



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: RQ 17-005
Date Opened: 08/04/2017
Investigator: Frederick Lamance **Reviewer:** Jeff Quandt
Approver: Stephen Ridella
Subject: Door Latch Failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: LAND ROVER
Products: 2013-2016 Range Rover and 2014-2016 Range Rover Sport
Population: 75,000 (Estimated)
Problem Description: Owners allege incidents of a front or rear door opening while driving.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	4	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	1	TBD	TBD
Number of Injuries:	1	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: A Recall Query has been opened.

Summary:

On June 11, 2015, Jaguar-Land Rover (JLR) submitted a Defect Information Report (DIR) to NHTSA describing a defect condition in the electronically controlled door latch systems of approximately 65,372 model year (MY) 2013-2016 Range Rover and MY 2014-2016 Range Rover Sport that may result in incidents of door opening while driving (NHTSA Recall No. 15V-385, JLR Recall P068). The recalled vehicles are equipped with JLR's Unilatch Keyless Vehicle (KV) entry system and the defect condition may affect front or rear door latches, which are all controlled by the Keyless Vehicle Module (KVM). The chronology provided by JLR for 15V-385 described a defect in the control logic for the KV release motor which may prevent the KV release lever from returning to its home position after "a keyless vehicle passive entry actuation." This could result in a condition where during a standard door closure operation the latch appears to take the striker and the door can be closed with the side of the vehicle but the door is not securely retained by the latch. The remedy procedure for 15V-385 involves updating the software of the KVM.

ODI has received 4 complaints alleging incidents of doors opening while driving in the subject vehicles, including 3 in vehicles that had received the updated software as part of Recall 15V-385 and 1 in a vehicle produced after the KVM software update was implemented in production. The incidents reported to ODI have involved the driver's door (1), front passenger side door (2) and rear passenger side door (1). The latter incident allegedly resulted in an injury to an adult occupant, who sustained fractured ribs when reaching over a child's car seat "to keep the child from falling from the moving vehicle" (ODI# 10883256). In each case, the vehicles were repaired by replacing the latch assembly for the incident door. A recall query has been opened to assess the scope and remedy for Recall 15V-385.

The ODI complaints cited above involved door latch failures while driving can be viewed at www.safercar.gov under the following ODI identification numbers: 10983285, 10908506, 10883256, 10819201