



SAFETY RELATED RECALL

Global Recall Action
Number: N946

Subject: Rear View Camera - Renew	Publication No.: N946
	Model: Range Rover (LK)
	Model Year: 2022 - 2023
	Date of Issue: 21 March 2025

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC. The National Sales Company (NSC), importers, retailers and authorized repairers in Canada, India, Japan, South Korea and USA
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 concern has been identified where, on certain 2022 model year to 2023 model year Range Rover vehicles, water could get into the rear view camera. This water ingress can cause a distorted image, or no image at all, to be displayed on the touchscreen.

A blurred image or lack of display of the camera image may result in the driver being unaware of objects or pedestrians increasing the risk of an injury and 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-947

Transport Canada (TC) reference number: 2024-769

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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N946

Parts Information

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

Description	Part Number	Qty
Rear view camera	LR129291	1

SROs

Description	SRO	Time
Renew rear view camera	86.54.40	0.4
Rear view camera calibration, drive cycle	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 N946 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
N946	A	Renew rear view camera	86.54.40	0.4	LR129291	1
		Rear view camera calibration, drive cycle	05.10.50	0.5		
N946	B	Renew rear view camera	86.54.40	0.4	LR129291	1
		Rear view camera calibration, drive cycle	05.10.50	0.5		
		Drive in / drive out	02.02.02	0.2		

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 campaign.

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

1. Renew the rear view camera (see TOPIx Workshop Manual section 401-01: Parking Aid - Removal and Installation - Rear Proximity Camera).

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: N946

Date: month/year

SAFETY RELATED RECALL - Range Rover - Rear View Camera - Renew

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 JLR vehicles within a specific production range. Read the information below, explaining the actions that we intend to take and what you must do.

Why are we contacting you?

A concern has been identified where, on certain 2022 model year to 2023 model year Range Rover vehicles, water could get into the rear view camera. Water ingress can cause a progressively distorted image, cause electrical failure leading to loss of image on the touchscreen.

A blurred image or lack of display of the rear view camera image may result in the driver being unaware of objects or pedestrians increasing the risk of an injury and a crash.

What will your JLR retailer / authorized repairer do?

At your visit, your preferred JLR retailer / authorized repairer will replace the rear view camera.

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 your JLR retailer / authorized repairer with the following details, which are at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The Program Number 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, could you complete the 'Change of Ownership' slip attached to this letter, returning the slip to JLR immediately in the enclosed Freepost envelope. This will enable us to make contact and share this information 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 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 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 N946	
Range Rover - Rear View Camera - Renew	

A concern has been identified where, on certain 2022 model year to 2023 model year Range Rover vehicles, water could get into the rear view camera. Water ingress can cause a progressively distorted image, cause electrical failure leading to loss of image on the touchscreen.

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 models?

Answer

JLR is conducting a voluntary safety recall involving certain 2022 model year to 2023 model year Range Rover vehicles, to replace the rear view camera.

Question 3

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

Answer

Engineering analysis of a number of field reports relating to unclear or loss of image from the rear view camera (usually when reverse selected) showed unusual amounts of moisture present in field returned cameras. Detailed component investigations with the rear view camera supplier showed that the pressure compensation element on the back of the rear view cameras to be incorrectly manufactured, leading to a loss of sealing of the rear view camera.

Question 4

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

Answer

In the event of water ingress into the rear view camera, the image may not display clearly or at all on the touchscreen.

Question 5

Does this concern affect vehicle safety?

Answer

JLR has determined that this issue presents a safety hazard, drivers may not clearly see obstacles behind their vehicle when maneuvering, especially when reversing.

Question 6

Has JLR received many complaints?

Answer

JLR has received a number of complaints which were attributed to this concern.

Question 7

Have there been any accidents or injuries or fires?

Answer

There have been no reported accidents, injuries or fires as a result of this concern.

Question 8

How was the concern discovered?

Answer

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

Question 9

How long has JLR known about this problem?

Answer

The investigation into this concern was opened in September 2024.

Question 10

Is the defect leading you to any concerns regarding the reliability of the vehicle?

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 supplier has modified the rear view camera production process to make sure cameras are sealed correctly.

Question 12

What will JLR retailers / authorized repairers do to the vehicles?

Answer

Vehicles will have the rear view camera replaced. There will be no charge to the owners for this repair.

Question 13

Which vehicles are affected by this recall?

Answer

2022 model year to 2023 model year Range Rover vehicles as below may be affected: SALKP9FU2NA003771 to SALKP9E71PA042673 (Specific vehicles within the [Vehicle Identification Number \(VIN\)](#) range)

Question 14

Are other JLR models affected by these actions?

Answer

No other JLR models are known to be affected by this concern.

Question 15

Are parts available to rework vehicles?

Answer

Parts are available to rework vehicles.

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 vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly be contacted and invited to make an appointment with a JLR retailer / authorized repairer for the work to be completed.

In some countries, recall information is available online through the Land Rover brand web site. Customers can use the Recall Search at <https://topix.landrover.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 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 vehicle safely until it has been recalled?

Answer

Yes, although where the rear view camera image is unclear or not presented, drivers are advised to exercise additional care when maneuvering, especially when reversing. Affected customers will be contacted directly by JLR and are advised to book their vehicles in for repair as soon as possible.

Note:

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