



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

**July 26, 2019**

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

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

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 19V-421**

#### **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) number 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. If the washer pump fuses fail, it 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, 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 (10) 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.



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**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 appreciate the name and address of the new owner, using the return postage-paid card 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 queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Centre 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](mailto: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 Avenue, SE  
Washington, D.C. 20590

Or you call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 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 to 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