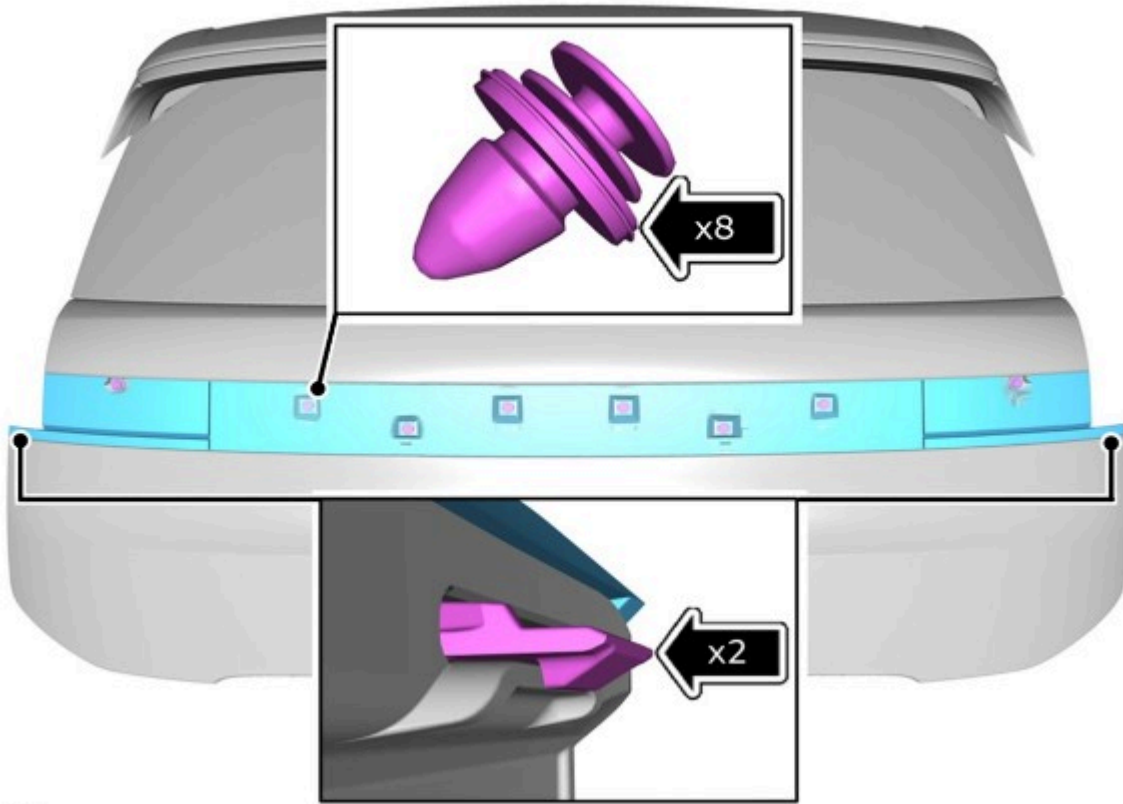
7.

NOTE:

Care must be taken not to damage the components.

Install the tailgate lamp assemblies and tailgate moulding.

- Secure the 8 tailgate lamp assembly and tailgate moulding clips.
- Secure the 2 tailgate lamp assembly clips.



E352514

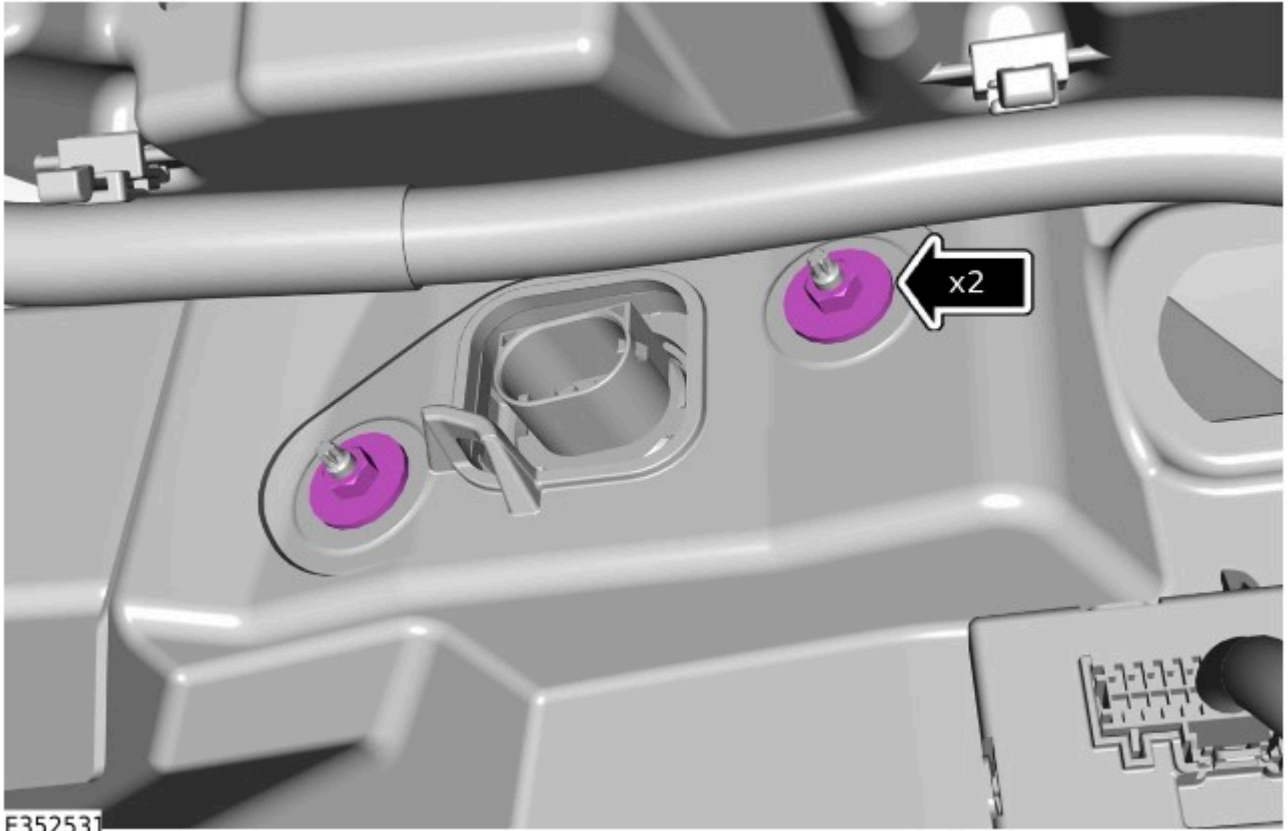
8.

NOTE:

Repeat this step for the other side.

Install the 2 tailgate lamp assembly nuts.

- Torque: **3.5 Nm**

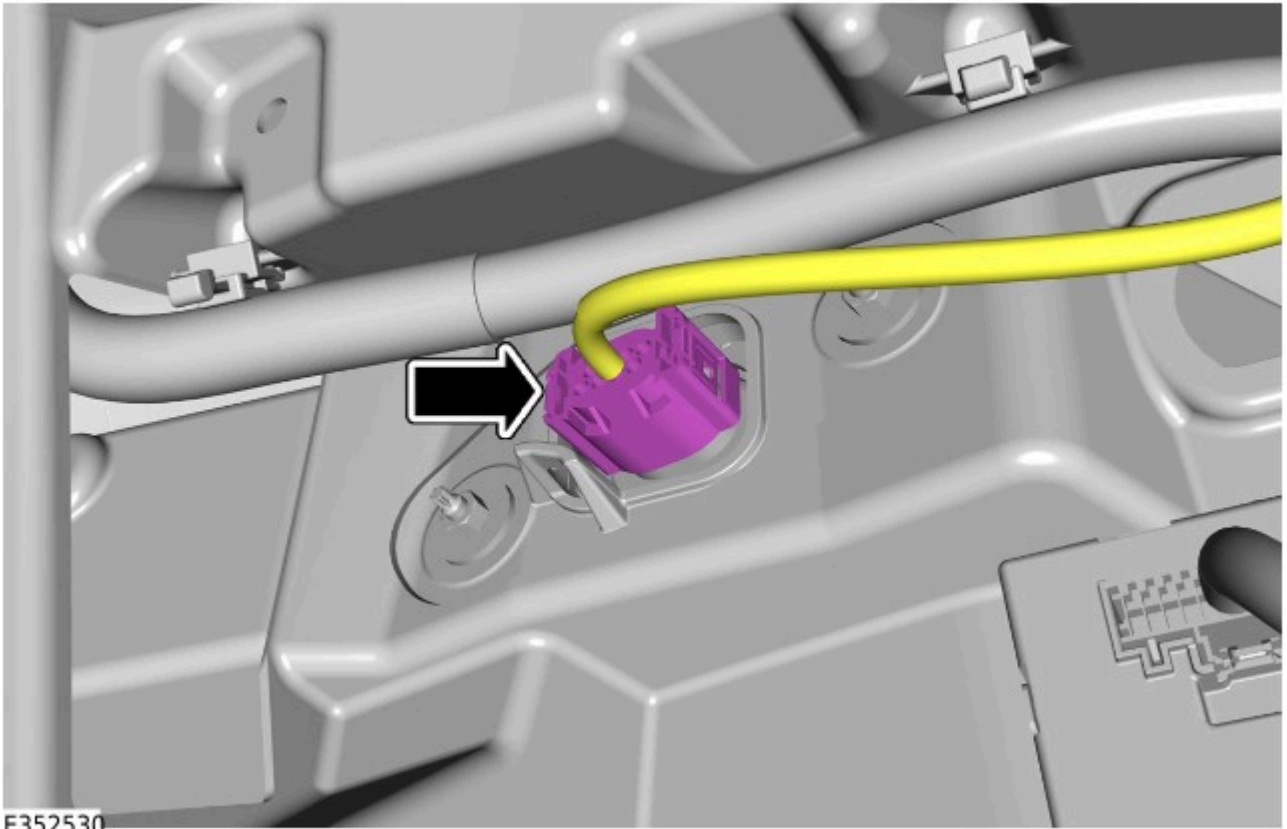


9.

NOTE:

Repeat this step for the other side.

Connect the tailgate lamp assembly electrical connector.



10. Install the tailgate trim panel (See TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Tailgate Trim Panel).

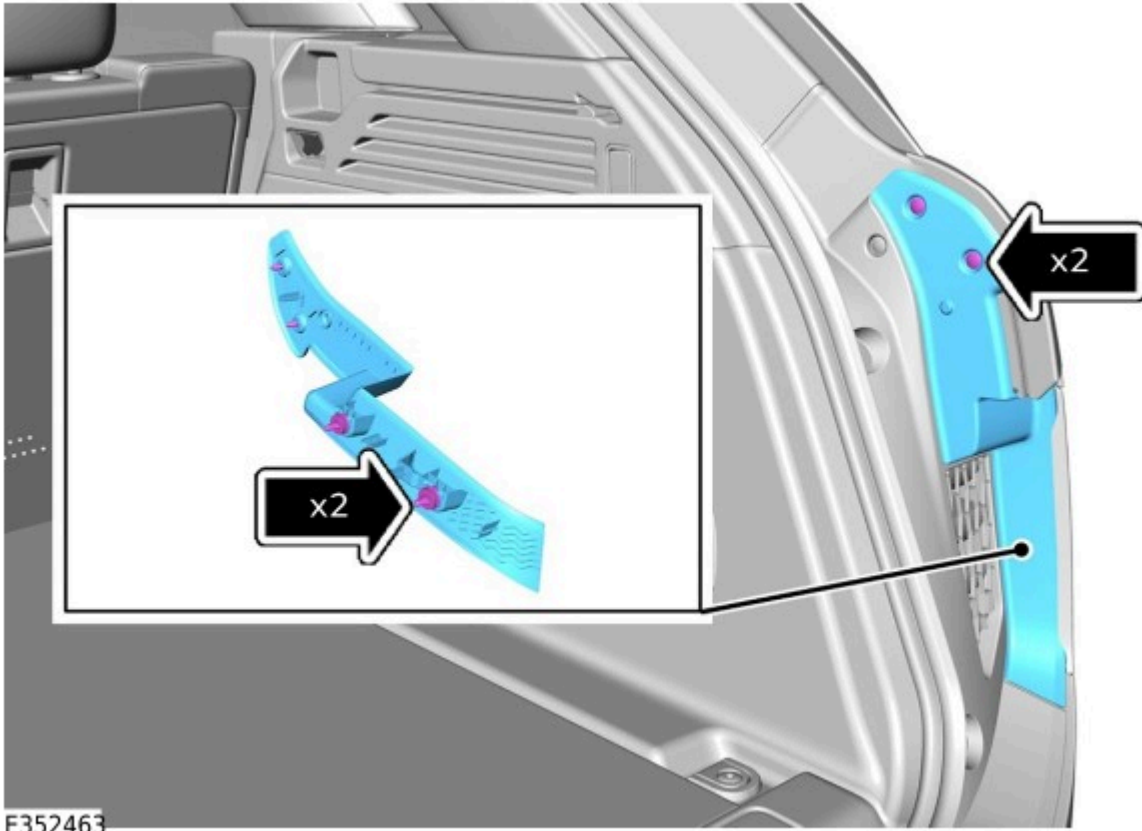
11. Release the tailgate aperture seal in the highlighted area, as shown in the illustration.



E352462

12. Remove the upper right drain channel finisher trim.

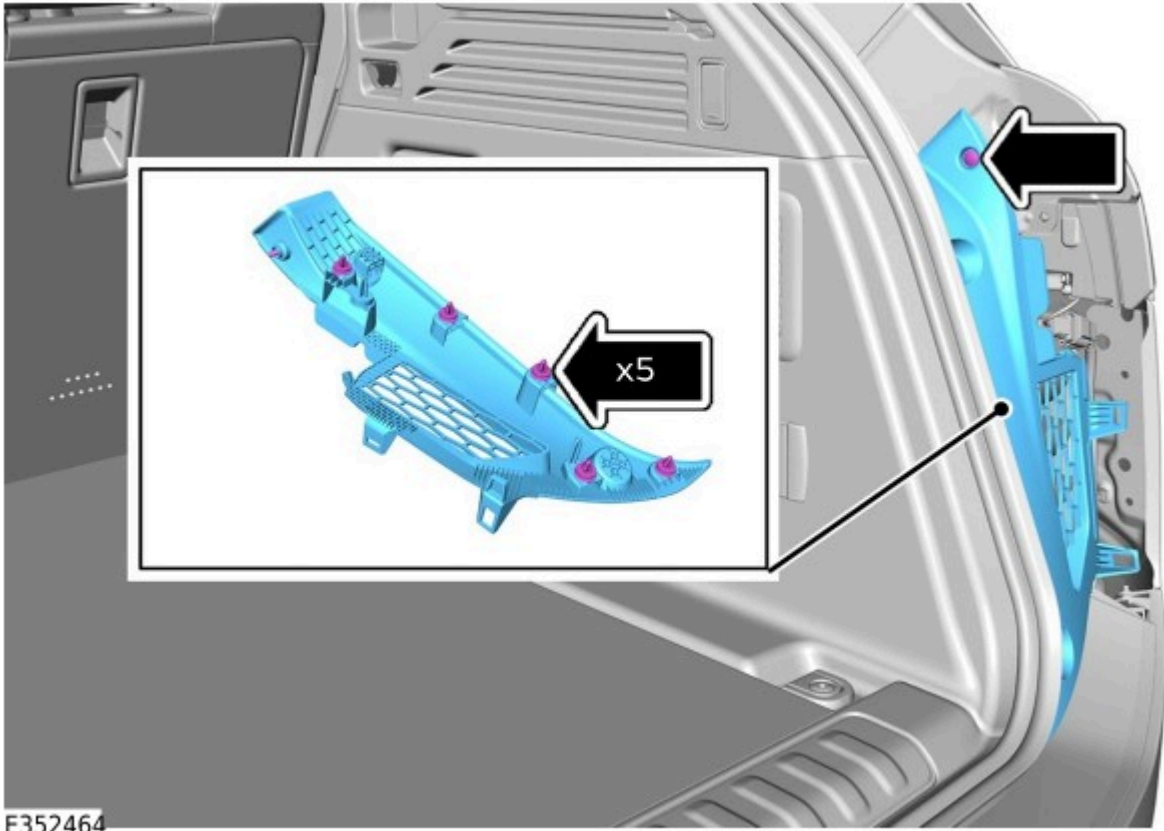
- Remove the 2 clips.
- Release the 2 clips.



E352463

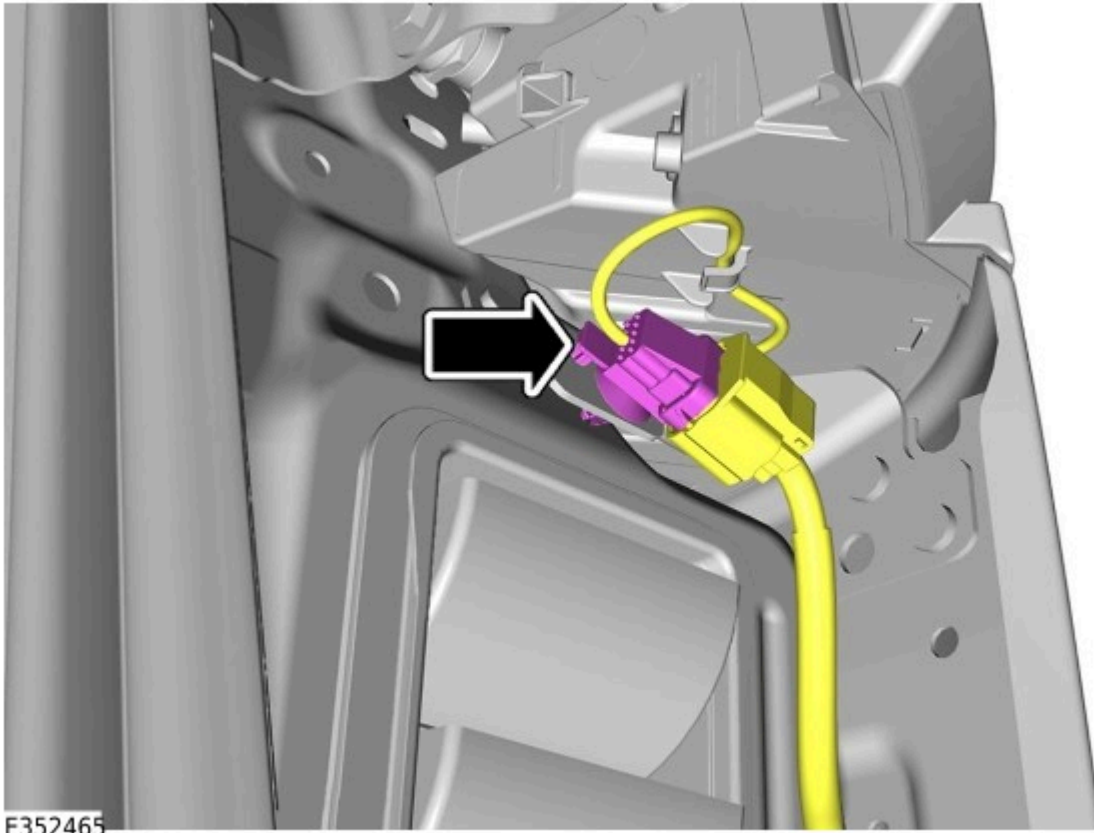
13. Remove the lower right drain channel finisher trim.

- Remove the clip.
- Release the 5 clips.



14. Disconnect the rear right lamp assembly electrical connector.

- Release the rear right lamp assembly electrical connector from the clip.



E352465

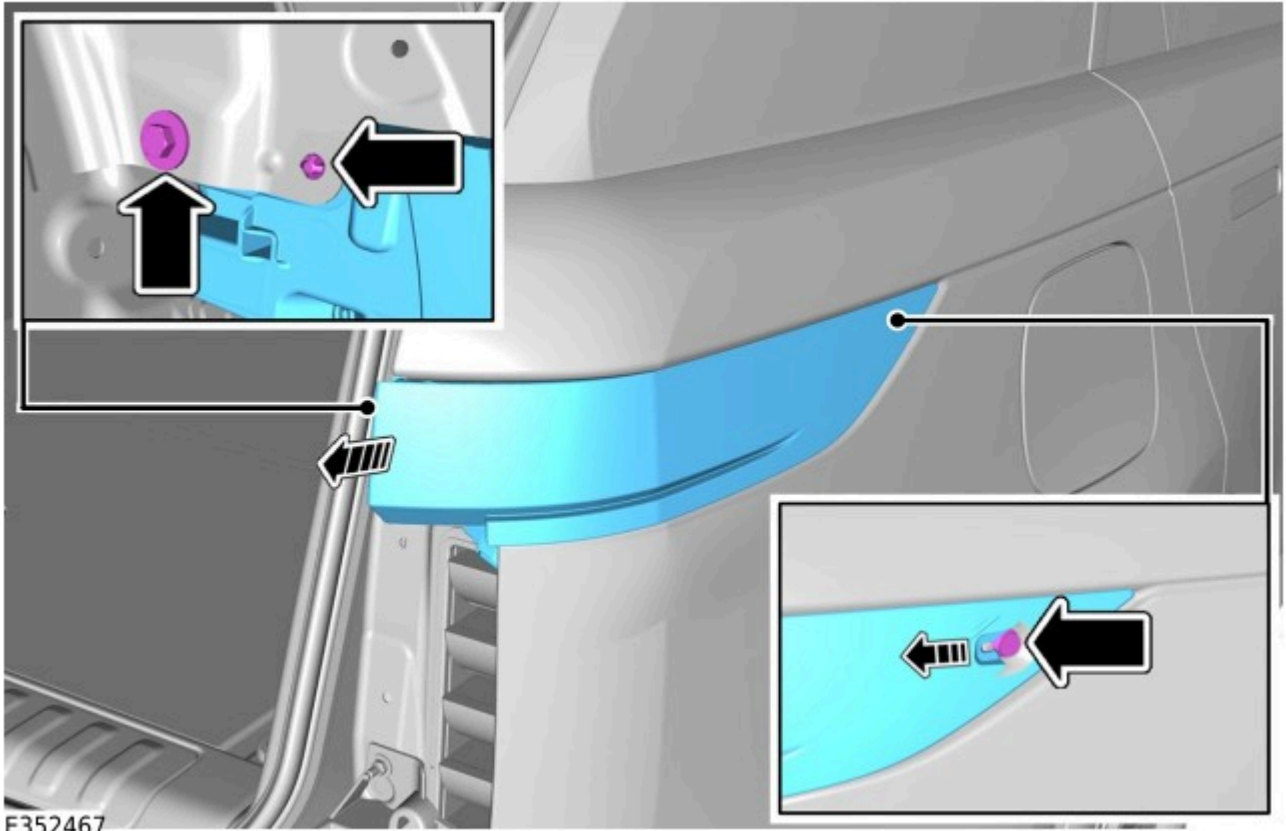
15.

NOTE:

The clip will remain attached to the body.

Remove the rear right lamp assembly.

- Remove the bolt.
- Release the rear right lamp assembly locator from the body.
- Release the rear right lamp assembly from the clip.



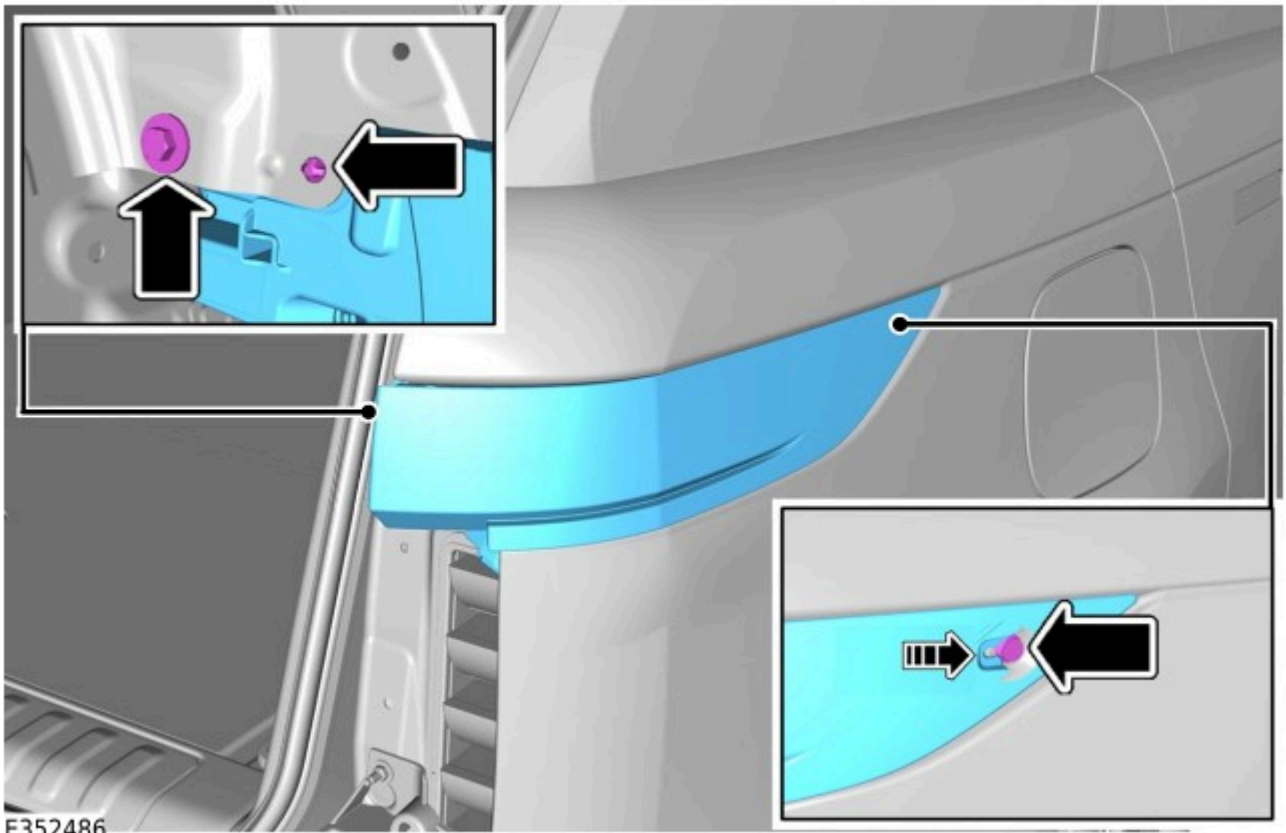
16.

NOTE:

The rear right lamp assembly must be installed as shown.

Install the rear right lamp assembly.

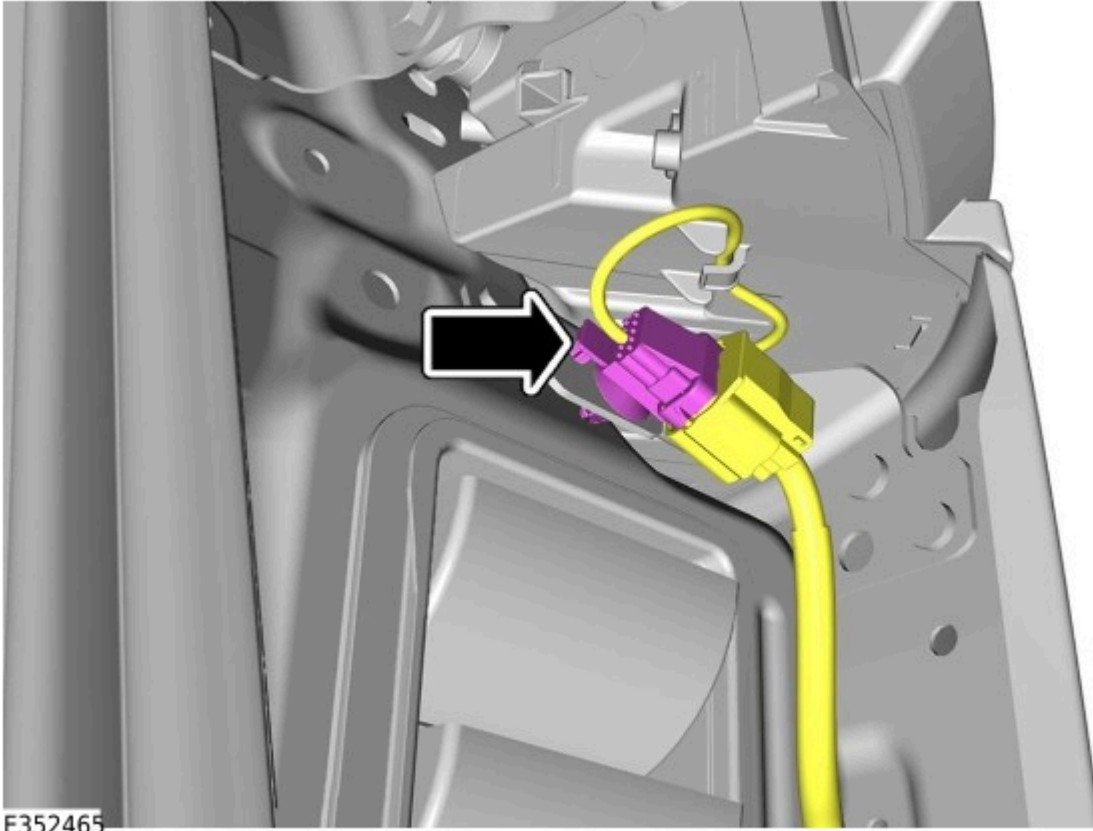
- Secure the rear right lamp assembly to the clip.
- Secure the rear right lamp assembly locator into the body.
- Install the bolt.
 - Torque: **4.1 Nm**



E352486

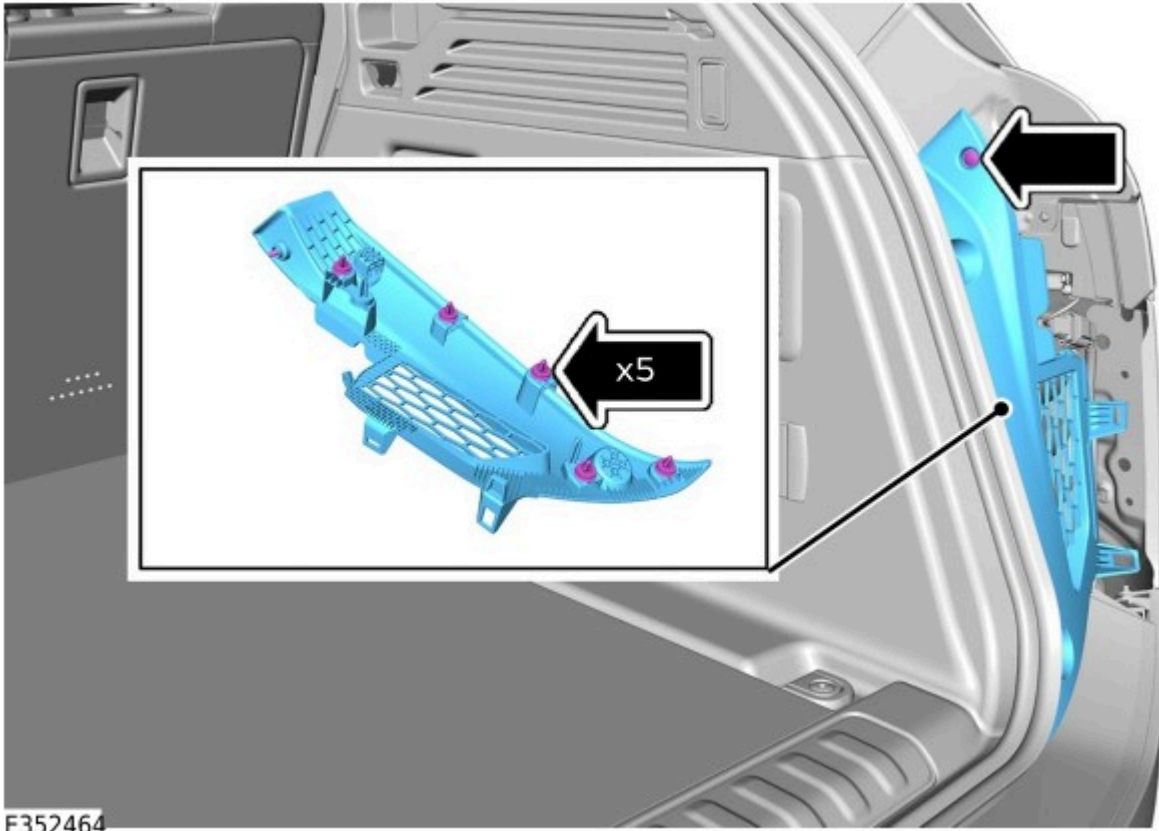
17. Connect the rear right lamp assembly electrical connector.

- Install the rear right lamp assembly electrical connector to the clip.



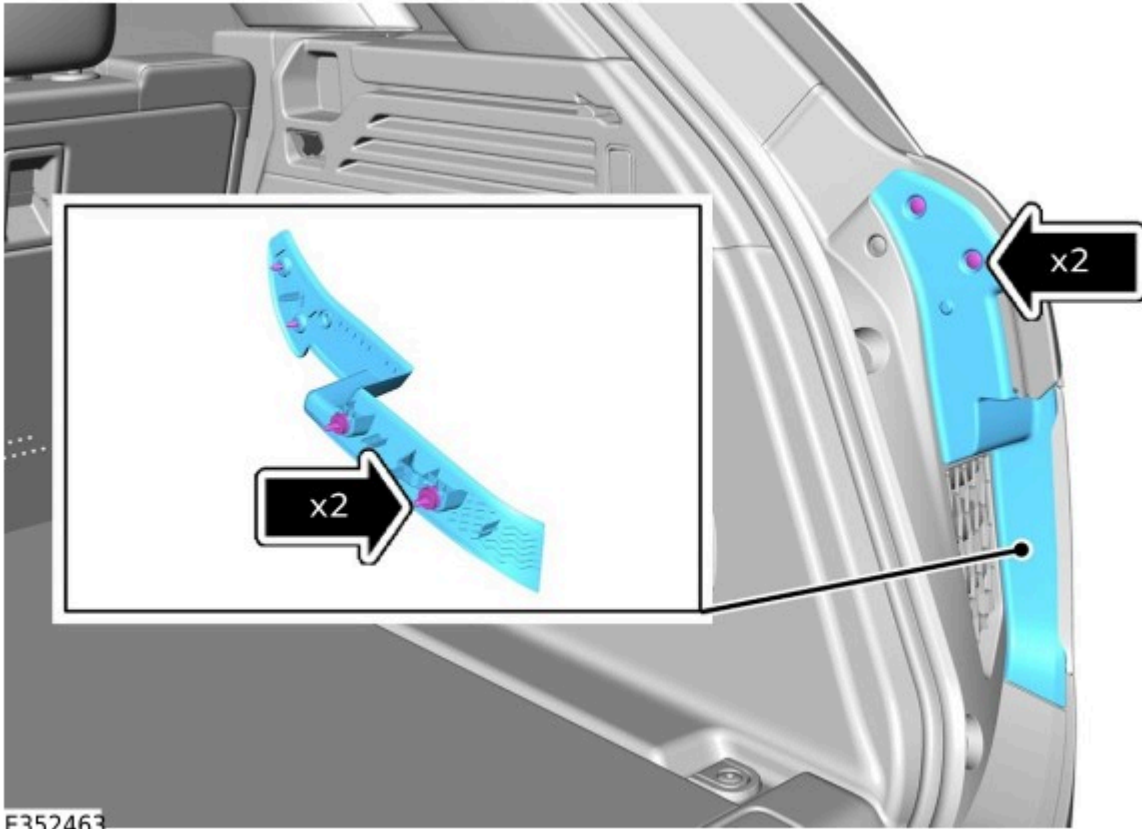
18. Install the lower right drain channel finisher trim.

- Secure the 5 clips.
- Install the clip.



19. Install the upper right drain channel finisher trim.

- Secure the 2 clips.
- Install the 2 clips.



E352463

20. Install the tailgate aperture seal.



E352466

21. Close the tailgate.

22. Make sure that all rear lights are operating as intended before releasing the vehicle.

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: N830

Date: month/year

SAFETY RELATED RECALL - Range Rover Sport - Tail Lamp Inoperative - Water Ingress

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 certain Range Rover Sport vehicles within a specific production range. 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, the rear right tailgate and body mounted lamps may experience water ingress leading to one or more lamp failures including loss of brake/stop lamp, outer marker lamp, reversing lamp and turn signal indicator. Loss of rear right hand lamp system functionality increases the risk of a rear end collision.

What will your Land Rover retailer/authorized repairer do?

At your visit, your preferred Land Rover retailer/authorized repairer will replace the rear right tailgate lamp and the rear right body mounted lamp.

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.landover.co.uk or www.landover.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.

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 Recall N830

2023 Model Year Rover Range Sport Rear Right Tailgate and Body Lamp Water Ingress

A concern has been identified on certain 2023 model year Range Rover Sport vehicles, the rear right tailgate and body mounted lamps may experience water ingress leading to one or more lamp failures including loss of brake/stop lamp, outer marker lamp, reversing lamp and turn signal indicator.

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 Affairs office.

Question 2

Why is JLR recalling certain Land Rover models?

Answer

JLR is conducting a voluntary safety recall involving certain 2023 model year Range Rover Sport vehicles due to a risk of right hand rear lamps not operating as intended.

Question 3

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

Answer

Where the rear right hand lamp fails to illuminate, other road users will not be aware of the vehicle may be slowing down, stopping, or changing direction. During darkness, where the tail lamps have extinguished, following drivers may not realize the presence of a vehicle ahead. Each of these failed state conditions will increase the risk of a crash.

Question 4

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

Answer

Customers could have double tell-tale flash rate and the audible turn signal noise will be at double the rate, when the turn signal indicator has electrically failed.

Question 5

Does this concern affect vehicle safety?

Answer

JLR has determined this issue represents an unreasonable risk to safety.

Question 6

Has JLR received many complaints?

Answer

JLR has received an number of reports which was attributed to this issue.

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 Retailer/Authorized Repairer field reports.

Question 9

How long has JLR known about this problem?

Answer

JLR has been actively investigating this issue since March 2023.

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

JLR ceased the operations which introduced the issue in November 2022.

Question 12

What will Authorized Repairers do to the vehicles?

Answer

Authorized repairers will replace the right hand tailgate and body mounted lamps.

Question 13

Which vehicles are affected by this recall?

Answer

Certain 2023 model year Range Rover Sport vehicles: Range Rover Sport SAL1L9FU1PA100681 to SAL1P9EU1PA113677

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 will be available at the time of recall launch.

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 Land 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> in 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 30 minutes to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

Question 19

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

Answer

Until such time as the recall has been completed, customers are advised to regularly check the operation of their rear lamps and if they fail to function as expected or differ from the operation the left side, seek retailer assistance. Customers are advised to contact a JLR Authorized Repairer should they have any concerns regarding their vehicle.

Note:

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