

SAFETY RECALL N336 (NHTSA 19V-390) - DOOR WILL NOT LATCH



NAS19.11.010 | WORKSHOP

USA

AFTERSALES BULLETIN

NOVEMBER 22, 2019

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall on certain 2016 model year Land Rover Range Rover Sport and Range Rover 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 \$22,329.00 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.

NOTE: this bulletin updates [NAS19.06.008](#).

DESCRIPTION OF DEFECT

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-side of the vehicle has opened while the vehicle was in motion. A spring in the Keyless Vehicle Latching System (KV Latch) 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.

AFFECTED VEHICLE RANGE

Range Rover Sport (L494)

Model Year: 2016

VIN: SALWG2VF0GA556983-SALWR2EF6GA599458

..... SALWR2VF5GA636516-SALWG2PFXGA657901

Range Rover (L405)

Model Year: 2016

VIN: SALGS2EF3GA258138-SALGS2PF8GA298504

A total of 28,671 vehicles are potentially involved 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

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.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized retailer who will install software that will disable the Unilatch Keyless Vehicle entry function on the vehicle. After the latest software update is applied, a check of the Keyless Vehicle entry function mechanism on the left front and left rear door

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

latches will be completed to determine if the mechanism freely operates. If free operation is not detected, the malfunctioning left door latch assembly will be replaced with a new latch.

There will be no charge to owners for this action.

OWNER NOTIFICATION

A second owner notification is expected to occur on or before the week of December 9, 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 N336NAS, *SAFETY RECALL - Door Will Not Latch*, 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.

Range Rover Sport

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%

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.

Range Rover

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	10	5%
Rear door - Door trim panel clip	LR036935	5	2%
Rear door - Door trim panel clip	LR013135	9	2%
Rear door - Door trim panel clip - Long wheelbase vehicles only	LR036129	6	2%
Rear door - Door trim panel clip - Long wheelbase vehicles only	LR013135	11	2%

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 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 for payment within 30 calendar days of completion of the repair.

NOTE: the [Remote Function Actuator \(RFA\)](#) may also be referred to as [Keyless Vehicle Module \(KVM\)](#).

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
N336	X	Remote Function Actuator - Update ECU	86.90.84	0.2

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
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.

CUSTOMER RE-IMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once the Recall claim has been paid and accepted. Only repairs performed using approved Jaguar parts are eligible for reimbursement.

Submit claims quoting Program Code 'N336' and click the 'Related Damage' radio button on the claim submission screen. Use Option Code 'X' as detailed below and enter the cost to be reimbursed against the sundry code of 'ZZZ999'. All costs are to be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	TIME (HOURS)	SUNDRY CODE	MISCELLANEOUS EXPENSE (\$)
N336	X	Re-imburement to owner	N/A	ZZZ999	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty Audit purposes and Warranty Specialist review. Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for this Safety Recall are included in this process. Only one claim per vehicle for related damages will be accepted.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

December 2019

SAFETY RECALL N336: Door Will Not Latch

**Vehicle Affected: Land Rover Range Rover Sport, Range Rover
Model Year: 2016**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 16V-390

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 relating to motor vehicle safety exists in certain 2016 model year Land Rover Range Rover Sport and Range Rover vehicles.

Your vehicle is included in this Recall action.

This letter updates the information contained in the interim letter which was mailed to you on 2019. The necessary software and door latch components to update and repair your vehicle is now available. Contact your preferred authorized Land Rover retailer to have this work to be performed.

What is the reason for this program?

There is a possibility that the front and/or rear left door may not latch when in the closed position, with no indication provided of an unlatched condition. An unlatched front and/or rear door on the left side of the vehicle could open while the vehicle is in motion, increasing the risk of injury or a crash. A spring in the Keyless Vehicle Latching System (KV Latch) 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 open while driving. This can increase the risk of a vehicle crash or compromise the safety of vehicle occupants.

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 retailer who will install software that will disable the Unilatch Keyless Vehicle entry function on the vehicle. After the latest software update is applied, a check of the Keyless Vehicle entry function mechanism on the left front and rear door latches will be completed to determine if the mechanism freely operates. If free operation is not detected, the malfunctioning door latch assembly will be replaced with a new latch.

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 **'N336'**.

Until your vehicle is repaired, Jaguar Land Rover strongly recommend that all vehicle occupants are secured using the vehicle seat belts and check the instrument cluster for any 'door ajar' warnings before you drive away. If you have any questions or concerns, please contact your Land Rover retailer for assistance.

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 to minimize inconvenience to customers and is expected to take approximately two (2) hours depending on vehicle condition, 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 you 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: SAFETY RECALL N336

Main Message: An issue has been identified on certain 2016MY Range Rover Sport and Range Rover with passive entry system where reports of left front or rear door being unlatched when thought to be in the closed position and no indication provided of an unlatched condition.

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

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

A A concern has been identified on certain 2016MY Land Rover Range Rover Sport and Range Rover vehicles where customers have reported a front 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 door on the left of the vehicle has opened while the vehicle was in motion. The Keyless Vehicle mechanism which forms part of the door latch system can become jammed. In a jammed condition, the Keyless Vehicle mechanism does not permit the latch assembly to return to its correct position so allowing the latch claw to rotate freely.

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

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

A An investigation was opened following an Engineering Analysis request from the National Highway Traffic Safety Administration (NHTSA) to review reports of unlatched doors whilst in motion on vehicles outside of the previous P068 recall Vehicle Identification Number (VIN) range. The investigation was conducted to understand the nature of the error state and the scope of the issue. Discussions with the door latch supplier were held in regards potential issues which may impact the ability of the Unilatch Keyless Vehicle door latch to correctly operate. Data analysis indicated a pattern and trend for doors not latching on the left of the vehicle for a discreet population of vehicles manufactured from October 1, 2015 to May 27, 2016.

From component analysis conducted with the supplier it was revealed that the front and rear left door latch outside transmission lever and bush chamfer components within the Keyless Vehicle mechanism were not manufactured to the designed dimensional specifications and tolerances. With use, over time a return spring in the Keyless Vehicle mechanism can get trapped so jamming the Keyless Vehicle mechanism in the door unlatch state.

Where left door latches contain both out of specification transmission lever and bush chamfer components, there is a risk that over time the defect will occur.

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

A Customers may notice the front or rear left doors of the vehicle may not latch in either the primary or secondary state and bounce back when push closed.

Q5 Does this concern affect vehicle safety?

- A Vehicle doors not latched in either the primary or secondary state may, during driving, open. This can increase the risk of a vehicle crash or compromise the safety of vehicle occupants.
- Q6 Has Jaguar Land Rover Limited received many complaints?**
A Yes, there have been reports of this issue.
- 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 An Engineering Analysis was issued from the US National Highway Traffic Safety Administration (NHTSA) to review in detail reports of unlatched doors whilst in motion for vehicles outside of the P068 recall VIN range.
- Q9 How long has Jaguar Land Rover known about this problem?**
A NHTSA issued their Inquiry Letter March 26, 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 are manufactured with assured quality door latches.
- Q12 What will an authorized Land Rover retailer do to the vehicles?**
A An authorized retailer who will install software that will disable the Unilatch Keyless Vehicle entry function on the vehicle. After the latest software update is applied, a check of the Keyless Vehicle entry function mechanism on the left front and left rear door latches will be performed to determine if the mechanism freely operates. If free operation is not detected, the malfunctioning left door latch assembly will be replaced with a new latch.
- Q13 Which vehicles are affected by this recall?**
A Range Rover Sport (L494)
Model Year: 2016
VIN: SALWG2VF0GA556983-SALWR2EF6GA599458
..... SALWR2VF5GA636516-SALWG2PFXGA657901

Range Rover (L405)
Model Year: 2016
VIN: SALGS2EF3GA258138-SALGS2PF8GA298504
- 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 available to rework vehicles?**
A Yes, the necessary software and parts are available for authorized Land Rover 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 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 to minimize inconvenience to customers and is expected to take no longer than two (2) hours. 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.

Customers are advised that until your vehicle is repaired, Jaguar Land Rover strongly recommend that all vehicle occupants are secured using the vehicle seat belts, ensure all doors are fully latched/closed, and check the instrument cluster for any 'door ajar' warnings before you drive away. Contact an authorized Land Rover retailer if they have any concerns regarding their vehicles.