

N336NAS1

# TECHNICAL BULLETIN

22 NOV 2019



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

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## SECTION:

501-14

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## SUBJECT/CONCERN:

SAFETY RECALL - Door Will Not Latch

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## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Range Rover Sport (LW)	2016	556983-599458
Range Rover Sport (LW)	2016	636516-657901
Range Rover (LG)	2016	258138-298504

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## MARKETS :

USA

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## CONDITION SUMMARY :

### **SITUATION:**

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where customers have reported a front and/or rear left door is unlatched when in the closed position and no indication provided of an unlatched condition. Some customers have reported that a front and/or rear door on the left of the vehicle has opened while the vehicle was in motion. A spring in the Keyless Vehicle Latching System may jam between the outside transmission lever and chamfer bush. With the spring trapped, the latch assembly cannot return to its correct position and the latch assembly will not fully latch the door.

Vehicle doors which are not latched in either the primary or secondary state may, while driving, open. This can increase the risk of a vehicle crash or compromise the safety of vehicle occupants.

### **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 procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

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## PARTS :

## RANGE ROVER SPORT:

**NOTES:**

- Order only the expected percentage demand of parts as identified.
- Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalogue (EPC) to confirm part number(s) necessary to perform repairs.

DESCRIPTION	PART NUMBER	QUANTITY	EXPECTED PERCENTAGE DEMAND
Front left door latch - With soft close	LR078729	1	5%
Front left door latch - Without soft close	LR078731	1	5%
Rear left door latch - With soft close	LR078749	1	2%
Rear left door latch - Without soft close	LR078752	1	2%
Front door - Door trim panel clip	LR036935	5	5%
Front door - Door trim panel clip	LR013135	11	5%
Rear door - Door trim panel clip	LR036935	5	2%
Rear door - Door trim panel clip	LR013135	9	2%

## RANGE ROVER:

**NOTES:**

- Order only the expected percentage demand of parts as identified.
- Use the VIN and the EPC to confirm part number(s) necessary to perform repairs.

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Front door - Door trim panel clip	LR036935	5	5%
Front door - Door trim panel clip	LR013135	11	5%
Rear door - Door trim panel clip	LR036935	5	2%
Rear door - Door trim panel clip	LR013135	9	2%

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## WARRANTY :

### NOTE:

Use the Jaguar Land Rover (JLR) 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 open Recall and Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting Program Code 'N336', Option Code 'X', and the relevant SRO and Parts information. The SRO 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 TOPIx to obtain the latest repair time.

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

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
N336	X	Remote Function Actuator (RFA) - Update ECU	86.90.84	0.2
N336	X	Latch - front door - left hand - renew	76.37.06	0.9
N336	X	Latch - rear door - left hand - renew	76.37.07	0.8
N336	X	Latch - Pair - Renew	76.37.89.66	1.6
N336	X	Drive in/drive out	02.02.02	0.2

Normal Warranty policies and procedures apply.



DIAGNOSTIC INSTRUCTION:

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**This software will disable the ability for vehicle doors to be opened when trying to open too quickly (less than 0.25 seconds from the time a hand is sensed between the door and the handle and the handle is pulled).**

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1.

**NOTE:**

The JLR-approved diagnostic equipment will read the VIN for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.

Connect the JLR-approved battery support unit to the vehicle startup battery.

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2.

**CAUTION:**

This procedure requires a minimum of SDD 158.06 and Software Management Pack v331 (or later).

**NOTE:**

All ignition ON/OFF instructions must be followed. Failure to perform these instructions may cause damage to the vehicle control modules.

Connect the JLR-approved diagnostic equipment to the vehicle and begin a new session.

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3. Follow the diagnostic equipment prompts.

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1. If the hyperlink is not available:

- 1. Select the 'Diagnosis' Session Type.
- 2. Select the following symptom:
  - **Body - Security and locking - Handles locks and latches**
- 3. Run and close the 'Datalogger' tool to reveal the 'Extras' tab.
- 4. Select the 'Extras' tab.
- 5. Run 'Configure existing module - Keyless Vehicle Module' .
  - Follow the on-screen instructions until the application finishes successfully.

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1. If the hyperlink is not available:

- 1. Select the 'Service Functions' Session Type.
- 2. Run 'Security - Disable Fast Unlock/Open Actuator'.
  - Follow the on-screen instructions until the application finishes successfully.

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4. Exit the session.

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5. ■ Disconnect the diagnostic equipment and the battery support unit from the vehicle.

- When all tasks are complete, **go to Service Information.**

SERVICE INFORMATION:

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1. ■

**NOTE:**

This video must be viewed with the sound switched ON.

Watch the video demonstration of how to perform the door latch test procedure.

- Pay particular attention to the speed of operation of the door handle.
- When you have watched the video, **go to Service Instruction 'A'**.

SERVICE INSTRUCTION 'A' - FRONT LEFT DOOR:

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1. Open the front left door.



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2. With the door open, use a suitable tool to close the door latch.

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3. Lock the vehicle by pressing the dimple on the exterior door handle and wait a minimum of 3 seconds before continuing to step 4.



4. ■

**NOTES:**

- **When performing step 4, the exterior door handle must be pulled quickly (less than 0.25 seconds from the time a hand is sensed between the door and the exterior door handle and the handle is pulled) as shown in the Service Information video.**
- Do not return the exterior door handle to its original position after opening the door.
- If the vehicle unlocks and door mirrors unfold before the exterior door handle is fully open/extended position, the exterior door handle was not pulled fast enough from the point that your hand reached into the exterior door handle opening.



E258158

Use a quick and smooth motion to grasp and pull the exterior door handle, hold the handle in the open/extended position, and observe the position of the door latch lever.

- If the door latch is still in the latched position, as shown by the **GREEN '✓'** in the illustration, **go to step 5.**

- If the door latch is in the unlatched position, as shown by the **RED 'X'** in the illustration, **return to step 2.**

**If necessary, watch the Service Information video again and pay particular attention to the speed of operation of the door handle.**

- 
5. Slowly return the exterior door handle to its original position until a 'click' is heard.
- 
6. Pull the exterior door handle to open the door.
- 

7. ■



E258160

Observe the position of the door latch lever.

- If the door latch lever is in the unlatched position, as shown by the **GREEN '✓'** in the illustration, the front left door latch has passed the functionality test; **go to Service Instruction 'B'.**
- If the door latch lever is still in the latched position, as shown by the **RED 'X'** in the illustration, **go to step 8.**

- 
8. ■ Renew the front left door latch (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Front Door Latch).
    - When all tasks are complete, **go to Service Instruction 'B'**.

SERVICE INSTRUCTION 'B' - REAR LEFT DOOR:

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1. Open the rear left door.
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2. With the door open, use a suitable tool to close the door latch.
- 
3. Lock the vehicle by pressing the dimple on the exterior door handle and wait a minimum of 3 seconds before continuing to step 4.



4. ■

**NOTES:**

- **When performing step 4, the exterior door handle must be pulled quickly (less than 0.25 seconds from the time a hand is sensed between the door and the exterior door handle and the handle is pulled) as shown in the Service Information video.**
- Do not return the exterior door handle to its original position after opening the door.
- If the vehicle unlocks and door mirrors unfold before the exterior door handle is fully open/extended position, the exterior door handle was not pulled fast enough from the point that your hand reached into the exterior door handle opening.



E258158

Use a quick and smooth motion to grasp and pull the exterior door handle, hold the handle in the open/extended position, and observe the position of the door latch lever.

- If the door latch is still in the latched position, as shown by the **GREEN '✓'** in the illustration, **go to step 5.**

- If the door latch is in the unlatched position, as shown by the **RED 'X'** in the illustration, **return to step 2.**

**If necessary, watch the Service Information video again and pay particular attention to the speed of operation of the door handle.**

- 
5. Slowly return the exterior door handle to its original position until a 'click' is heard.
- 
6. Pull the exterior door handle to open the door.
- 

7. ■



E258160

Observe the position of the door latch lever.

- If the door latch lever is in the unlatched position, as shown by the **GREEN '✓'** in the illustration, the rear left door latch has passed the functionality test; **return the vehicle to the customer.**
- If the door latch lever is still in the latched position, as shown by the **RED 'X'** in the illustration, **go to step 8.**



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8. ■ Renew the rear left door latch:
- **Range Rover Sport** - (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Rear Door Latch).
  - **Range Rover - Standard wheelbase** - (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Rear Door Latch - Standard Wheelbase).
  - **Range Rover - Long wheelbase** - (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Rear Door Latch - Long Wheelbase).
  - When all tasks are complete, **return the vehicle to the customer.**