

SAFETY RECALL N778 – Rear Surround Camera Bezel
- Water Ingress



NAS24.04.003

RECALL

USA/CAN

AFTERSALES BULLETIN

APRIL 24, 2024

TO: All Jaguar Land Rover Authorized Retailers
RE: IMPORTANT INFORMATION FOR IMMEDIATE ACTION

On April 3, 2024, Aftersales bulletin NAS24.04.002 was issued to instruct retailers to not perform the N778 Recall repair on Range Rover Sport Models. Many Retailers have since continued to undertake and submit claims for Range Rover Sport repairs even though no recall repair procedure was available for affected Range Rover Sport vehicles. JLRNA is presently assessing the repairs already completed on Range Rover Sport vehicles, a further communication regarding this will be issued in due course. Retailer Managers are requested to immediately cascade the following information to all team members.

The N778 Recall bulletin was published on TOPIx February 22, 2024, with a Service Instruction and repair for only Range Rover models.

This recall also affects certain Range Rover Sport models, however as detailed in this bulletin, there is currently no repair available for that model.

Retailers should continue to repair affected Range Rover models but, at this time, must not perform any N778 recall repairs or submit claims for Range Rover Sport models. The recall bulletin will be re-issued at a later date with a repair suitable for Range Rover Sport models when incremental required parts are available for retailers to order.

Many thanks for your cooperation.

Alan K Clarke Senior Engineer, Critical Concerns
Product Investigation, Technical Service
EMAIL: aclark43@jaguarlandrover.com