



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

**May 19, 2023**

### **SAFETY RECALL N785: Engine Coolant Pipe Placement**

**Vehicles Affected: 2019-2022MY Range Rover PHEV, Range Rover Sport 4 Cylinder PHEV models**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 23V-221**

**Dear Land Rover Owner:**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain vehicles listed above.

Your vehicle is included in this Recall action.

#### **What is the reason for this program?**

The water pump drive belt can become damaged and detached. This can cause the engine to rapidly overheat and rupture the engine mounted plastic elbow in the cooling circuit allowing coolant to leak onto the turbo charger.

A coolant leak onto the turbo charger heatshield may increase the risk of a fire in the engine bay which can spread to the whole vehicle.

#### **What are the warning signs of this condition?**

If the water pump drive belt becomes detached or destroyed, the engine coolant temperatures will rise excessively, and the ENGINE TEMPERATURE (RED) warning lamp will be displayed on the instrument cluster.



#### **Are there any precautions that may be taken to minimize the safety risk until the corrective measures are implemented?**

When operating the vehicle, pay attention to all gauges and warning lamps. If the ENGINE TEMPERATURE (RED) warning lamp is displayed, stop driving the vehicle as soon as you are able to get to a safe and secure location and seek assistance.

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance.

#### **What will Land Rover and your authorized Land Rover Retailer do?**

Affected vehicles will have the engine coolant elbow replaced. In addition, a turbocharger feed coolant pipe will also be replaced. There will be no charge to owners for this repair.

#### **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 '**N785**'.

**Attention Leasing Agencies:** If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within TEN (10) days.



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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. To qualify for a refund, during the recall repair service appointment, 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 NA LLC.

**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 two (2) hours 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.

**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 (if known); please fill out and return the enclosed return postage-paid card.

**What should you do if you have further questions?**

If you have any questions or concerns regarding this Program, 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 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). Please include your full name, address, and VIN of your vehicle in your email.

**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 your retailer fails or is unable to remedy this defect 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 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,



**Thomas Giese**

Director, Technical Services - MA-43  
Customer Service



## IMPORTANT SAFETY RECALL

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May 19, 2023

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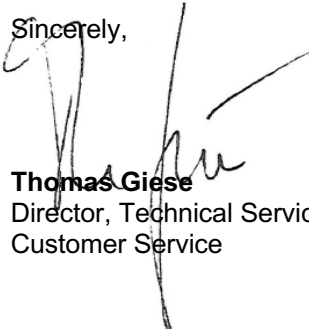
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Sincerely,



**Thomas Giese**  
Director, Technical Services - MA-43  
Customer Service



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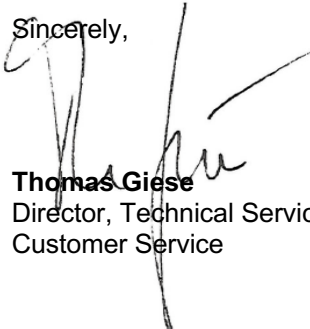
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