



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 25, 2019

Mr. John Kobylarz  
Automotive Safety Officer  
Jaguar Land Rover North America, LLC  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

NEF-150JK  
19V-421

**Subject:** Windshield Washers May Fail/FMVSS 104

Dear Mr. Kobylarz:

This letter serves to acknowledge Jaguar Land Rover North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

LAND ROVER/RANGE ROVER EVOQUE/2020

**Mfr's Report Date:** June 6, 2019

**NHTSA Campaign Number:** 19V-421

**Components:**

VISIBILITY:REAR WINDOW WIPER/WASHER  
VISIBILITY:WINDSHIELD WIPER/WASHER

**Potential Number of Units Affected:** 2,200

**Problem Description:**

Jaguar Land Rover North America, LLC (Land Rover) is recalling certain 2020 Range Rover Evoque vehicles. The fuse for the front and rear windshield washer system may fail and reduce driver visibility. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 104, "Windshield Wiping and Washing Systems."

**Consequence:**

The driver's reduced visibility can increase the risk of a crash.

**Remedy:**

Land Rover will notify owners, and dealers will replace the fuse for the front and rear washer systems, free of charge. In addition, the Engine Junction Box lid will be replaced and an owner's manual insert will be added with the updated fuse rating information. The recall is expected to begin August 2, 2019. Owners may contact Land Rover customer service at 1-800-637-6837. Land Rover's number for this recall is N341.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- A description of the basis for your company's determination of the recall population (49 CFR 573.6 (c)(2)).

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement