



# SAFETY RELATED RECALL

Global Recall Action  
Number: N901

<b>Subject:</b>  <b>Rear Surround Camera Bezel Water Ingress</b>	Publication No.: N901
	Model: Range Rover Sport (LW)
	Model Year: 2018 - 2022
	Date of Issue: 29 May 2024

<b>To:</b>	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
<b>For the Attention of:</b>	The approved JLR retailer/authorized repairer.
<b>Important:</b>	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 concern has been identified on certain Range Rover Sport vehicles equipped with the "Surround Camera System" where the reversing camera will display a poor image or no image at all as a result of water ingress into the camera housing/bezel. All of these vehicles were included in Safety Recall N778. Certain Range Rover Sport vehicles were incorrectly repaired under recall N778 where repair instructions for Range Rover were followed. These instructions did not provide a remedy for Range Rover Sport vehicles.

To make sure correct remedy actions are completed for the entire affected Range Rover Sport population, N901 safety recall is being launched, and supersedes N778 for these vehicles, regardless of their N778 status.

In an intermittent or failed state the rear surround camera image display does not meet the requirements of Motor Vehicle Safety Standard No. 111, Rear Visibility. 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 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.

	<b>The following applies to:</b> [NORTH AMERICA]
--	---

## FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 24V-364.

Transport Canada (TC) reference number: 2024-289.

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**



**The following applies to:**  
[NORTH AMERICA]

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 model to 2022 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 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.



**The following applies to:**  
[NORTH AMERICA]

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 - N901

## Parts Information

The first 2 items listed below should be ordered through JLR in the normal manner. For Nitto foam, see the note marked \* below the table and this will be paid under ZZZ999.

### NOTE:

An allowance equivalent to £0.50 Sterling has been allocated for Nitto foam.

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
* Nitto foam	LR1000NF/ZZZ999	£0.50	100

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

\* Nitto Foam will be supplied in bags of 10 pieces and for at least the initial 60% of demand. Nitto Foam should not be ordered by JLR retailers/authorized repairers. Jaguar Land Rover North America will automatically send stock to each JLR retailer/authorized repairer based on a JLR retailer/authorized repairer repair forecast. This stock will be sent in two batches.

## SROs

Description	SRO	Time
Rear surround camera - Inspection pass - Renew rear surround camera seal	05.10.40	0.4
Rear surround camera - Inspection fail - Renew rear surround camera and seal	05.10.60	0.6
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 N901 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
N901	A	Rear surround camera - Inspection pass - Renew rear surround camera seal	05.10.40	0.4	529000001 LR1000NF/ZZZ999	1 £0.50
N901	B	Rear surround camera - Inspection pass - Renew rear surround camera seal Drive in/drive out	05.10.40 02.02.02	0.4 0.2	529000001 LR1000NF/ZZZ999	1 £0.50
N901	C	Rear surround camera - Inspection fail - Renew rear surround camera and seal	05.10.60	0.6	LR098720 529000001 LR1000NF/ZZZ999	1 1 £0.50
N901	D	Rear surround camera - Inspection fail - Renew rear surround camera and seal Drive in/drive out	05.10.60 02.02.02	0.6 0.2	LR098720 529000001 LR1000NF/ZZZ999	1 1 £0.50

### 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).

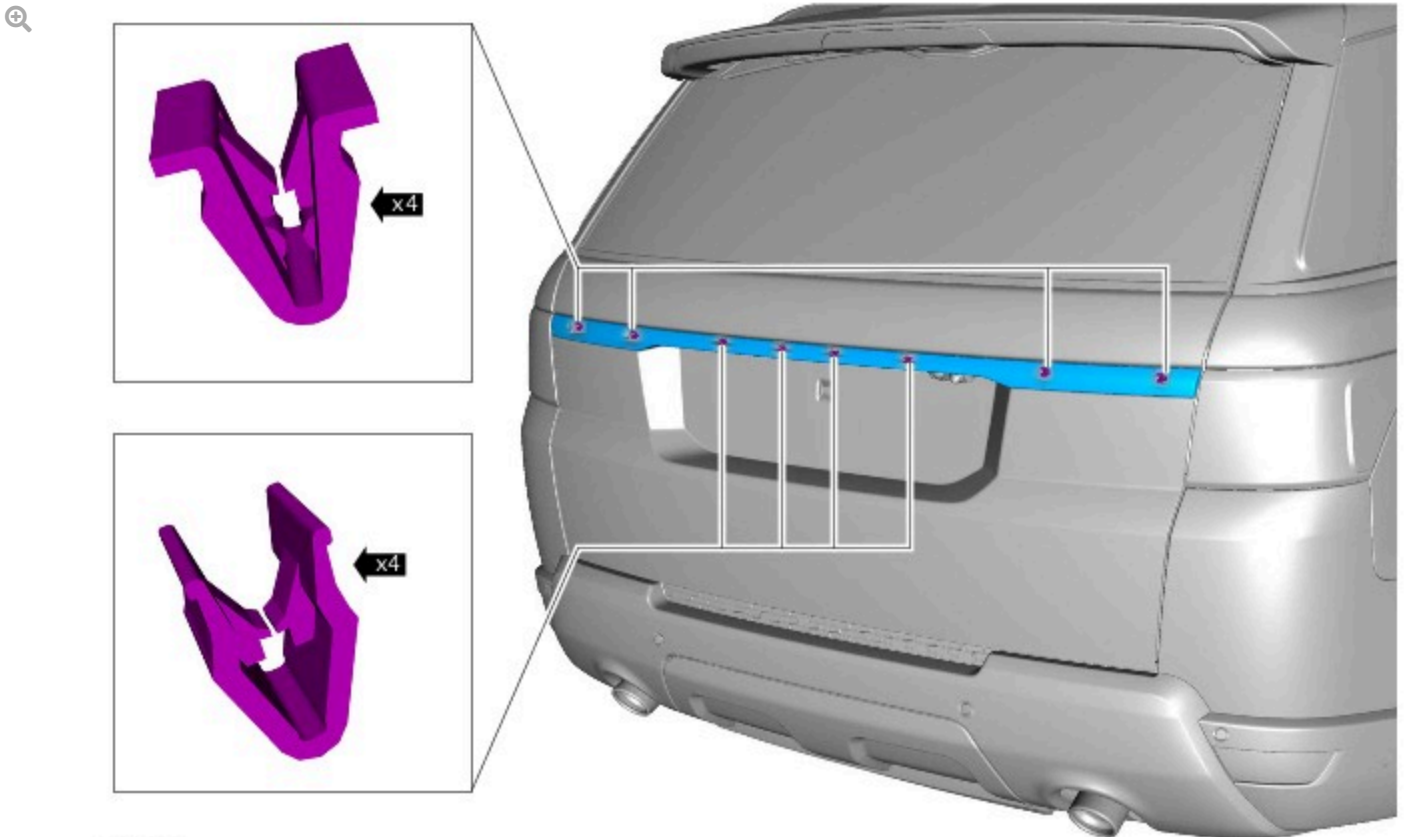
## SERVICE INSTRUCTION

### 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

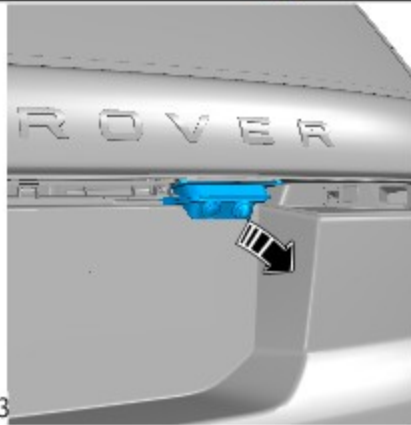
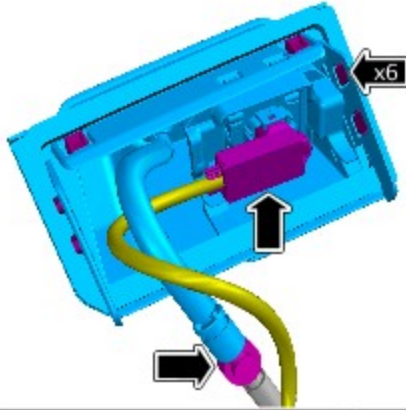
2.

**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

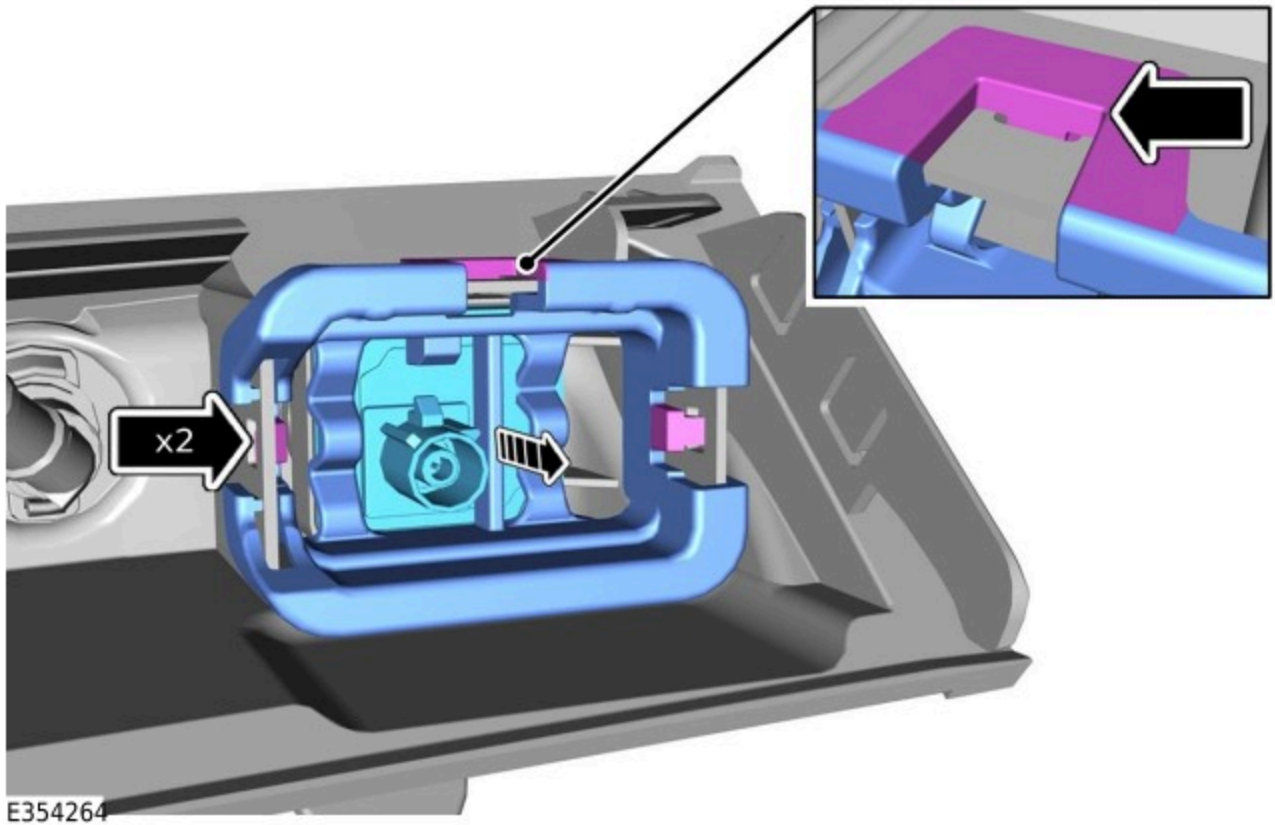
3.

**NOTE:**

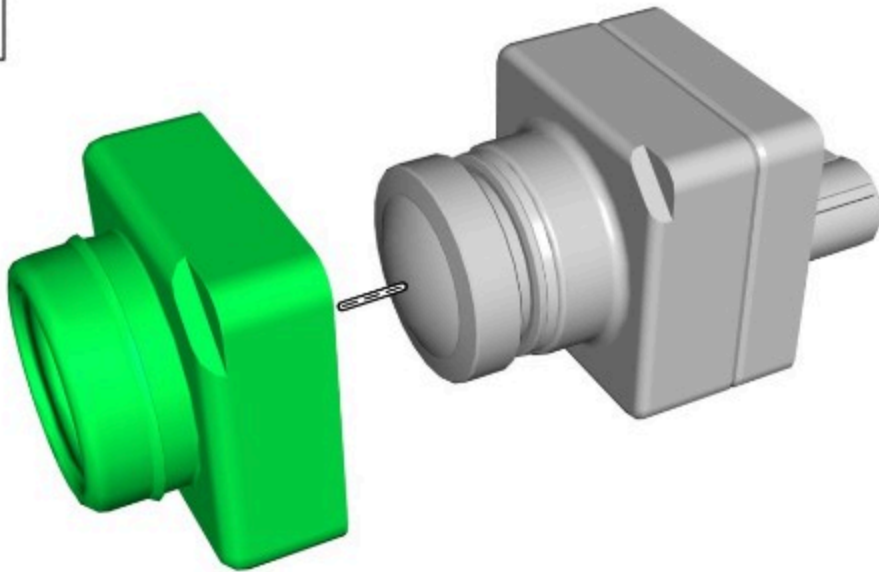
The illustration shows the installed orientation of the component before removal.

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.

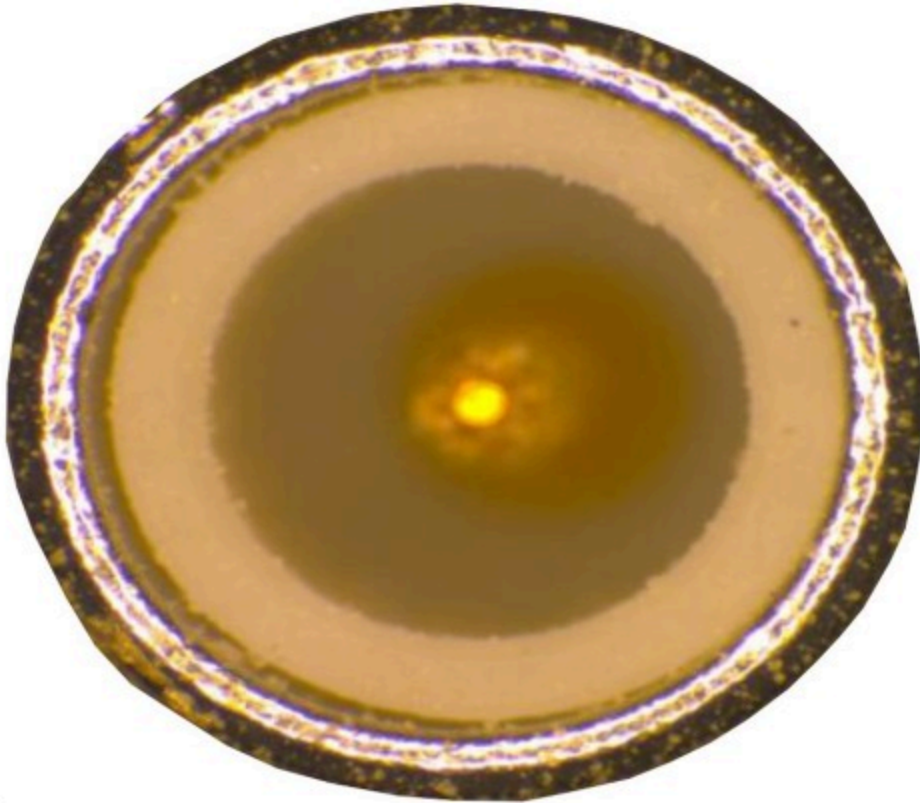
- Inspect the rear surround camera housing and lens adhesive for corrosion. If there **ARE** any signs of corrosion on the rear surround camera housing, as shown in the illustration marked 'A' the rear surround camera has **FAILED** the inspection. **Continue to step 7.**
- Inspect the rear surround 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.**
- If there are no signs of corrosion or water ingress on the rear surround camera housing the rear surround camera has **PASSED** the inspection. **Continue to step 6.**





**A**

E354377

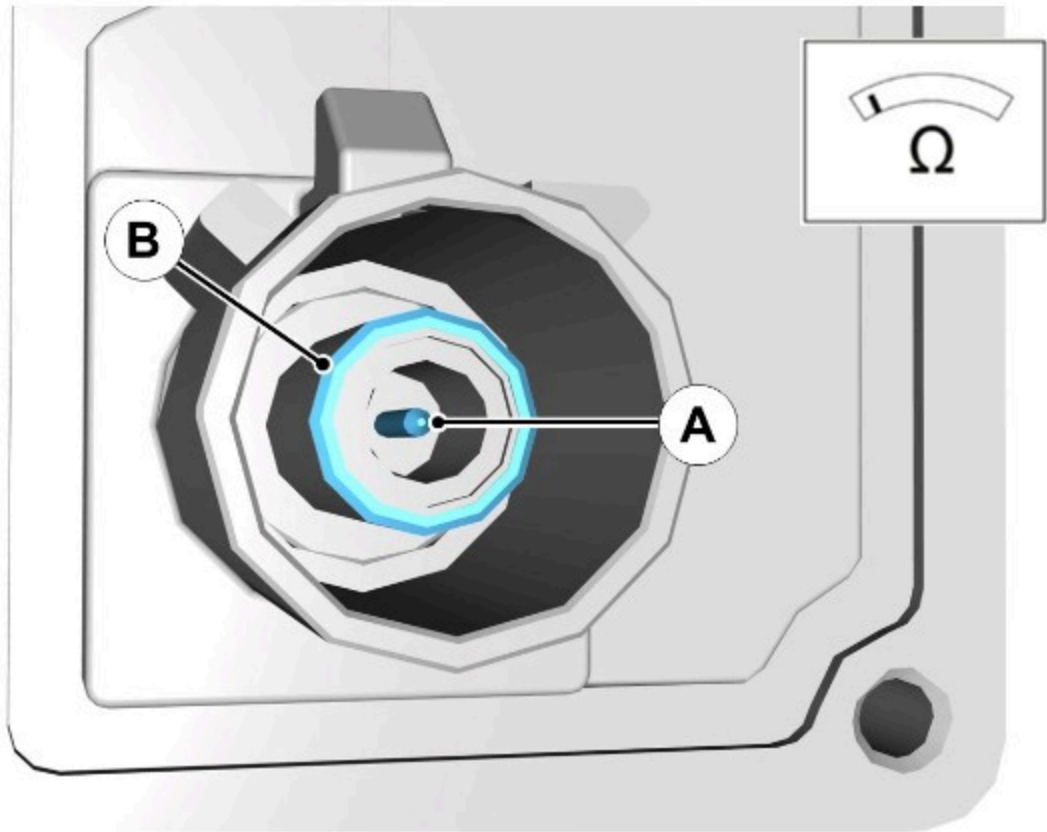


**B**

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.

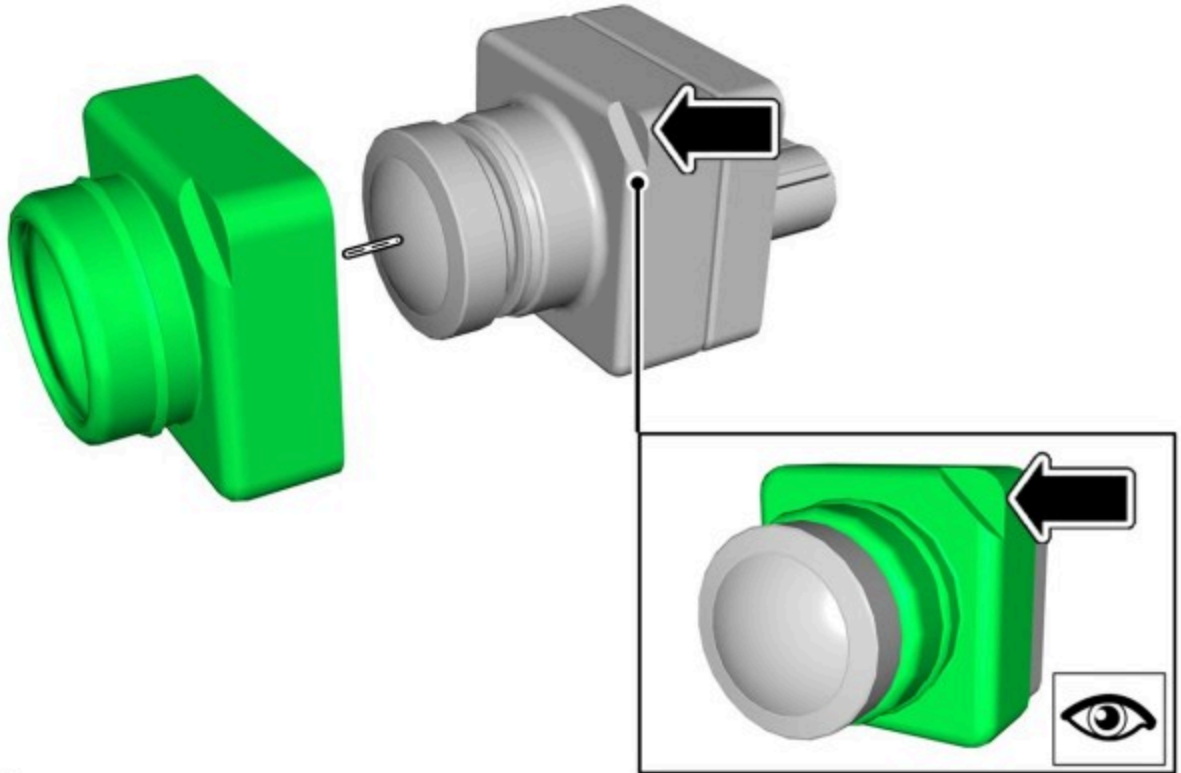
Renew the rear surround camera.

8.

**CAUTION:**

The rear surround camera seal must be installed as shown.

Install a new rear surround camera seal.



E354273

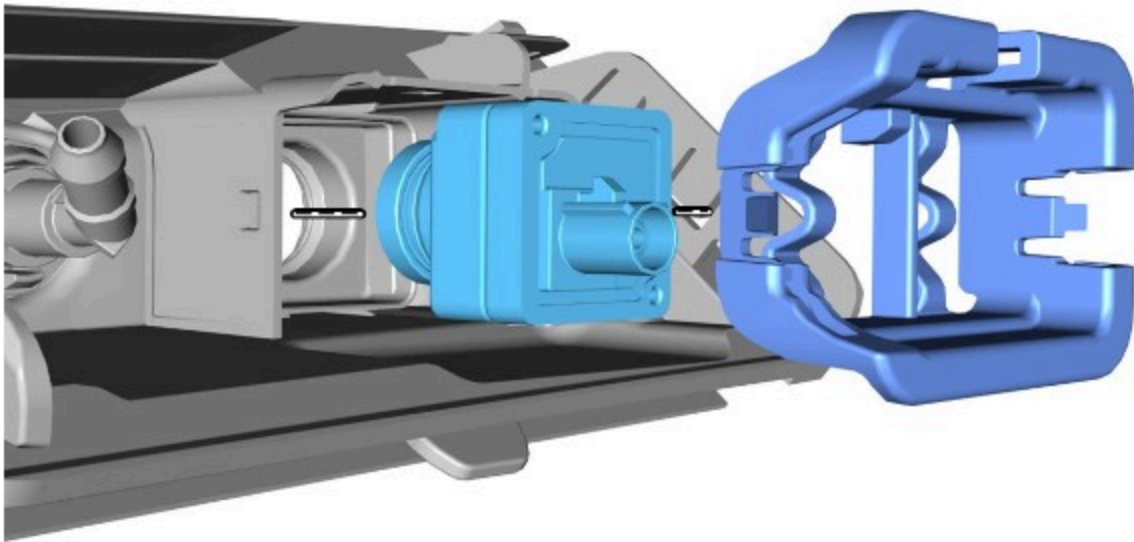
9.

**NOTE:**

The illustration shows the required orientation for the component installation.

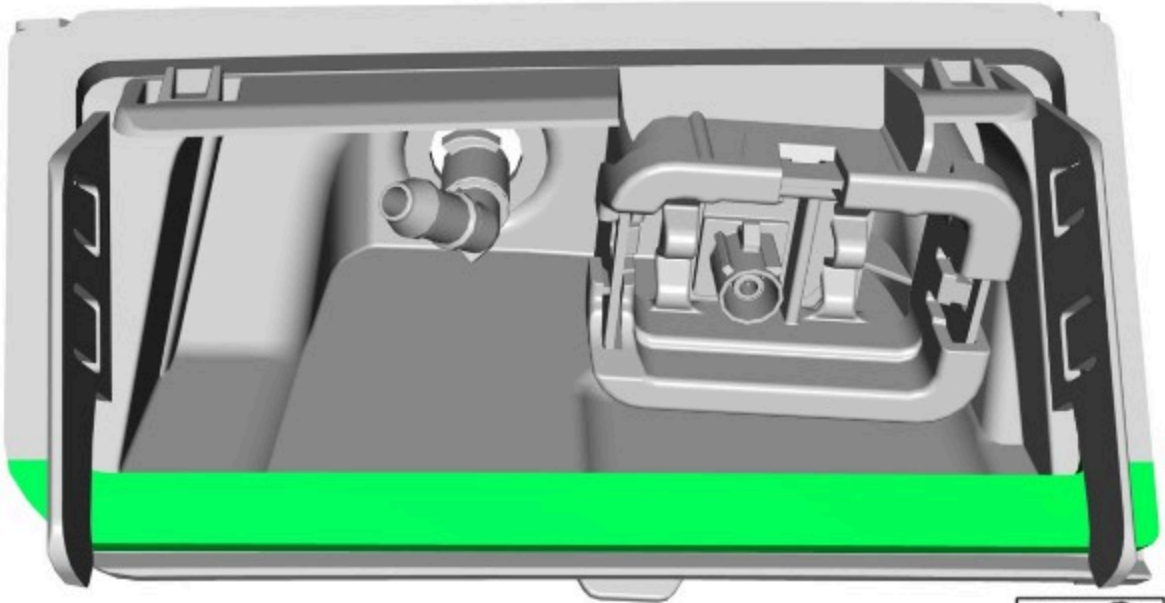
Install the rear surround camera to the bezel.

- Install the rear surround camera retention clip.



E354279

10. Remove and discard the Nitto foam from the area highlighted in the illustration.



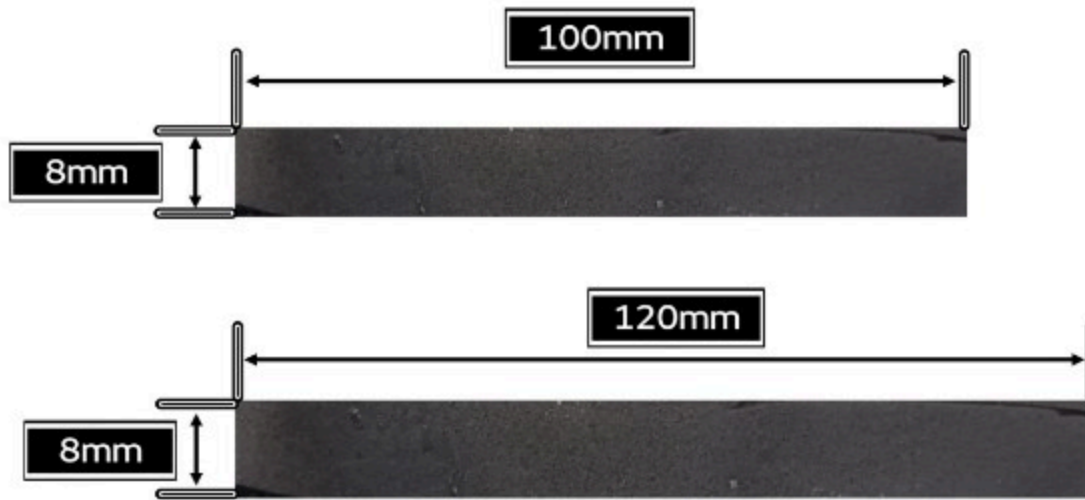
E354281

11.

**NOTE:**

The Nitto foam is supplied in cut lengths of 220 mm and is 3 mm thick. Only 1 new strip of Nitto foam is required for each repair.

Measure and cut 1 new 220 mm strip of Nitto foam into 2 pieces to the dimensions shown in the illustration.



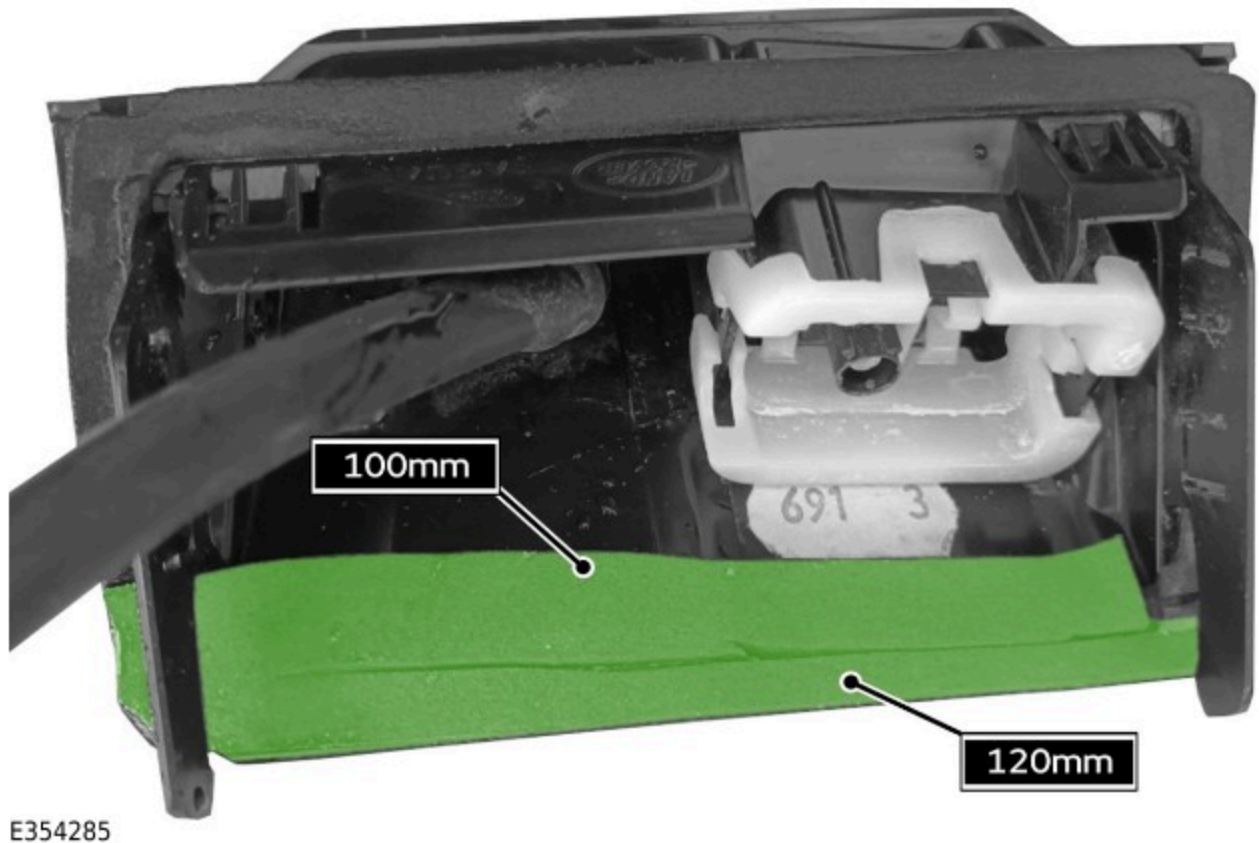
E354282

12.

**CAUTION:**

There must be no gaps between the new and existing Nitto foam. Failure to follow this instruction will lead to water ingress.

Install the 2 pieces of Nitto foam to the rear surround camera bezel as shown in the illustration.



E354285

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

14.

**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.

15. 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: N901

Date: month/year

### **SAFETY RELATED RECALL - Range Rover Sport - 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 model year to 2022 model year 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 2018 model year to 2022 model year Range Rover Sport vehicles where the rear surround camera will display a poor image or no image at all as a result of water ingress into the rear surround 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](http://www.landrover.co.uk) or [www.landrover.com](http://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 campaign is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this campaign.

Treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this campaign may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business



<b>Technical Questions And Answers</b>	
<b>FOR USE ON ENQUIRY</b>	
<b>JLR Recall N901</b>	
<b>2018 model year to 2022 model year Range Rover Sport vehicles equipped with surround camera system</b>	

A concern has been identified on certain Range Rover Sport vehicles specified with the "Surround Camera System" where the rear view 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 Sport models?

*Answer*

JLR is conducting a voluntary safety recall involving certain 2018-2022 MY Range Rover Sport vehicles with the surround camera system installed. Lack of display of the rear view camera image may result in the driver being unaware of objects or pedestrians behind the vehicle 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 view camera bodies 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 view camera.

**Question 5**

Does this concern affect vehicle safety?

*Answer*

In an intermittent or failed state, the rear view camera image display does not meet the requirements of FMVSS 111 (USA), 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 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 concern discovered?

*Answer*

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

**Question 9**

How long has JLR known about this concern?

*Answer*

The investigation into this matter started in December 2022. In addition, it has been identified in April 2024 that a number of Range Rover Sport vehicles under recall action N778 had been mis-repaired and they have subsequently been made eligible for re-repair under this recall.

**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 Sport 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*

Authorized repairers will remove the rear view camera and inspect it. If the camera is found to be OK, it will be refitted 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 2018-2022 Model Year Range Rover Sport vehicles installed with surround camera system.

**Question 14**

Are other JLR models affected by these actions?

*Answer*

Certain 2018-2022 Model Year Range Rover vehicles are also affected and are being remedied under recall action N778.

**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 Sport 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 vehicle 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 Sport 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.