

SAFETY RECALL N476 (NHTSA 20V-387) -
DOOR WILL NOT LATCH



NAS20.11.009 | RECALL

USA

AFTERSALES BULLETIN

NOVEMBER 16, 2020

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Safety Recall on certain 2014-2016 model year Land Rover Range Rover Sport and 2013-2016 model year 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 NAS20.07.009.

DESCRIPTION OF DEFECT

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where, after Safety Recall N335 was completed, customers have reported a front and/or rear door is unlatched when in the closed position and no reported indication provided of an unlatched condition. Some customers have reported that a door has opened while the vehicle was in motion.

AFFECTED VEHICLE RANGE

Range Rover Sport (LW)

Model Year:	2014
VIN:	SALWR2VF7EA001164-SALWR2TF0EA399787
.....	SALWR2WF1EA500038-SALWG2WF3EA504405
.....	SALWG2WF4EA600026-SALWR2WF7EA601701
Model Year:	2015
VIN:	SALWZ2EF2FA392807-SALWR2VF4FA394459
.....	SALWR2VF2FA504540 -SALWR2VFXFA523952
.....	SALWR2TF6FA600416-SALWR2TF9FA620143
Model Year:	2016
VIN:	SALWR2KF8GA522191-SALWR2KF6GA619695

Range Rover (LG)

Model Year:	2013
VIN:	SALGS2EF9DA100107-SALGS2EF1DA124966
Model Year:	2014
VIN:	SALGS2VFXEA124997-SALGV3TF7EA197003
Model Year:	2015
VIN:	SALGV3TF0FA186927-SALGS3TFXFA222955
Model Year:	2016
VIN:	SALGS2KFXGA219079-SALGS3KFXGA221923

A total of 6,211 vehicles are potentially involved in the USA and Federalized Territories. After the recall repair is launched, visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

EFFECT ON VEHICLE OPERATION

Vehicle doors that are 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.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer, who will download the latest software using the latest repair procedure validated to ensure a complete repair. This software will disable the Unilatch Keyless Vehicle (KV) entry function on the vehicle.

Prior to latest software update be applied, a check of the KV mechanism on the front and rear door latches will be performed to determine if the mechanism freely operates. If free operation is not detected, the malfunctioning door latch assembly will have the cord cut to prevent the fast unlatch motor from affecting the latch pawl.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Second owner notification is expected to occur on or before November 25, 2020.

ACTION TO BE TAKEN

Check DDW to ensure 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 N476NAS, *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 (LW)

DESCRIPTION	PART NUMBER	QUANTITY	EXPECTED PERCENTAGE DEMAND
Front door - Door trim panel clip	LR036935	10	3%
Front door - Door trim panel clip	LR013135	22	3%
Rear door - Door trim panel clip	LR036935	10	3%
Rear door - Door trim panel clip	LR013135	18	3%

RANGE ROVER (LG)

DESCRIPTION	PART NUMBER	QUANTITY	EXPECTED PERCENTAGE DEMAND
Front door - Door trim panel clip	LR036935	10	3%
Front door - Door trim panel clip	LR013135	20	3%
Rear door - Door trim panel clip	LR036935	10	3%
Rear door - Door trim panel clip	LR013135	18	3%
Rear door - Door trim panel clip - Long wheelbase vehicles only	LR036129	12	3%
Rear door - Door trim panel clip - Long wheelbase vehicles only	LR013135	20	3%

SPECIAL 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 the Program Code, Option Code 'X, and the relevant SRO(s) and parts information from the tables below. The drive in/drive out allowance may only be claimed if the vehicle is brought back 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.

RANGE ROVER SPORT (LW)

DESCRIPTION	SRO	TIME
Door latch - Inline Diagnostic Unit 2 (IDU2) Application - Remote Function Actuator (RFA) software update - No further action required	85.99.10	0.3
Door latch - Front - Modification - Single	99.02.11	0.8
Door latch - Front - Modification - Pair	99.02.12	1.6
Door latch - Rear - Modification - Single	99.02.13	0.7
Door latch - Rear - Modification - Pair	99.02.14	1.4
Remove and install spare wheel and tire assembly - If required	05.10.10	0.1

DESCRIPTION	SRO	TIME
Drive in/drive out	02.02.02	0.2

RANGE ROVER (LG) - Standard Wheelbase

DESCRIPTION	SRO	TIME
Door latch - Inline Diagnostic Unit 2 (IDU2) Application - Remote Function Actuator (RFA) software update - No further action required	85.99.10	0.3
Door latch - Front - Modification - Single	99.02.11	0.8
Door latch - Front - Modification - Pair	99.02.12	1.5
Door latch - Rear - Modification - Single	99.02.13	0.8
Door latch - Rear - Modification - Pair	99.02.14	1.6
Remove and install spare wheel and tire assembly - If required	05.10.10	0.1
Drive in/drive out	02.02.02	0.2

RANGE ROVER (LG) - Long Wheelbase

DESCRIPTION	SRO	TIME
Door latch - Inline Diagnostic Unit 2 (IDU2) Application - Remote Function Actuator (RFA) software update - No further action required	85.99.10	0.3
Door latch - Front - Modification - Single	99.02.11	0.8
Door latch - Front - Modification - Pair	99.02.12	1.5
Door latch - Rear - Modification - Single	99.02.13	1
Door latch - Rear - Modification - Pair	99.02.14	1.9
Remove and install spare wheel and tire assembly - If required	05.10.10	0.1
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 Land Rover parts are eligible for reimbursement.

Submit claims quoting Program Code 'N476' and by clicking 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 (\$)
N476	X	Re-imbursement 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 Program are included in this process. Only one claim per vehicle for related damages will be accepted.

SAMPLE OWNER LETTER: SAFETY RECALL N476

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

November 2020

SAFETY RECALL N476: Door Will Not Latch

Model Year/Vehicles Affected: 2014-2016 Land Rover Range Rover Sport
2013-2016 Land Rover Range Rover

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-387

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 2014-2016 model year Land Rover Range Rover Sport and 2013-2016 model year Land Rover Range Rover vehicles.

Your vehicle is included in this Recall action.

Land Rover records indicate your vehicle has previously been subject to a repair under Safety Recall N335, *Door Will Not Latch*. On some vehicles that had received N335 repairs, Land Rover has determined from data analysis that not all steps of the repair process were completed successfully. After Safety Recall N335 was completed, there still is the possibility that the front and/or rear door may not latch when in the closed position, without an indication of being in an unlatched condition.

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

This letter updates the information contained in the interim letter which was mailed to you in August 2020. 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?

After completion of Safety Recall N335, the front and/or rear doors of affected vehicles can become unlatched, without alerting the driver, and potentially open when the vehicle is in motion.

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 download the latest software using the latest repair procedure validated to ensure a complete repair. This software will disable the Unilatch Keyless Vehicle (KV) entry function on the vehicle.

Prior to latest software update be applied, a check of the KV mechanism on the front and rear door latches will be performed to determine if the mechanism freely operates. If free operation is not detected, the malfunctioning door latch assembly will have the cord cut to prevent the fast unlatch motor from affecting the latch pawl.

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 '**N476**'.

Until such time as your vehicle is repaired, Jaguar Land Rover strongly recommends that all vehicle occupants are secured using the vehicle seat belts, and to confirm your vehicle's doors are closed properly, please gently tug on the door handle of all doors after closing to confirm they are secure. 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 up to 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.

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 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 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

Sample

TECHNICAL Q & A: SAFETY RECALL N476

Main Message: An issue has been identified on a limited number of model year Land Rover vehicles where, after Safety Recall N335 was completed, customers have reported a front and/or rear door is unlatched when in the closed position and no reported indication provided of an unlatched condition. Some customers have reported that a door has opened while the vehicle was in motion.

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
sschorr@jaguarlandrover.com
Office: +1-201-760-8561 Cell: +1-201-739-2964

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

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.

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

A An investigation was opened following reports of doors opening when the vehicle is in motion, sometime after vehicles had been repaired for the N335 recall campaign. The investigation showed the N335 recall remedy instruction comprised of two parts; the first being a check of the door latch system to ensure correct function, and the second, a software update to switch off the pre-engagement KV Latch system. It was determined that repairers had occasionally failed to fully follow both steps of the N335 recall remedy instructions required for a complete full corrective action for affected vehicles and that certain vehicles had not been fully remedied.

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

A Customers may notice the doors of the vehicle may not latch in either the primary or secondary state or bounce back when push closed. JLR retailers will also inform the owners of affected vehicles.

Q5 Does this concern affect vehicle safety?

A Yes; 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 a number of 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 investigation was opened on November 13, 2019 following field reports of doors opening when the vehicle is in motion after vehicles had been repaired for the N335 recall campaign.

Q9 How long has Jaguar Land Rover known about this problem?

A The investigation was opened on November 13, 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 Land Rover retailer will.
- Q13** Which vehicles are affected by this recall?
- A** (L; manufactured from to)
Model Year:
VIN Range:
- 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** Is the repair 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 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.
Until such time as your vehicle is repaired, Jaguar Land Rover strongly recommends that all vehicle occupants are secured using the vehicle seat belts, and to confirm your vehicle's doors are closed properly, please gently tug on the door handle of all doors after closing to confirm they are secure. 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.