



**SAFETY RELATED RECALL**

Global Recall Action  
Number: D053

Subject:  <b>Rear Camera Water Ingress</b>	Publication No.: D053
	Model: New Range Rover Evoque (LZ)
	Model Year: 2023
	Date of Issue: 03 November 2025

<b>To:</b>	All National Sales Companies (NSCs), importers, retailers and authorized repairers in Canada, India, Japan, Korea, Taiwan and USA 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 2023 model year Range Rover Evoque vehicles, where water may ingress into the rear view camera. This water ingress can cause a distorted image, or no image at all, to be displayed on the vehicle 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 / or 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 must 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 Company (NSC), 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: 25V-645

Transport Canada (TC) reference number: 2025-509

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.



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

**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 2023 model year Range Rover Evoque 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 \$27,874.00 USD per violation and the equivalent of \$139,356,994.00 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

11/3/25, 7:55 AM

Rear Camera Water Ingress

Steve Oldham

Global Customer Care Quality Director

## SERVICE INSTRUCTION - D053

### Parts Information

Parts for this campaign are being distributed to market(s) as required. You must only order parts when a confirmed repair date is set.

The parts below must 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	0.3
Calibrate rear view camera	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 must be submitted quoting program code D053 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	Quantity
D053	A	Renew rear view camera	86.54.40	0.3	LR129291	1
		Calibrate rear view camera	05.10.50	0.5		
D053	B	Renew rear view camera	86.54.40	0.3	LR129291	1
		Calibrate rear view camera	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 must 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: D053

Date: month/year

**SAFETY RELATED RECALL - Range Rover Evoque - Rear Camera 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 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 on certain 2023 model year Range Rover Evoque vehicles, where water may ingress into the rear view camera. This water ingress can cause a distorted image, or no image at all, to be displayed on the vehicle 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 / or a crash.

**What will your JLR retailer / authorized repairer do?**

At your visit, your preferred JLR retailer / authorized repairer will renew 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](http://www.landrover.co.uk) or [www.landrover.com](http://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**

11/3/25, 7:56 AM

D053 - Rear Camera Water Ingress | TOPIx


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 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

<b>Technical Questions And Answers</b>	
<b>FOR USE ON ENQUIRY</b>	
<b>JLR D053</b>	
<b>Range Rover Evoque Rear View Camera Water Ingress</b>	

A concern has been identified on certain 2023 model year Range Rover Evoque vehicles, where water may ingress into the rear view camera. This water ingress can cause a distorted image, or no image at all, to be displayed on the vehicle 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 2023 model year Range Rover Evoque 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 camera supplier showed the pressure compensation element on the back of cameras to be incorrectly manufactured, leading to a loss of sealing of the 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 vehicle touchscreen.

**Question 5**

Does this concern affect vehicle safety?

**Answer**

JLR has determined that this concern 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**

Can I continue to drive my vehicle and are there any precautions that can be taken to minimize the risk until the corrective measures are implemented?

**Answer**

Where a camera image is unclear or not presented, drivers are advised to exercise additional care when maneuvering, especially when reversing.

**Question 9**

How was the concern discovered?

**Answer**

The concern was identified through predictive failure rate analysis based on supplier data and field reports.

**Question 10**

How long has JLR known about this concern?

**Answer**

Through assessment of field reports, JLR has identified this as a problem on Range Rover Evoque vehicles in September 2025.

**Question 11**

Is the concern leading JLR 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 12**

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 13**

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

**Answer**

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

**Question 14**

Which vehicles are affected by this recall?

**Answer**

2023 model year Range Rover Evoque vehicles as below may be affected: SALZP2FX1PH179124 to SALZA2AN8PL924102\*, \* Specific vehicles within the [Vehicle Identification Number \(VIN\)](#) range.

**Question 15**

Are other JLR models affected by these actions?

**Answer**

Certain 2022 model year to 2023 model year Range Rover vehicles are affected, and where applicable have been recalled under JLR campaign N946.

**Question 16**

Are parts available to rework vehicles?

**Answer**

Parts are available for JLR retailers / authorized repairers to conduct this repair.

**Question 17**

How much will the recall cost JLR?

**Answer**

Cost was not a factor in deciding to recall these vehicles.

**Question 18**

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 retailers / authorized repairer for the work to be completed. In some countries, recall information is available online through the brand's web site. Customers can use the Recall Search at <https://TOPIx.jaguar.jlrext.com/TOPIx/vehicle/lookupForm>

**Question 19**

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.

**Note:**

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