



SAFETY RECALL N476 AND REVISED N335 REPAIR PROCESS OVERVIEW AND CARE POINTS

05 November 2020

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Safety Recall N476

Overview



RECALL ACTION

Recall Action
Number: N476v2

Changes are highlighted in blue

Subject:	Publication No: N476v2
	Model: Range Rover (L5)
	Model Year: 2013 - 2018
	VIN Range: 10C107 - 222955
	Model: Range Rover Sport (LW)
	Model Year: 2014 - 2018
	VIN Range: 001164 - 001143
	Date of Issue: 05/11/2020

Door Will Not Latch

To:	Jaguar Land Rover North America, LCC
For the Attention of:	The Managing Director, Sales Director and Customer Service Director
Related Information:	This bulletin has been up-versioned to remove the manual patch information.

Dear Colleagues

A concern has been identified on certain 2013 to 2016 model year Range Rover vehicles and certain 2014 to 2016 model year Range Rover Sport vehicles where, after recall N335v1 was completed, customers have reported the door is unlatched when in the closed position and no indication provided of an unlatched condition. Some customers have reported that one door has opened while the vehicle was in motion.

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.

Action to be taken

Jaguar Land Rover (JLR) Limited has taken the decision to recall affected vehicles to update the Remote Function Actuator (RFA) software and inspect the door latches.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. A sample letter is attached which should be adapted to the requirements of your market.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this Recall for details of the reimbursement process. At the time of confirming a booking for a vehicle repair, make sure you Check the Jaguar Land Rover (JLR) claims submission system and that all other outstanding bulletins are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Check the JLR claims submission system to make sure that the vehicle is affected by this bulletin prior to starting this service instruction. The claims submission system will be updated to reflect only those vehicles affected. Should you require a list of the affected vehicles, please contact the JLR Field Actions team by email at jrcamp@jaguarlandrover.com. All overseas requests should be forwarded via the NSC / Regional Office only.

What is Safety Recall N476 and why is it being released?

What vehicles are in N476?

SERVICE INFORMATION

DIAGNOSTIC INSTRUCTION

1. Any doors that do not lock must be investigated and rectified before continuing to 'Diagnostic Instruction A' below, (see TOPIx workshop manual section 601-14: Diagnosis and Testing - Locks Latches and Entry System). Any components that require renewing as a result of completed investigations must be renewed as part of a separate claim, following standard procedures.

1. CAUTIONS:



This procedure requires a minimum of SDD 160.01 and software management pack 341 installed or later.



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



NOTE: The JLR approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of Transportation Mode if required.

Connect the JLR approved battery support unit.

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

3. Follow the JLR approved diagnostic equipment prompts.

Click here to run: [Inline diagnostic unit: 2 diagnostic test - Remote function actuator US campaign. \(160.01 / 71550\)](#)

Safety Recall N476 Overview



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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.

Action to be taken

Jaguar Land Rover (JLR) Limited has taken the decision to recall affected vehicles to update the Remote Function Actuator (RFA) software and inspect the door latches.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. A sample letter is attached which should be adapted to the requirements of your market.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this Recall for details of the reimbursement process. At the time of confirming a booking for a vehicle repair, make sure you check the Jaguar Land Rover (JLR) claims submission system and that all other outstanding bulletins are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

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What is Safety Recall N476 and why is it being released?

Safety Recall N476 is being released to repair a potential concern with door latches on vehicles that were not correctly repaired in Safety Recall N335.

What vehicles are in N476?

The vehicles included in N476 are vehicles that have previously had Safety Recall N335 performed/claimed but, records show one or more of the following:

- No record of a successful IDU2 door latch test.
- No record of a successful "Disable Fast Unlock/ Open Actuator" routine completion.

SERVICE INFORMATION

DIAGNOSTIC INSTRUCTION

1. Any doors that do not lock must be investigated and rectified before continuing to 'Diagnostic Instruction A' below, (see TOPIx workshop manual section 601-14: Diagnosis and Testing - Locks Latches and Entry System). Any components that require renewing as a result of completed investigations must be renewed as part of a separate claim, following standard procedures.

SDD160.01_341
Required for this repair

1. CAUTIONS:



This procedure requires a minimum of SDD 160.01 and software management pack 341 installed or later.



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



NOTE: The JLR approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of Transportation Mode if required.

Connect the JLR approved battery support unit.

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

3. Follow the JLR approved diagnostic equipment prompts.

Click here to run: [Inline diagnostic unit: 2 diagnostic test - Remote function actuator US campaign. \(160.01 / 71550\)](#)

Safety Recall N476

Overview



4. If the hyperlink is not available, the application can be found as follows:

- Select the 'Service Functions' session type.
- NOTES:



During the application, the technician will receive a pass or fail result for each door latch. Take a screen shot of any door latch which fails the application, save the image with an appropriate name, for example 'front left door test'. Any failed door latches will require modifying AFTER the ENTIRE Diagnostic Instruction has been completed.



The smart key must be on your person when operating the door handles.



If any of the door latch tests ask to operate the door handle in excess of 5 operations, it is possible that the handle is not being pulled quickly enough. The technician's hand needs to be inserted behind the handle and the handle pulled within 0.3 seconds to make sure the keyless vehicle motor is cycled.



It may be necessary during the IDU2 diagnostic application, to complete a mid-application repair detailed within the application itself, if at any stage it is not possible to latch and lock the door.



During the application, if the fuse which requires testing is located in the Central Junction Box (CJB), then the IDU2 will require connecting to the startup battery jump posts located under the hood. After opening the hood, the hood latches must be manually latched, this will allow the vehicle to be locked as required when completing the application.

- Run 'In-line diagnostic unit 2 diagnostic test - Remote function actuator US campaign'.
- Follow all on-screen instructions to complete the task.

5. If required, reset the vehicle to 'Transportation Mode'.

6. When all of the tasks are complete, exit the session.

7. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

8. Complete the Service Instruction below for any door latches that failed the application completed within this Diagnostic Instruction.

Why has the SDD software changed?

What is different in the repair procedures?

SERVICE INSTRUCTION

NOTES:



Only remove the door latch that has failed the IDU2 application.



Some variation in the illustrations may occur, but the essential information is always correct.



Some components shown removed for clarity.

Door latch removal

1. Remove the failed front door latch, (see TOPix Workshop Manual section 601-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Front Door Latch - steps 1 to 8).

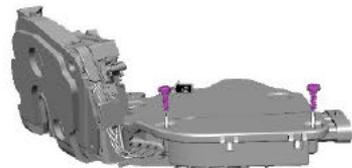
2. Remove the failed rear door latch, (see TOPix Workshop Manual section 601-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Rear Door Latch - steps 1 to 6).

Door latch modification



NOTE: Only complete steps 3 to 9 for the door latch that has failed the IDU2 test.

3. Remove the 2 retaining screws from the door latch cover.



Safety Recall N476

Overview



4. If the hyperlink is not available, the application can be found as follows:

- Select the 'Service Functions' session type.

- NOTES:



During the application, the technician will receive a pass or fail result for each door latch. Take a screen shot of any door latch which fails the application, save the image with an appropriate name, for example 'front left door test'. Any failed door latches will require modifying AFTER the ENTIRE Diagnostic Instruction has been completed.



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During the application, if the fuse which requires testing is located in the Central Junction Box (CJB), then the IDU2 will require connecting to the startup battery jump posts located under the hood. After opening the hood, the hood latches must be manually latched, this will allow the vehicle to be locked as required when completing the application.

- Run 'In-line diagnostic unit 2 diagnostic test - Remote function actuator US campaign'.
- Follow all on-screen instructions to complete the task.

5. If required, reset the vehicle to 'Transportation Mode'.

6. When all of the tasks are complete, exit the session.

7. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

8. Complete the Service Instruction below for any door latches that failed the application completed within this Diagnostic Instruction.

Why has the SDD software changed?

Once the Fast Unlock/Open Actuator has been disabled, testing the door latch with the IDU2 tester is not possible. Software had to be written to enable the Fast Unlock/Open Actuator to allow for IDU2 testing, then disable it upon completion of the test.

What is different in the repair procedures?

There is only one hyperlink to perform all the required steps with SDD.

The IDU2 latch testing and Disable Fast Unlock/ Open Actuator routines have been combined into one continuous routine.

If required, any door latch cable cord that requires to be cut will be done after completion of the SDD process.

SERVICE INSTRUCTION

NOTES:



Only remove the door latch that has failed the IDU2 application.



Some variation in the illustrations may occur, but the essential information is always correct.



Some components shown removed for clarity.

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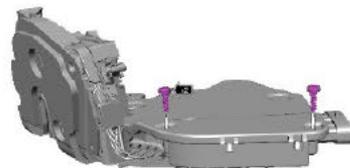
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Door latch modification



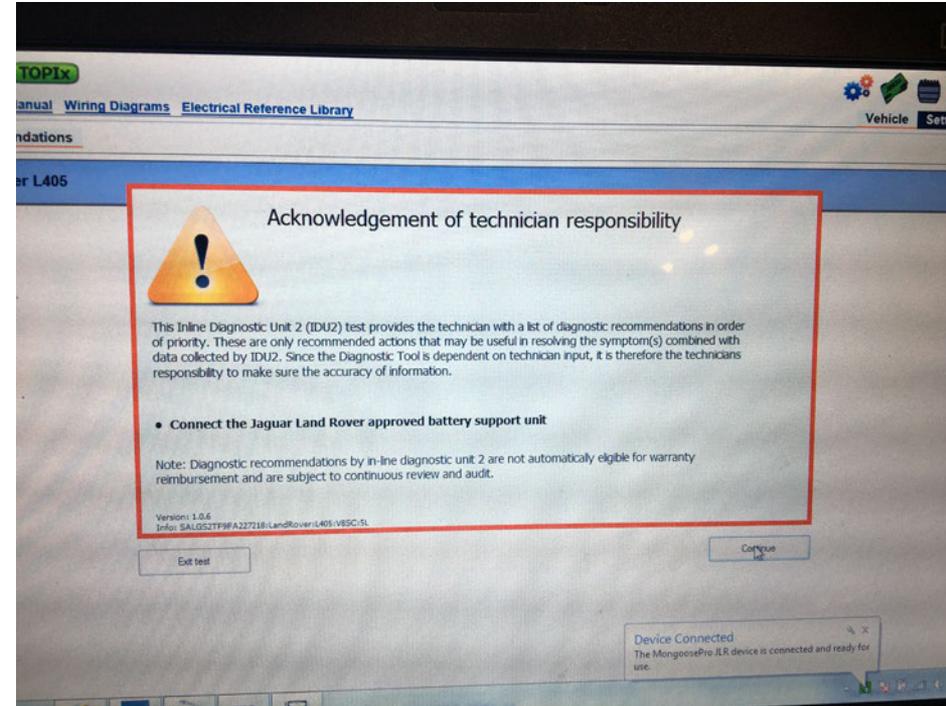
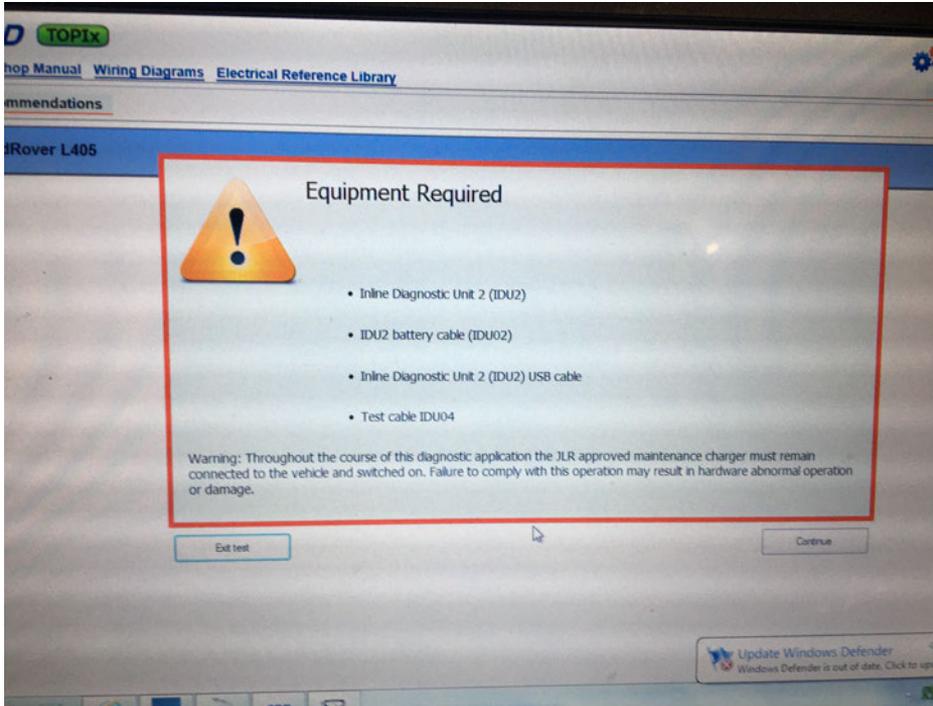
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3. Remove the 2 retaining screws from the door latch cover.



Safety Recall N476

Care Points

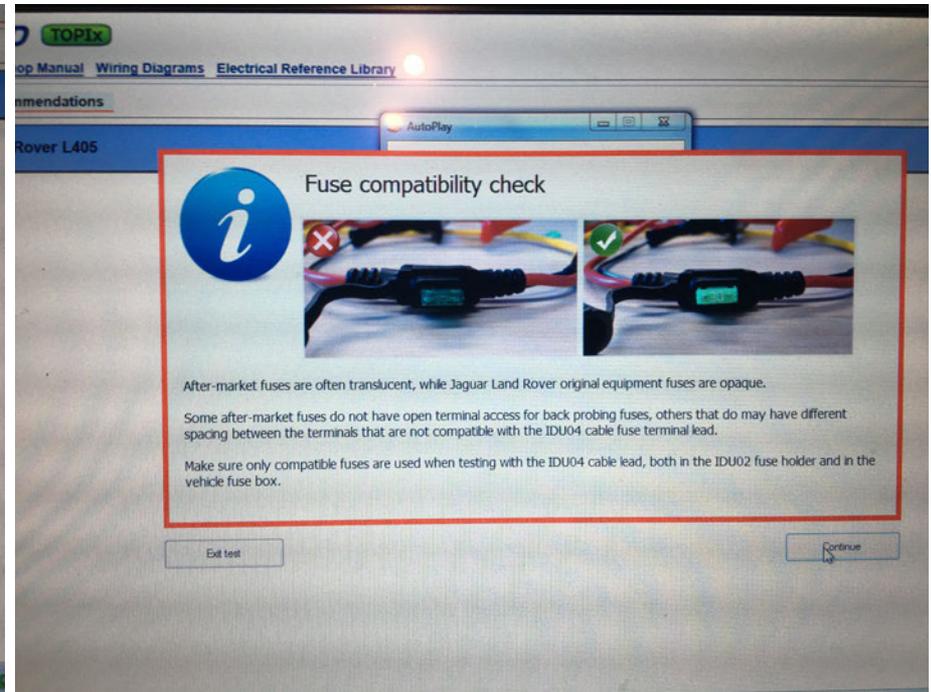
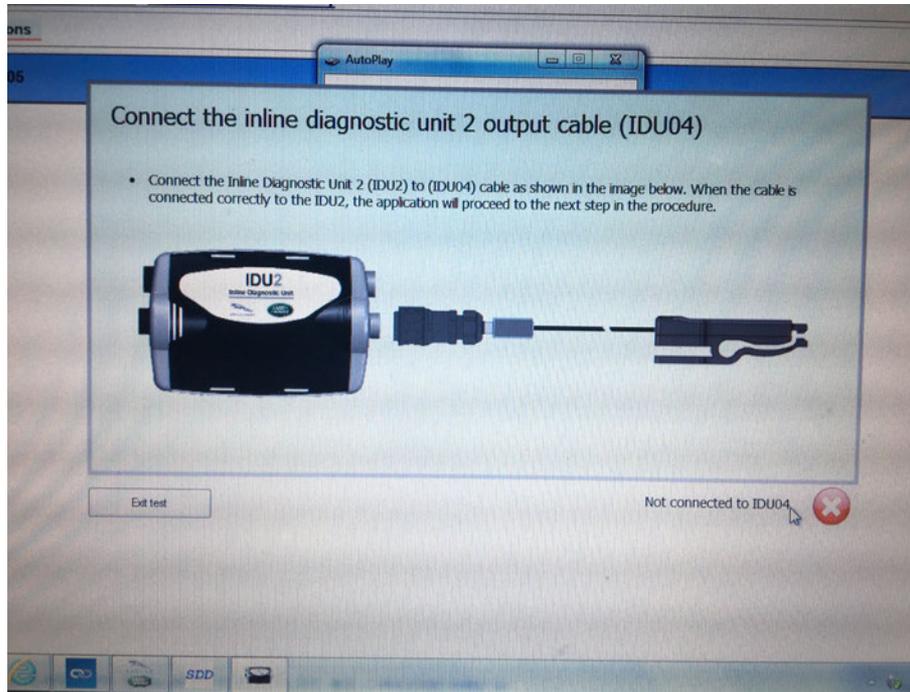


The power door locks must be operational before attempting to perform this test procedure.

Ensure that an approved battery maintainer is connected to the vehicle and that the battery voltage is within range.

Safety Recall N476

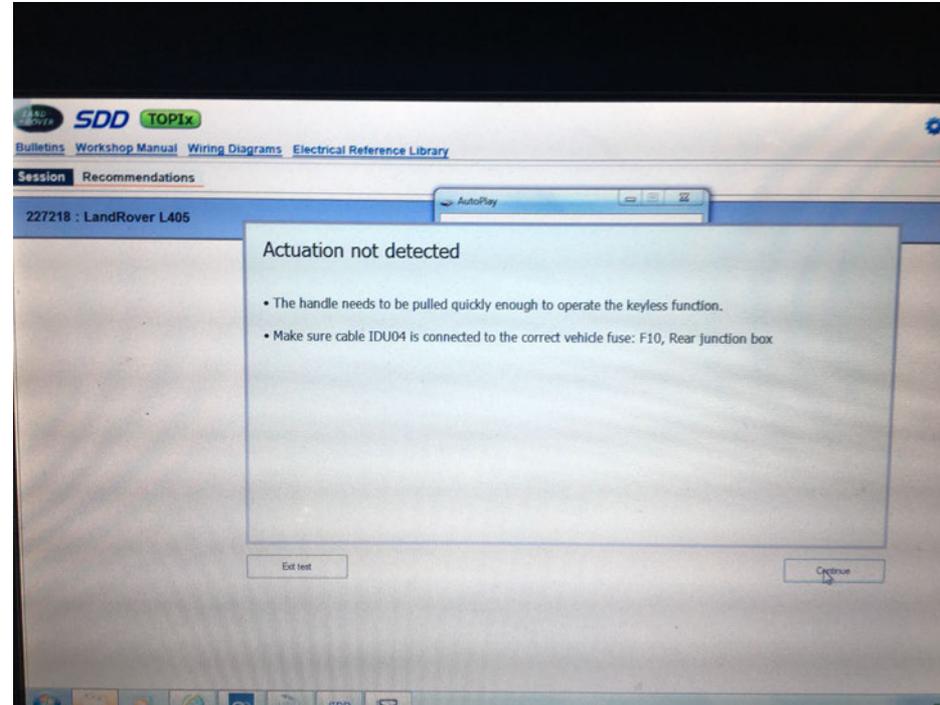
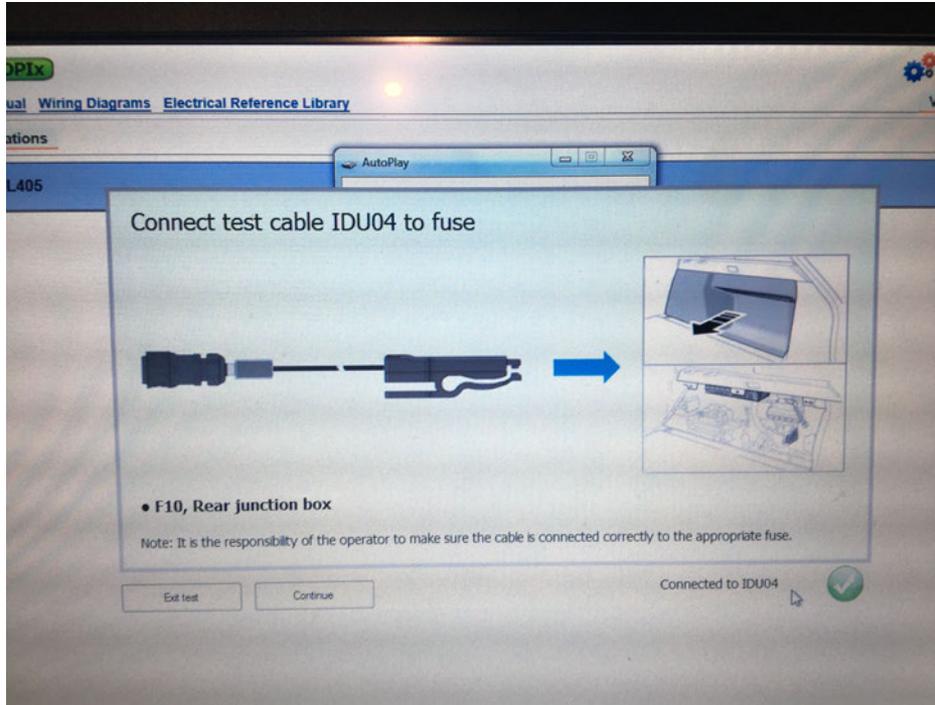
Care Points



Ensure that the IDU04 cable is connected to the correct fuse.

Safety Recall N476

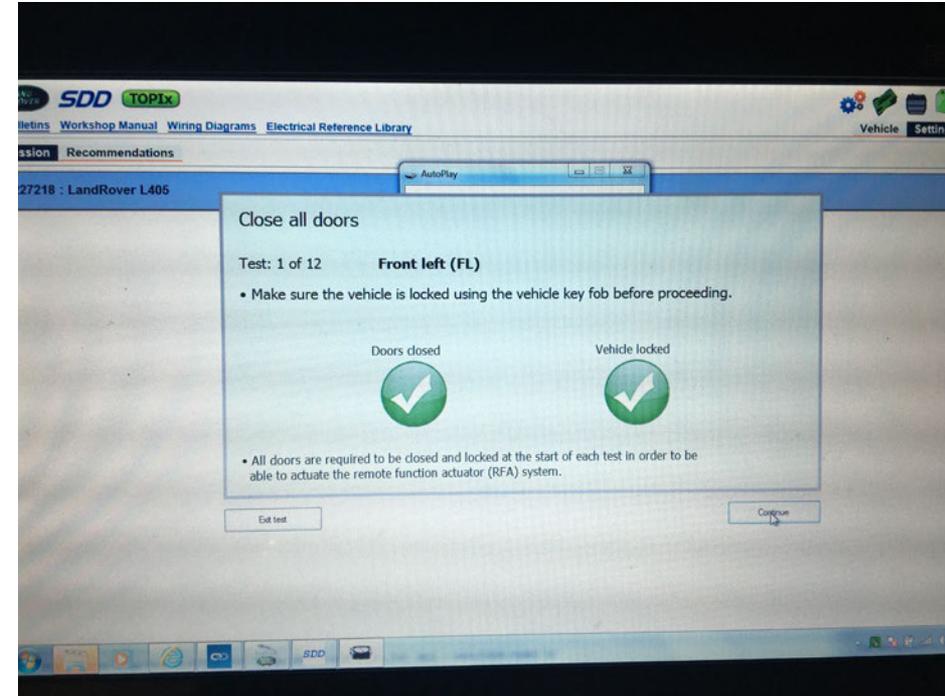
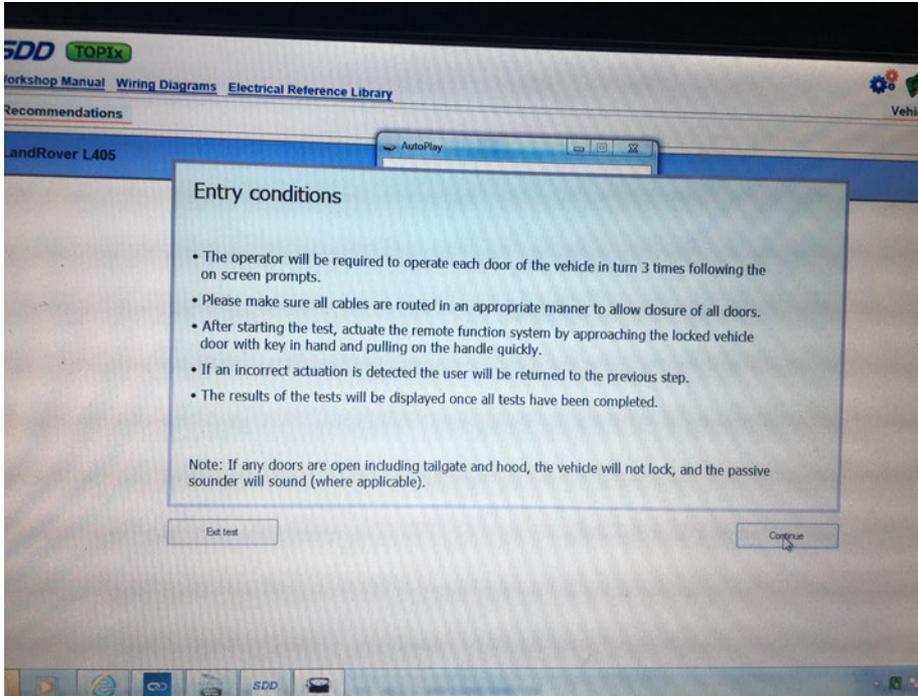
Care Points



The door handle must be pulled quickly enough from when reaching for the door handle to test the Fast Unlock/Open Actuator properly.

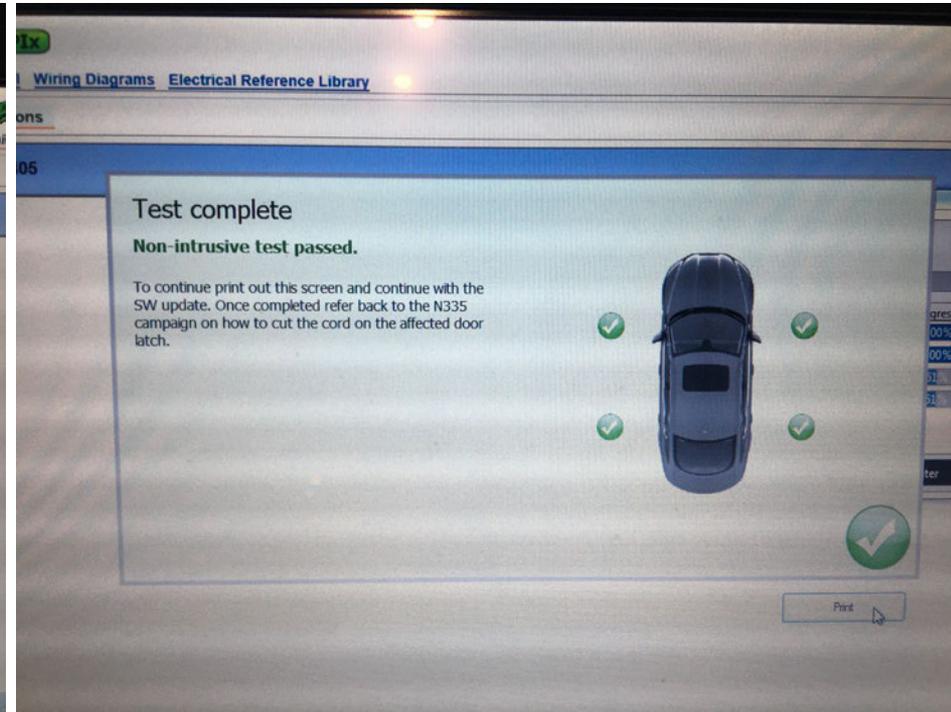
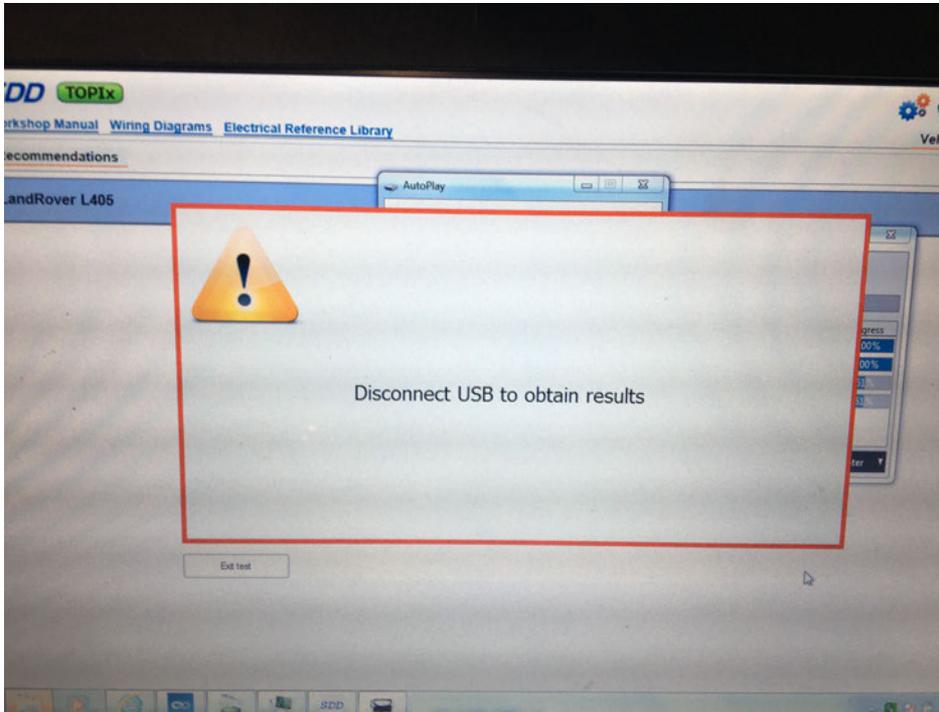
Safety Recall N476

Care Points



During N335 IDU2 testing, each door latch was tested 3 times. With the new IDU2 test procedure, each door latch is tested up to 5 times to ensure results.

Safety Recall N476 Care Points



Upon completion of all SDD steps if any door latch fails the test, refer to the bulletin for service instruction on cutting the door latch fast unlock/ open actuator cord.



Questions

Q & A



#	Question	Answer	Name	Answered by
1	Are we redoing all of these vehicles or only the ones that were not done properly the first time?	All the vehicles in Safety Recall N476 are vehicles that have a claim for Safety Recall N335 being completed but, records show there was not a successful completion of either the IDU2 Door Latch test and or Disable - Fast Unlock/Open Actuator RFA programming.		
	happens if the customer does not replace the latch due to failure of the latch prior to performing recall? Does this means we unable to perform a this safety recall?	The vehicle power door lock system must be operational to perform the Recall test procedure. Any diagnosis and repair of the power door locksystem is outside the scope of this Recall. Any repair to the power door lock system would be subject to normal warranty policies and coverages. The Recall cannot be performed on a vehicle that does not have functioning power door locks. If a vehicle presented for the Safety Recall N335 or N476 does not have functioning power door locks and the warranty coverage for this item has expired, the customer would be responsible for having the power door lock system repaired prior to the Recall being performed. Should a customer decline the repair, the Repair Order should be documented accordingly and the Recall remains open for the vehicle.		
	the document state clearly that the door locks must work and the customer is responsible for that repair?	Yes, the bulletin does state the door locks must be operational before the repair process is attempted.		
	DDW show which cars will need this additional testing?	All open VIN for this new Recall N476 will flag open in the new warranty portal which replaces DDW.	Anonymous	
	the vehicle is coming in for the new recall and has already had the cables cut on a previous visit, how will this affect the readings on the IDU? Will it show a failure? If so, how?	The IDU2 diagnostic tester will recognise that the cord has been cut in the door latch through a complex algorithm for metering circuit current ramping. There will be a a message displayed on the test results screen that states "Non-intrusive test passed, (the door latch location) has cut cord detected" and the door graphic will have a green check mark next to the door.		
	the software already on SDD? Customers are getting letters.	Yes this version of SDD software is now released onto the tool. As is required by Federal law, customers were notified by mail in August if their vehicle was affected. That letter was the interim notification that stated the repair was not available and they will receive a 2nd letter after the repair is published. After we launch N476 repair bulletin to TOPIx we will be mailing all customers a 2nd time advising them to contact their retailer to make an appointment.	Anonymous	



Thank You



THANK YOU

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