

573.6 (c) (6) - Chronology of Events (Recall N901)

Increasing numbers of field reports relating to rear camera system issues were received towards the end of 2022. This triggered a Product Safety and Compliance Committee (PSCC) investigation that was initiated in January, 2023.

The PSCC requested that this issue be investigated by the engineering teams to investigate the issue, identify scope and determine if there is any product related defect that is causing the issue.

In February, 2023, the team reported to the PSCC that there were changes made to the design of the rear camera part way through the 2018 Model Year vehicle programmes where a part common with other vehicle lines was introduced. The focus of the investigation was agreed to major on this revised design of part applied to Range Rover (L405) and Range Rover Sport (L494) surround camera system specification vehicles. During April, May and June, 2023, the team continued to report progress of the investigation to PSCC. This included reviews of data related to issues reported from the field and testing plans.

Testing was undertaken in July and August, 2023, to understand the issue further and evaluate water ingress risks for the parts installed on vehicles. Further tests were completed in September, 2023, with the results reviewed at PSCC. Further tests to understand any corrosion exposure were then started in November, 2023, with testing outcomes reported in January, 2024.

This testing revealed the presence of a defect. This showed there is a design issue with the sealing system which does not adequately seal in all use cases and prevent water from passing through the sealing system. This was shown to allow water to accumulate around the camera leading to failure.

At the PSCC of January 09, 2024, the results of the testing were presented, and it was agreed that the issue be progressed to the Recall Determination Committee (RDC) for consideration.

The RDC reviewed the issue on January 11, 2024, and concluded that this issue constitutes a compliance defect and a non-compliance recall be conducted to remedy affected vehicles.

Following a review of campaign completions, it was identified that despite the repair process and required parts not being available for Range Rover Sport vehicles, a number of vehicles had had claims for a repair made. The PSCC was informed of this fact and opened an investigation on May 7, 2024. The investigation concluded on May 14, 2024, that the repairs had been completed incorrectly and it was agreed that the issue be progressed to RDC for consideration.

The RDC reviewed the issue on May 16, 2024, and concluded that for those vehicles incorrectly repaired, the defect still exists and therefore they should also be included in this campaign.

To avoid further incorrect remedy, the population of Range Rover Sport vehicles affected, either unrepaired or incorrectly repaired are now included in safety recall N901 and no longer eligible for the prior safety recall N778.

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

JLR has received 95 field reports in the US relating to this issue between January 30, 2018 and May 16, 2024.