



SAFETY RELATED RECALL

Global Recall Action
Number: N778v2

Changes are highlighted in blue

Rear Surround Camera Bezel Water Ingress	Publication No.: N778v2
	Model: Range Rover (LG)
	Model Year: 2018 - 2022
	Date of Issue: 29 May 2024

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
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 bulletin has been re-issued to advise Range Rover Sport vehicles have now been removed from this campaign and are now in N901 campaign.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified on certain 2018 to 2022 model year Range Rover vehicles 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 surround camera image display does not meet the requirements of FMVSS 111 (USA) and CMVSS 111 (Canada). Lack of display of the rear view camera image may result in the driver being unaware of objects or pedestrians behind the vehicle and increasing 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 JLR 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.

JLR 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: 24V-023

Transport Canada (TC) reference number: 2024-017

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your JLR 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 2018 to 2022 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 JLR 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 JLR 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 JLR 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 JLR 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. JLR retailers/authorized repairers who 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 - N778V2

Parts Information

The two items listed below should be ordered through JLR in the normal manner.

Description	Part Number/Sundry Code	Qty/£ value	% Of Vehicles Requiring This Part*
Rear Surround Camera	LR098720	1	40
Rear Surround Camera Seal	529000001	1	100

* When ordering parts, order no more than the expected percentage failure rate of parts identified

SROs

Description	SRO	Time
Rear surround camera - Inspection pass - Renew rear surround camera seal	05.10.30	0.3
Rear surround camera - Inspection fail - Renew rear surround camera and seal	05.10.50	0.5
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 N778 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/Sundry Code	Qty/£ value
N778	A	Rear surround camera - Inspection pass - Renew rear surround camera seal	05.10.30	0.3	529000001	1
N778	B	Rear surround camera - Inspection pass - Renew rear surround camera seal Drive in/drive out	05.10.30 02.02.02	0.3 0.2	529000001	1
N778	C	Rear surround camera - Inspection fail - Renew rear surround camera and seal	05.10.50	0.5	LR098720 529000001	1 1
N778	D	Rear surround camera - Inspection fail - Renew rear surround camera and seal Drive in/drive out	05.10.50 02.02.02	0.5 0.2	LR098720 529000001	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).

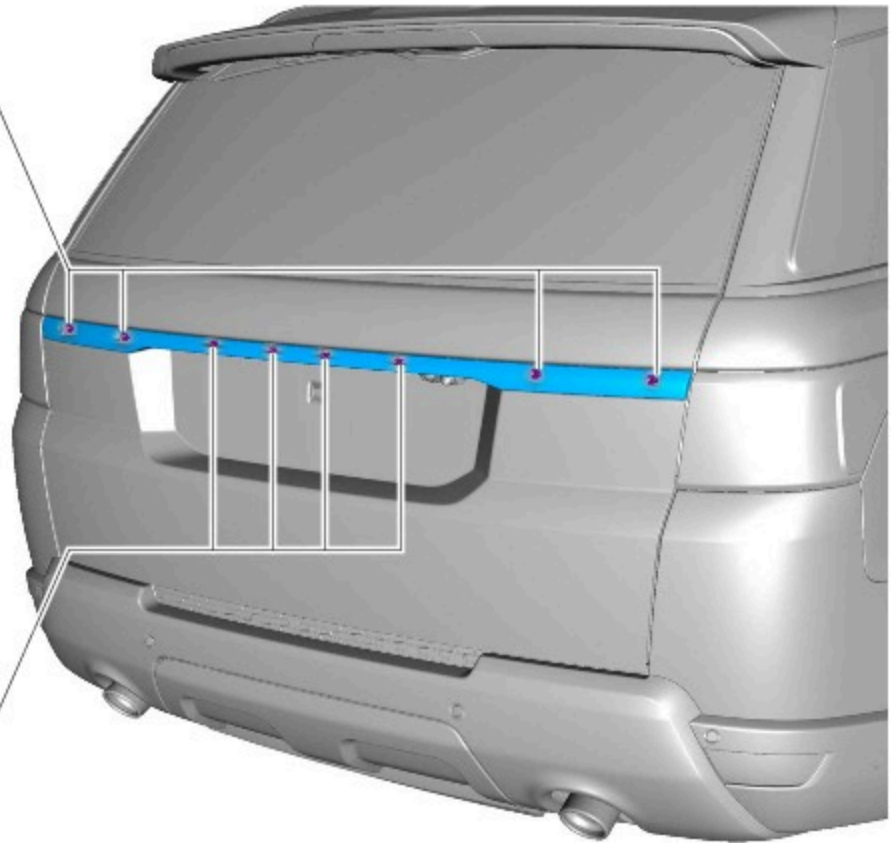
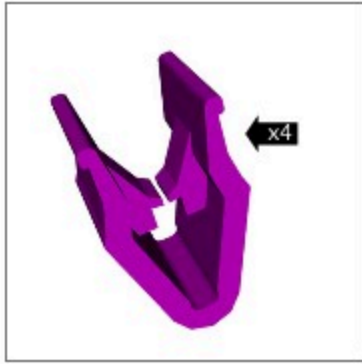
SERVICE INSTRUCTION

NOTES:

- This procedure contains some variation in the illustrations depending on the vehicle specification, but the essential information is always correct.
- The ignition must be switched off.

1. Remove the tailgate moulding.

- Release the 8 clips.



E180632

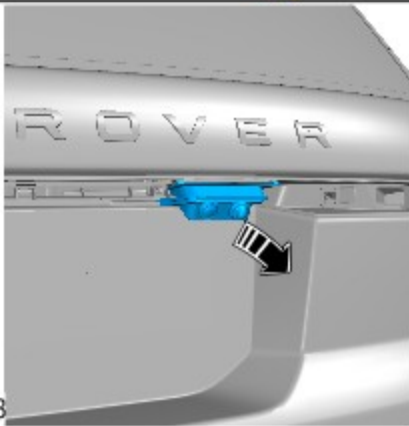
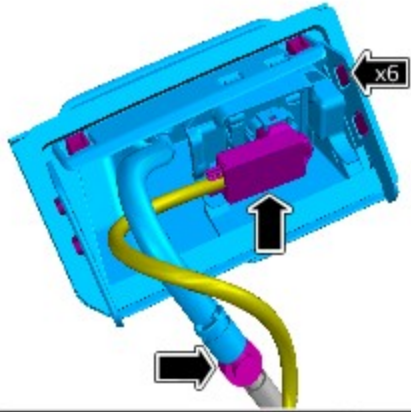
2.

CAUTION:

Be prepared to catch escaping fluids.

Remove the rear surround camera bezel.

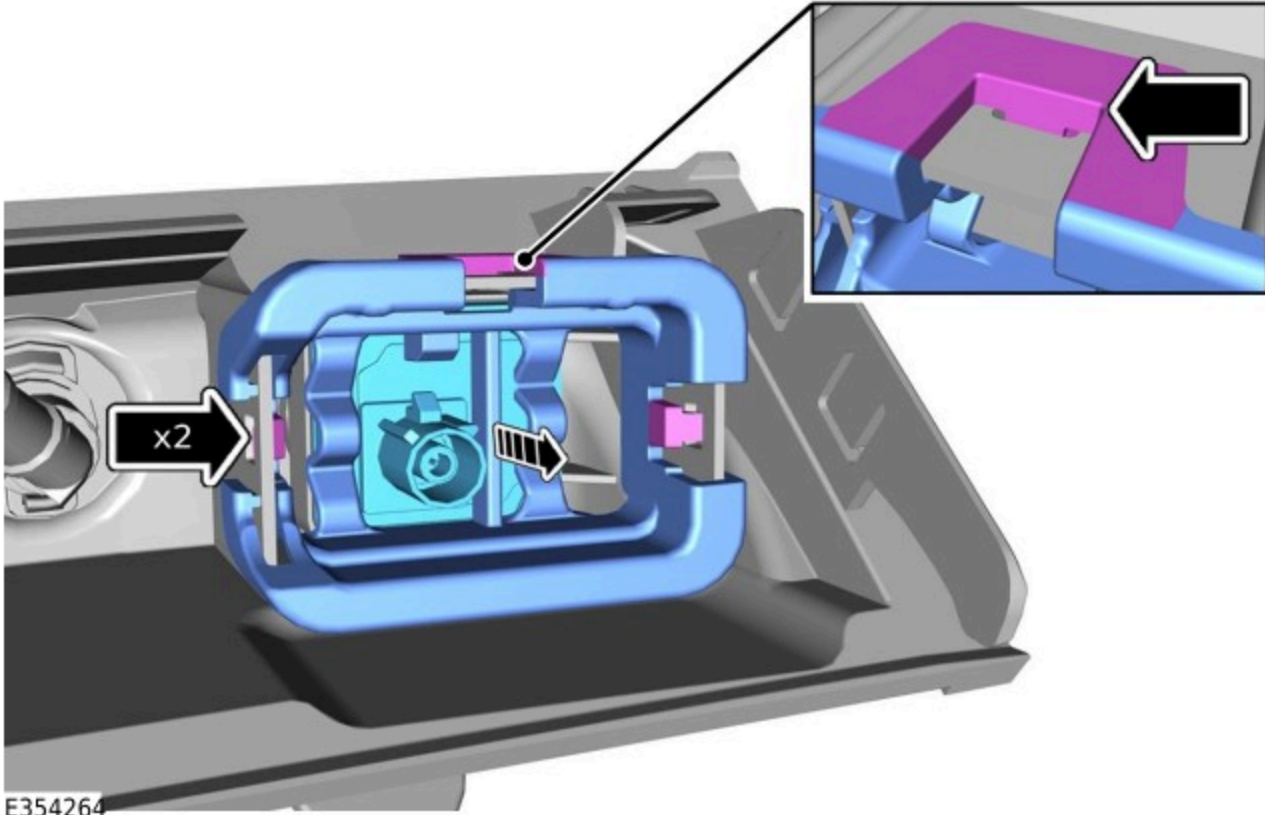
- Release the 6 clips.
- Disconnect the washer hose.
- Disconnect the electrical connector.



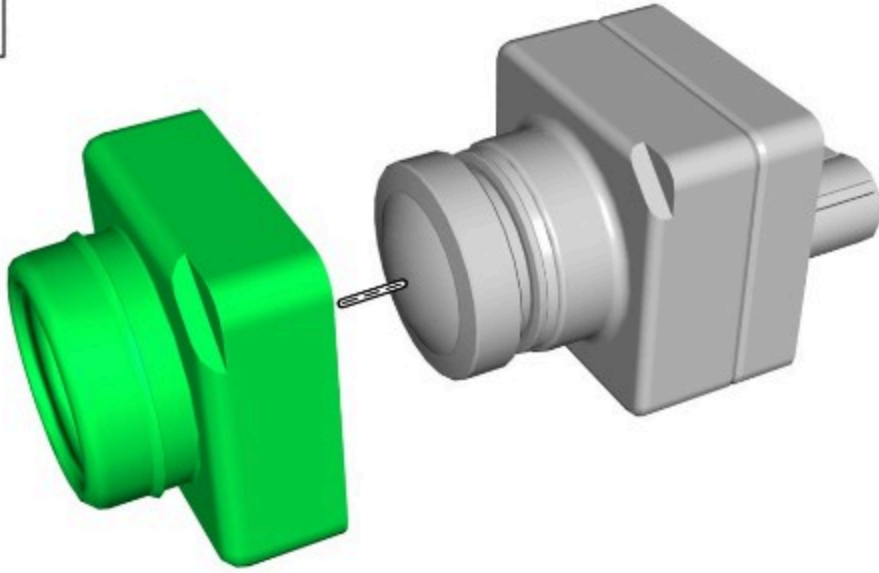
E180633

3. Remove the rear surround camera from the bezel.

- Remove the rear surround camera retention clip.



4. Remove and discard the rear surround camera seal.



E354267

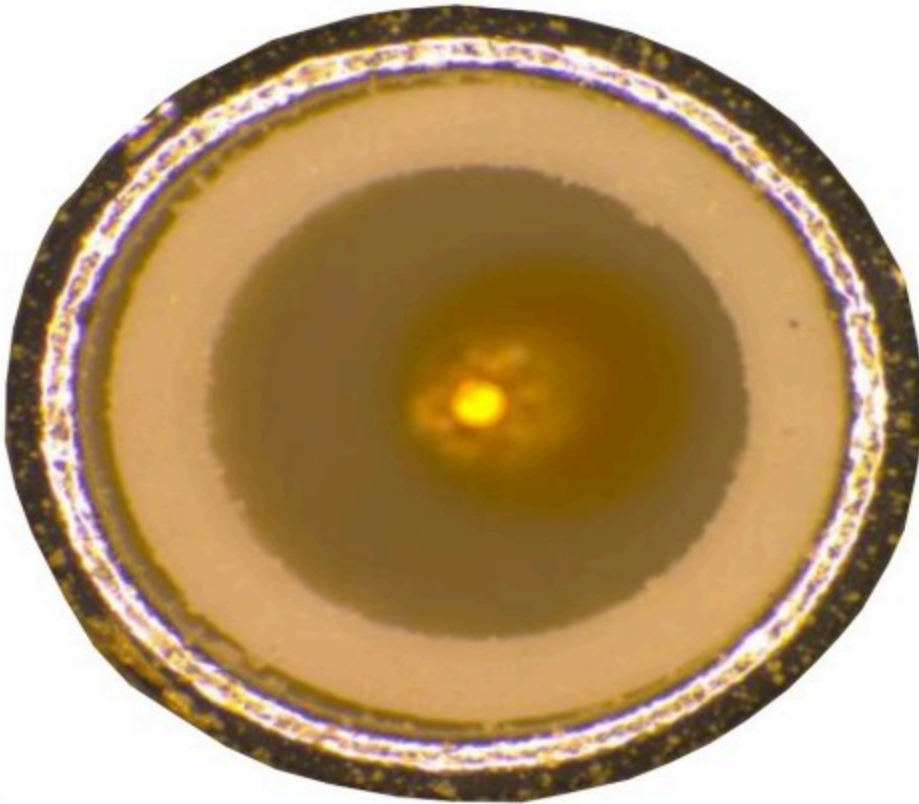
5. Inspect the rear surround camera for damage.

- Inspect the rear surround camera housing and lens adhesive for corrosion. If there **ARE** any signs of corrosion on the rear surround camera housing, as shown in the illustration marked 'A' the rear surround camera has **FAILED** the inspection. **Continue to step 7.**
- Inspect the rear surround camera lens for water ingress. If there **ARE** any signs of water ingress on the rear surround camera lens, as shown in the illustration marked 'B' the rear surround camera has **FAILED** the inspection. **Continue to step 7.**



A

E354377

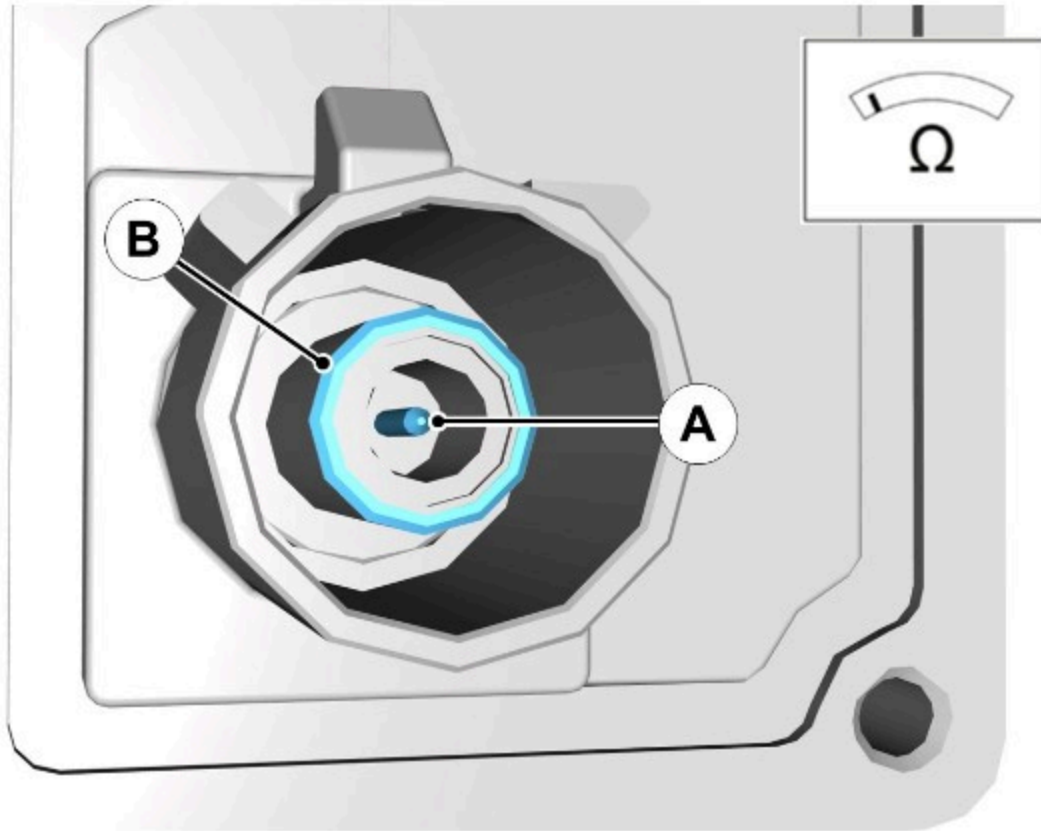


B

E354378

6. Perform a continuity test.

- Using a suitable digital multimeter place a probe on the center pin (A) of the electrical connection and a probe on the outer shield of the electrical connection (B), as shown in the illustration.
- If the multimeter indicates a closed circuit the rear surround camera has **FAILED** the inspection. **Continue to step 7.**
- If the multimeter indicates an open circuit the rear surround camera has **PASSED** the inspection. **Continue to step 8.**



E354270

7.

NOTE:

If the rear surround camera has failed **ANY** of the inspections from steps 5 and 6, a new rear surround camera must be installed.

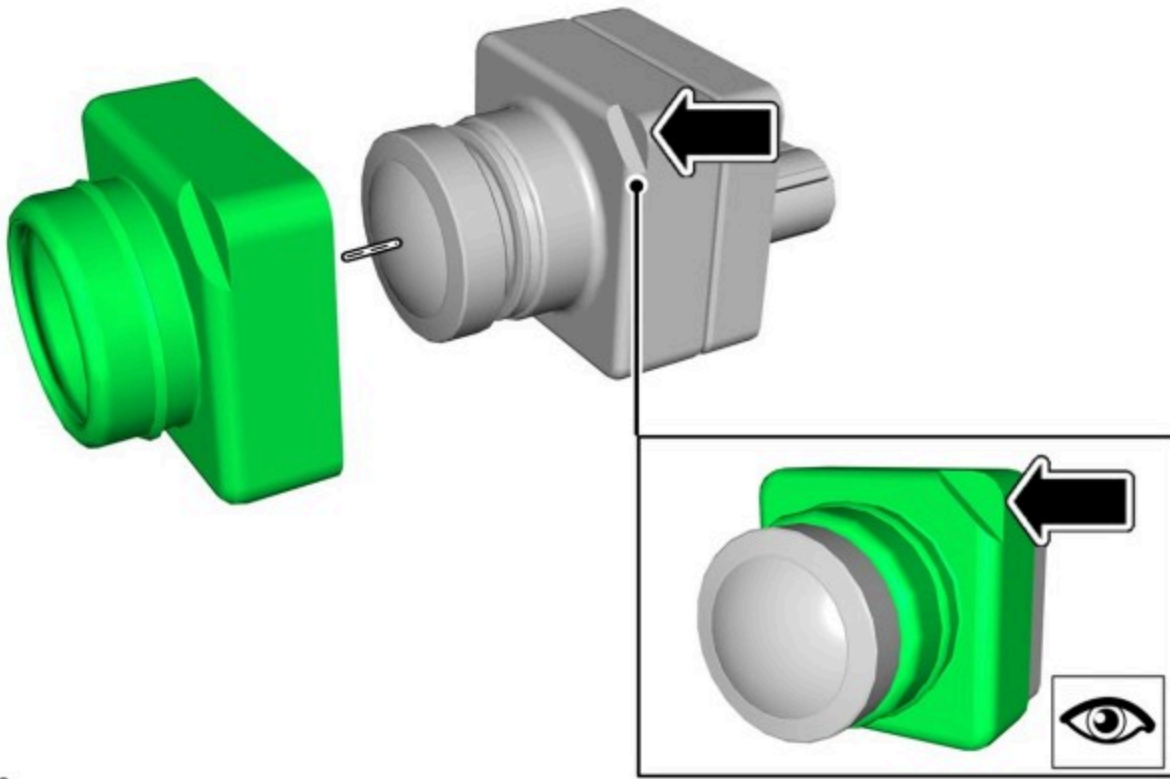
Renew the rear surround camera.

8.

NOTE:

Make sure that the rear surround camera seal is installed correctly.

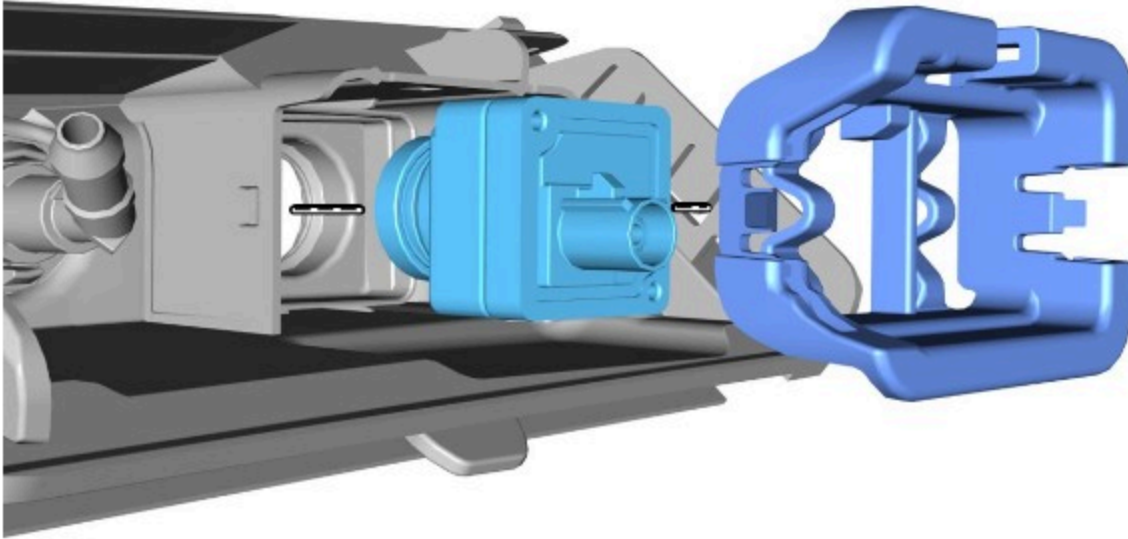
Install a new rear surround camera seal.



E354273

9. Install the rear surround camera to the bezel.

- Install the rear surround camera retention clip.



E354279

10. To install the rear surround camera bezel reverse steps 1 and 2.

11.

NOTE:

This step is only required if a new rear surround camera has been installed.

Calibrate the rear surround camera.

- Drive the vehicle for 10 minutes as much as possible in a straight line, up to 30kph / 19mph, during this time the rear surround camera will self-calibrate.

12. Check the function of the rear surround camera.

- To check calibration, park next to a curb / line select camera view, make sure that a straight line is visible on screen in the 360° plan view.
- For higher features like Tow Assist, test the feature where possible.
- Check the stitching of the 360° camera images.

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: N778

Date: month/year

SAFETY RELATED RECALL - 2018 to 2022 model year Range Rover vehicles - Rear Surround Camera Bezel Water Ingress

Dear

JLR 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 2018 to 2022 model year Range Rover 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 Range Rover vehicles 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 surround camera image display does not meet the requirements of FMVSS 111 (USA) and CMVSS 111 (Canada). Lack of display of the rear surround camera image may result in the driver being unaware of objects or pedestrians behind the vehicle increasing the risk of an accident.

What will your JLR retailer/authorized repairer do?

At your visit, your preferred JLR retailer/authorized repairer will remove and inspect the rear surround camera. If the camera is found to be OK, it will be reinstalled with a new seal. If the camera is found to not be OK, a new camera will be installed along with the new seal and a 10-minute calibration drive cycle will be completed.

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 JLR 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 JLR retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the JLR 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 JLR 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 JLR 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 N778

2018 to 2022 model year Range Rover vehicles equipped with surround camera system

A concern has been identified on certain 2018 to 2022 model year Range Rover vehicles installed with the "Surround Camera System" where the rear surround camera will display a poor image or no image at all because of water ingress into the camera housing/bezel.

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 Range Rover models?

Answer

JLR is conducting a voluntary safety recall involving certain 2018 to 2022 model year Range Rover vehicles installed with the surround camera system. Lack of display of the rear view camera image may result in the driver being unaware of objects or pedestrians behind the vehicle and increasing the risk of a crash.

Question 3

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

Answer

Investigations showed that some rear surround camera housings were corroded and on further examination there was evidence that the seal between the lens and housing was not preventing water from entering into the camera housing/bezel.

Question 4

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

Answer

When reverse 'R' gear selected the front display screen would show a poor image or no image at all from the rear surround camera.

Question 5

Does this concern affect vehicle safety?

Answer

In an intermittent or failed state, the rear surround camera image display does not meet the requirements of FMVSS 111 (USA) and CMVSS 111 (Canada). Lack of display of the rear view camera image may result in the driver being unaware of objects or pedestrians behind the vehicle and increasing the risk of a crash.

Question 6

Has JLR received many complaints?

Answer

JLR has received a number of reports related to this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

There have been no reports of accidents or injuries 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 investigation into this matter started in December 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 Range Rover vehicles in question are now out of production. Service parts are now modified to prevent water ingress.

Question 12

What will the JLR retailer/authorized repairer do to the vehicles?

Answer

JLR retailers/authorized repairers will remove the rear surround camera and inspect it. If the camera is found to be OK, it will be reinstalled with a new seal. If the camera is found to not be OK, a new camera will be installed along with the new seal and a 10-minute calibration drive cycle will be completed.

Question 13

Which vehicles are affected by this recall?

Answer

Certain 2018 to 2022 model year Range Rover vehicles installed with surround camera system.

Question 14

Are other JLR models affected by these actions?

Answer

Range Rover Sport vehicles are also affected and are now to be repaired under campaign N901.

Question 15

Are parts available to rework vehicles?

Answer

Parts are available for JLR retailers/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 retailer/authorized repairer for the work to be completed.

Question 18

How long does it take for the car to be inspected and repaired?

Answer

The work will be completed out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 1 hour to complete. Naturally, due to JLR retailer/authorized repairer 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 retailer/authorized repairer should they have any concerns regarding the rear view camera system.

Note:

Make sure that any press enquiries are referred to the JLR Corporate Affairs office.