

PRODUCT INVESTIGATION BODY & CHASSIS

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SAFETY RECALL N335NAS1 - DOOR MAY NOT LATCH - TECHNICAL BULLETIN PROCEDURES

NAS19.11.003 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

NOVEMBER 12, 2019

Technical Bulletin N335NAS1, *Safety Recall: Door Will Not Latch*, contains two Diagnostic Procedures (A and B) and one Workshop Procedure.

In response to retailer questions, please be advised that **all** affected vehicles require both an IDU2 test (Diagnostic Procedure A) to check door latch operation **and** a software update (Diagnostic Procedure B) to disable the Fast Unlock/Open actuator. It is also essential that Diagnostic Procedure A, the IDU2 test, is completed **before** completing Diagnostic Procedure B, the software update.

The Workshop Procedure to rework door latches is only for vehicles which fail the IDU2 test in Diagnostic Procedure A.

Also make sure all SDD diagnostic tools used for this recall repair are updated with the latest version of software, currently this is 158.04, software management pack 329.

FSA/UPS Ref.	Brand	Title	USA Volume	Canada Volume	Ports	Retailer	Parts Required	Software Required	UPS Hold issued	Global launch	Market launch	USA Complete	CAN Complete
N335	Land Rover	13-16MY L405;14-16MY L494 Door may not latch or may open while driving	65385	0	No	Yes	No	Yes	N/A	7/19/2019	7/22/2019	26%	-

(ONPI) Owner notified satisfaction programs

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- Every vehicle within the campaign requires Diagnostic Procedure A, door latch testing with the IDU2 diagnostic tester **prior** to performing Diagnostic Procedure B ‘Disable Fast Unlock/Open Actuator’ routine with SDD.
- Every vehicle within the campaign requires Diagnostic Procedure B ‘Disable Fast Unlock/Open Actuator’ routine with SDD.
- Depending on the results from the IDU2 door latch test (Diagnostic Procedure A) the Service Instruction to rework (cut the cord) the door latch is required for each door latch that fails the test.

It is imperative that the bulletin and SDD instructions are followed explicitly to ensure proper completion of the campaign.

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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.

SECTION:

501-14

SUBJECT/CONCERN:

SAFETY RECALL - Door Will Not Latch

AFFECTED VEHICLE RANGE:

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

This procedure consists of both a software update and a mechanical test of both the LH front and LH rear door latches.

MARKETS:

USA

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.

FSA/UPS Ref.	Brand	Title	USA Volume	Canada Volume	Ports	Retailer	Parts Required	Software Required	UPS Hold issued	Global launch	Market launch	USA Complete	CAN Complete
N336	Land Rover	16MY L405 L494 LH door latch	28679	0	No	Yes	Yes	No	N/A	11/22/2019	11/22/2019	11%	-

(ONPI) Owner notified satisfaction programs

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△ 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.

3. Follow the diagnostic equipment prompts.

4. 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.

5. 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.

4. Exit the session.

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

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

There will be a hyperlink on SDD to perform the KVM software update.

Then there will be a second hyperlink to perform the Disable Fast Unlock/Open Actuator Routine.

From SDD 159 the Security – Disable Fast Unlock/Open Actuator routine will include a KVM software check and update to simplify the programming to a open step operation.

The Campaign Bulletin will be updated to reflect this enhancement.

The Webinar presentation for N336 Care Points has been published to GRP 2.0.

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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.

Q



A minimum of 3 second needs to elapse after step 3 before performing step 4.

If the time taken to reach for the handle through to fully deploying the handle is too slow, the doors will unlock before the handle is pulled and the door latch will unlatch while performing this step.

If the door latch unlatches at this point, you must repeat the test starting at step 2.

E235156

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.

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

- Pull the exterior door handle to open the door.

7. ■

Q



E235160

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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Q



E2IS156

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

After the door handle is fully deployed and the door latch remained in the latched state, slowly return the door handle to the non deployed state. An audible 'click' should be observed.

Upon the second deployment of the door handle, the door latch should move to the unlatched position.

If you have any questions, feedback or require support with N335/6, please contact my team directly:

Jerry Bennett

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+1 551 207 0338

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E2IS160

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