

NON-COMPLIANCE RECALL N341 -
FRONT/REAR WINDSHIELD WASHER PUMP
FUSES



NAS19.07.004 | RECALL

| USA

AFTERSALES BULLETIN

JULY 8, 2019

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Non-Compliance Recall on certain 2020 model year Land Rover Range Rover Evoque vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.

United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.

United States Federal law requires retailers to complete any outstanding Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,780.00 per vehicle.

This Aftersales Bulletin serves as notification to all Land Rover retailers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

DESCRIPTION OF ISSUE

An issue has been identified on a limited number of Land Rover vehicles within the listed Affected Vehicle Range where the fuses in the Engine Junction Box (EJB) for the front and rear windshield washer pump may fail if the system is operated in freezing or blocked conditions.

AFFECTED VEHICLE RANGE

Range Rover Evoque (L551)

Model Year: 2020

VIN: SALZM2GX5LH000181-SALZP2FX0LH019195

A total of 2,200 vehicles are potentially affected in the USA and Federalized Territories. Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

EFFECT ON VEHICLE OPERATION

Vehicles in this condition do not meet the requirements of Federal Motor Vehicle Safety Standards (FMVSS) 104, Windshield Wiping and Washing Systems. This could reduce the driver's visibility and increase the risk of a crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to an authorized Land Rover retailer who will replace the 15A fuses with 25A fuses for the front and rear washer systems. The Engine Junction Box (EJB) lid will also be replaced so the vehicle fuse amperage schematic embossed on the lid displays the correct fuse rating. A handbook supplement will also be printed and inserted into the Owner's Handbook.

There will be no charge to owners for this action under this program.

OWNER NOTIFICATION

Owner notification is expected to occur on or before August 2, 2019.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that the vehicle is affected by this Program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin N341NAS, *Non-Compliance Recall: Front/Rear Windshield Washer Pump Fuses*, for detailed repair instructions.

PARTS

NOTE: only order the expected percentage demand of parts identified.

Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE
25A fuse	LR078013	2
Engine Junction Box (EJB) cover	LR122998	1

No parts required.

TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Use TOPlx to obtain the latest repair time.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
N341	A	Engine Junction Box (EJB) cover - Renew	86.71.89.83	0.1	LR078013	2
					LR0122998	1
N341	B	Engine Junction Box (EJB) cover - Renew	86.71.89.83	0.1	LR078013	2
		Drive in/drive out	02.02.02	0.2	-	1 -

Normal Warranty policies and procedures apply.

SAMPLE OWNER LETTER: NON-COMPLIANCE RECALL N341

This notice applies to your vehicle SALXXXXXXXXXXXXXX

August 2019

Non-Compliance Recall N341: Front/Rear Windshield Washer Pump Fuses

**Vehicle Affected: Land Rover Range Rover Evoque
Model Year: 2020**

Dear Land Rover Range Rover Evoque Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that certain 2020 model year Land Rover Range Rover Evoque vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 104 - Windshield wiping and washing systems.

Your vehicle is included in this Recall action.

What is the reason for this program?

The fuses in the Engine Junction Box (EJB) for the front and rear windshield washer pump may fail if the system is operated in freezing or blocked conditions. To reduce the chance of this, always use windshield washer fluid with the appropriate frost protection for the climatic conditions and remove any blockage to the washers before use.

Vehicles in this condition do not meet the requirements of Federal Motor Vehicle Safety Standards (FMVSS) 104, Windshield Wiping and Washing Systems. This could reduce the driver's visibility and increase the risk of a crash.

What will Land Rover and your authorized Land Rover retailer do?

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will replace the 15A fuses with 25A fuses for the front and rear washer systems. The Engine Junction Box (EJB) lid will also be replaced so the vehicle fuse amperage schematic embossed on the lid displays the correct fuse rating. A handbook supplement will also be printed and inserted into the Owner's Handbook.

There will be no charge for this repair under this program.

What should you do?

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'N341'.

Attention Leasing Agencies: if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America.

Moved or no longer own this Land Rover vehicle?

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: lrweb2@jaguarlandrover.com.

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wish to do everything we can retain that confidence. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Rory Beattie
Vice President Customer Service
Jaguar Land Rover North America, LLC

TECHNICAL Q & A: NON-COMPLIANCE RECALL N341

Main Message: an issue has been identified with certain vehicles where the fuses in the Engine Junction Box (EJB) for the front and rear windshield washer pump may fail if the system is operated in freezing or blocked conditions.

Q1 Who do I contact if a member of the press contacts me about this recall?

A Please ensure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:

Stuart Schorr

Vice President, Communications & Public Affairs
Jaguar Land Rover North America, LLC

sschorr@jaguarlandrover.com

Office: +1-201-760-8561

Cell: +1-201-739-2964

Nathan Hoyt

Manager, PR & Communications - Land Rover
Jaguar Land Rover North America, LLC

nhoyt@jaguarlandrover.com

Office: +1-201-818-8316

Cell: +1-551-427-3199

Q2 Why is Jaguar Land Rover recalling certain Land Rover vehicles?

A Federal Motor Vehicle Safety Standard (FMVSS) 104 calls on SAE J942 test procedures. An interpretation related to SAE J942 from 1972 makes clear the requirement for washers to operate following a frozen state operation. Should the vehicle's windshield washer system experience a frozen or blocked condition, causing the washer pump to stall, the 15A fuse in the EJB will fail. Vehicles in this condition do not meet the requirements of FMVSS 104.

Q3 Can you tell me more about what is wrong with the vehicles?

A During cold weather testing on prototype 2020MY Range Rover Evoque vehicles in Sweden, failures of the windshield washer pump were noted by the testing team. An investigation discovered that should the windshield washer pump stall due to a frozen or blocked condition, the 15A fuse in the EJB will fail. Replacement of the 15A fuse with a 25A fuse will remedy the error state, allowing the system to operate following a frozen state.

Q4 How would the customer become aware of potentially having this concern?

A During very cold winter conditions, customers may experience a failure of the windshield washer pump should they activate the system when frozen and then subsequently after the system has thawed.

Q5 Does this concern affect vehicle compliance?

A Yes, this condition affects the compliance of the affected vehicles.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has not received retailer/authorized repairer reports relating to this matter.

Q7 Have there been any accidents or injuries?

A Jaguar Land Rover is not aware of any accidents or injuries which have been attributed to this issue.

Q8 How was the condition discovered?

A The condition was discovered during cold weather testing on prototype vehicles.

Q9 How long has Jaguar Land Rover known about this problem?

A The issue was first investigated on 26 March, 2019

- Q10** 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?
- A** We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.
- Q11** What has Jaguar Land Rover done in production?
- A** Production vehicles have 25A fuses installed in the EJB.
- Q12** What will authorized Land Rover retailers do to the vehicles?
- A** Authorized Land Rover retailers will replace the current 15A fuses with 25A fuses for the front and rear windshield washer pump. The Engine Junction Box (EJB) lid will also be renewed so the vehicle fuse amperage schematic embossed on the lid displays the correct fuse rating. A handbook supplement will also be printed and inserted into the Owner's Handbook. .
- Q13** Which vehicles are affected by this recall?
- A** The following Land Rover vehicles manufactured from November 2, 2018, to April 4, 2019, are affected:
- SALZM2GX5LH000181-SALZP2FX0LH019195
- Q14** Are other Jaguar Land Rover models affected by these actions?
- A** No other models, other than those listed on this document, are known to be affected by this condition.
- Q15** Are parts/software available to rework vehicles?
- A** Yes, the necessary parts are available for authorized retailers to conduct this repair.
- Q16** How much will the recall cost Jaguar Land Rover?
- A** Cost was not a factor in deciding to recall these vehicles.
- Q17** How do I know if my Land Rover vehicle is affected?
- A** All owners of potentially affected vehicles will shortly receive a letter inviting them to contact an authorized Land Rover retailer for the work to be carried out.
- Q18** How long does it take for the vehicle to be inspected and repaired?
- A** The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 30 minutes. Due to retailer schedules, vehicles may be required for longer.
- Q19** Can I continue to drive my vehicle safely until it has been recalled?
- A** Customers are advised to contact an authorized Land Rover retailer should they have any concerns regarding their vehicles.



**RANGE ROVER EVOQUE
OWNER'S HANDBOOK SUPPLEMENT**

Publication Part No. LSC 18 02 66 201

Supplementary Information

ABOUT THIS SUPPLEMENT

The following information relates to fuse ratings and supersedes the information shown in the Owner's Handbook.

FRONT COMPARTMENT FUSES

The following information supersedes that within the Front Compartment Fuses topic of the Owner's Handbook.

Fuse number	Rating (Amps)	Fuse color	Circuits protected
29	25	Clear.	Front screen washer.
31	25	Clear.	Rear screen washer.