

573.6 (c) (6) - Chronology of Events (Recall N798)

A Product Safety and Compliance Committee (PSCC) investigation was opened on January 21, 2020, following an increased number of reports from retailers for rear vehicle doors opening whilst in motion.

The PSCC requested a Jaguar Land Rover Engineering team to investigate the issue to understand the nature of the failure mode and the scope of the issue. The supplier was also commissioned to review failed parts returned from the market and complete a thorough analysis.

Through March and April, 2020, the engineering team regularly updated the PSCC on the progress on the investigation to include updates from the supplier on returned failed rear door latches.

In May, 2020, the team confirmed the 17MY to 19MY Discovery rear door latch sealing system could allow a water flow path into an area where it could enter the rear door latch and ingress into the Keyless Vehicle KV (fast-latch) actuator housing.

The supplier analysis found that water could enter the latch system. This analysis also revealed that the KV motor bearings were corroded as a result of exposure to water in what was, by latch design intended to be a dry environment. This corrosion is progressive and can lead to a state where the KV actuator motor is able to generate enough torque to overcome the friction caused by the corrosion, but the return spring torque is unable to return the KV actuation lever to the home position. This can leave the latch in a state that does not secure the door shut. The door can appear to be secured yet can open while the vehicle is in motion.

The PSCC requested the team to conduct an analysis into the pattern and trend of latch failures in all markets to determine the scope of the issue and any environmental and vehicle use conditions that could contribute significantly to water ingress into the KV mechanism.

The PSCC reviewed the scope and market environmental analysis in June, 2020. The investigation confirmed the scope was limited to 17MY to 19MY Discovery vehicles built up to October 30, 2018, where a revision in the door latch design was implemented. The scope of the concern was also acknowledged as limited to certain countries where there was an elevated rate of doors open whilst in motion on vehicles built up to the introduction of the revised design door latch assembly which presented unique environmental conditions leading to water ingress into the latch and corrosion of the sinter bearing.

On June 23, 2020, the PSCC concluded this issue be progressed to the RDC for consideration.

At the RDC on June 25, 2020, the team concluded that the in the markets where an elevated rate of report of doors open whilst vehicle in motion exists, the concern represented an unreasonable risk to safety and the voluntarily N475 safety recall campaign was launched (Recall N475 was submitted to NHTSA on July 2, 2020, as a Foreign Defect Notice and assigned 20F119.). RDC also requested that field data continued to be monitored for any additional reports of the same condition for markets not included in the scope of the N475 recall or reports of occurrences outside of the N475 vehicle build date range.

As instructed, PSCC continued to monitor field data throughout 2020 to monitor for any further claims in all markets of doors opening in motion following the launch of the N475 recall campaign.

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The engineering team returned to inform the PSCC on their continued monitoring of claims data on January 12, 2021. Engineering reported identification of a further 3 markets with an elevated rate of doors opening whilst vehicle in motion and an elevated rate for markets, where the N475 recall was conducted, for vehicles built after the original cut-off point.

The PSCC requested engineering to confirm all data and the scope of vehicles along with determination of related changes made by the supplier and robustness of these changes to the latch including protection from water ingress. On January 19, 2021, engineering returned to the PSCC and advised that there were doubts about the build quality of door latches manufactured from the original cut-off point in October, 2019, and the supplier had made further process improvements on or around February 13, 2020. Reviews of trend data also revealed elevated claim rates in 3 further markets. The PSCC progressed the issue to the RDC.

At the RDC on January 21, 2021, the committee reviewed all the data and concluded that the recall range should be extended to February 13, 2020, in markets with elevated claims rates. To identify this extended population and new markets, Jaguar Land Rover have issued this recall campaign with the recall number N541 (Recall N541 was submitted to NHTSA to expand the population of N475 on January 28, 2021, as a Foreign Defect Notice and amended 20F119.).

On March 14, 2023, this issue was reviewed following further field reports.

During April, 2023, data of further field reports was analyzed and presented to the PSCC. The data was normalized to ensure meaningful comparisons between current and past occurrences was completed to then determine if further, additional markets were exhibiting the same or similar rates as for markets already subject to recall action. The scope of the issue was also reviewed to define at risk model years and related vehicle specifications.

On May 23, 2023, the conclusions of the analysis of field reports and failure rates was presented to the PSCC. Following the feedback received the PSCC identified additional markets exhibiting the same or similar data patterns as those markets where it's been previously determined there is an unreasonable risk to safety. It was agreed that the issue be progressed to the Recall Determination Committee (RDC) for consideration.

On May 25, 2023, the RDC concluded that in the additional markets where an elevated rate of reports of doors open whilst in motion exists, the concern represented an unreasonable risk to safety and a voluntary safety recall be conducted.

There have been no reported accidents or injuries as a result of this concern.

JLR has received 75 field reports in the US relating to this issue dating from August 18, 2018, to February 14, 2023.