



**IMPORTANT SAFETY RECALL**  
This notice applies to your vehicle,

**March 04, 2024**

**SAFETY RECALL N778: Rear Surround Camera Bezel Water Ingress**

**Vehicles Affected: 2018-2022MY Land Rover Range Rover**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 24V-023**

**Dear Range Rover Owner:**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that certain 2018-2022MY Land Rover Range Rover vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility."

Your vehicle is included in this Recall action.

**What is the reason for this program?**

A concern has been identified on certain 2018-2022 model year Land Rover Range Rover vehicles fitted with the "Surround Camera System", where the rear surround camera will display a poor image or no image at all as a result of water ingress into the camera housing/bezel. In an intermittent or failed state, the rear camera image display does not meet the requirements of FMVSS No. 111, Rear Visibility.

Lack of display of the rear camera image may result in the driver being unaware of objects or pedestrians behind the vehicle, increasing the risk of a crash.

**What are the warning signs of this condition?**

The driver may experience a poor rear camera image or no image at all.

**Are there any precautions that may be taken to minimize the safety risk until the corrective measures are implemented?**

Until such time as the recall is completed, customers are advised to be extra vigilant and utilize the mirrors when operating the vehicle.

**What will Land Rover and your authorized Land Rover Retailer do?**

Affected vehicles will have the rear camera removed and inspected for water ingress and corrosion. If the camera passes inspection, it will be refitted with a new seal. If the camera fails inspection, a new camera will be fitted along with the new seal and a 10-minute calibration drive cycle will be carried out. There will be no charge to the owners for this repair.

**What should you do?**

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'N778'.

**Attention Leasing Agencies:** If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within TEN (10) days.



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### **How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately one (1) hour although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

### **What if I have previously paid for this concern?**

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. To qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America, LLC.

### **Moved or no longer own this Land Rover vehicle?**

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

### **What should you do if you have further questions?**

If you have any questions or concerns regarding this Program, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Centre at 1-800-637-6827, **Option 9**, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: [lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com). Please include your full name, address, and VIN of your vehicle in your email.

### **If you have the need to contact Land Rover by mail, please use the following address:**

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

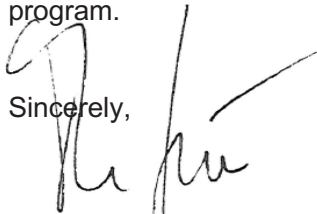
If your retailer fails or is unable to remedy this defect without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Or call the toll-free Vehicle Safety Hotline at **888-327-4236** (TTY: **800-424-9153**); or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wish to do everything we can to retain that confidence. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



**Thomas Giese**  
Director, Technical Services - MA-43  
Customer Service