

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Commodity	body-window mechanisms-power mechanisms-	Symptom	mod-driving condition-while driving
Commodity	body-window mechanisms-power mechanisms-	Symptom	mod-intermittent/random
Commodity	body-window mechanisms-power mechanisms-	Symptom	nvh-noisy operation
Commodity	body-window mechanisms-power mechanisms-	Symptom	repair-prior repair mentioned
Commodity	body-window mechanisms-power mechanisms-	Symptom	separation
Commodity	body-window mechanisms-power mechanisms-	Symptom	sticks/binds/grabs
Commodity	body-window mechanisms-power mechanisms-	Symptom	weak/soft/sagged
Commodity	chassis-service brakes—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes—	Symptom	field service action
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes—	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes—	Symptom	sticks/binds/grabs
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	administrative cost
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	damage-distorted/warped/wrinkled
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	damage-glazed
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	field service action
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	loose
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	separation
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	shift-will not shift/stuck in gear
Commodity	chassis-service brakes-pads/shoes/linings-	Symptom	sticks/binds/grabs
Commodity	chassis-service brakes-rotor/drum-	Symptom	administrative cost
Commodity	chassis-service brakes-rotor/drum-	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-rotor/drum-	Symptom	damage-distorted/warped/wrinkled
Commodity	chassis-service brakes-rotor/drum-	Symptom	damage-glazed
Commodity	chassis-service brakes-rotor/drum-	Symptom	field service action
Commodity	chassis-service brakes-rotor/drum-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-rotor/drum-	Symptom	loose
Commodity	chassis-service brakes-rotor/drum-	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-rotor/drum-	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-rotor/drum-	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-rotor/drum-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-rotor/drum-	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-rotor/drum-	Symptom	separation
Commodity	chassis-service brakes-rotor/drum-	Symptom	sticks/binds/grabs
Commodity	chassis-service brakes-rotor/drum-	Symptom	weak/soft/sagged
Commodity	chassis-suspension-air suspension-	Symptom	administrative cost
Commodity	chassis-suspension-air suspension-	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension-air suspension-	Symptom	damage-distorted/warped/wrinkled
Commodity	chassis-suspension-air suspension-	Symptom	field service action
Commodity	chassis-suspension-air suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-air suspension-	Symptom	loose
Commodity	chassis-suspension-air suspension-	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-suspension-air suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-air suspension-	Symptom	mod-intermittent/random
Commodity	chassis-suspension-air suspension-	Symptom	nvh-noisy operation
Commodity	chassis-suspension-air suspension-	Symptom	repair-prior repair mentioned
Commodity	chassis-suspension-air suspension-	Symptom	separation
Commodity	chassis-suspension-air suspension-	Symptom	sticks/binds/grabs
Commodity	chassis-suspension-air suspension-	Symptom	weak/soft/sagged
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	administrative cost
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	damage-cracked/fractured/split
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	damage-distorted/warped/wrinkled
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	field service action
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	function-malfunction/inoperative
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	loose
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	mod-driving condition-while driving
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	mod-intermittent/random
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	nvh-noisy operation
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	repair-prior repair mentioned
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	separation
Commodity	chassis-wheel assy-spare tire and stowage-	Symptom	sticks/binds/grabs
Commodity	electrical-accessories/entertainment—	Symptom	administrative cost
Commodity	electrical-accessories/entertainment—	Symptom	damage-cracked/fractured/split
Commodity	electrical-accessories/entertainment—	Symptom	damage-distorted/warped/wrinkled
Commodity	electrical-accessories/entertainment—	Symptom	field service action
Commodity	electrical-accessories/entertainment—	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment—	Symptom	loose
Commodity	electrical-accessories/entertainment—	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-accessories/entertainment—	Symptom	mod-driving condition-while driving
Commodity	electrical-accessories/entertainment—	Symptom	mod-intermittent/random
Commodity	electrical-accessories/entertainment—	Symptom	nvh-noisy operation
Commodity	electrical-accessories/entertainment—	Symptom	repair-prior repair mentioned
Commodity	electrical-accessories/entertainment—	Symptom	separation
Commodity	electrical-accessories/entertainment—	Symptom	sticks/binds/grabs
Commodity	electrical-wiring—	Symptom	administrative cost
Commodity	electrical-wiring—	Symptom	damage-cracked/fractured/split
Commodity	electrical-wiring—	Symptom	damage-distorted/warped/wrinkled
Commodity	electrical-wiring—	Symptom	field service action

Commodity	electrical-wiring—	Symptom	function-malfunction/inoperative
Commodity	electrical-wiring—	Symptom	loose
Commodity	electrical-wiring—	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-wiring—	Symptom	mod-driving condition-while driving
Commodity	electrical-wiring—	Symptom	mod-intermittent/random
Commodity	electrical-wiring—	Symptom	nvh-noisy operation
Commodity	electrical-wiring—	Symptom	repair-prior repair mentioned
Commodity	electrical-wiring—	Symptom	separation
Commodity	electrical-wiring—	Symptom	sticks/binds/grabs
Commodity	electrical-wiring—	Symptom	unintended acceleration
Commodity	electrical-wiring—	Symptom	weak/soft/sagged
Commodity	powertrain-engine—	Symptom	damage-cracked/fractured/split
Commodity	powertrain-engine—	Symptom	field service action
Commodity	powertrain-engine—	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine—	Symptom	repair-prior repair mentioned
Commodity	unknown—	Symptom	field service action
Commodity	unknown—	Symptom	mod-driving condition-engine-hot
Commodity	unknown—	Symptom	no keyword found
Commodity	unknown—	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	sticks/binds/grabs
Commodity	unknown—	Symptom	unintended acceleration
Commodity	electrical-accessories/entertainment—	Symptom	administrative cost
Commodity	electrical-accessories/entertainment—	Symptom	damage-cracked/fractured/split
Commodity	electrical-accessories/entertainment—	Symptom	field service action
Commodity	electrical-accessories/entertainment—	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment—	Symptom	loose
Commodity	electrical-accessories/entertainment—	Symptom	nvh-noisy operation
Commodity	electrical-accessories/entertainment—	Symptom	repair-prior repair mentioned
Commodity	electrical-accessories/entertainment—	Symptom	separation
Commodity	electrical-accessories/entertainment—	Symptom	administrative cost
Commodity	electrical-accessories/entertainment—	Symptom	damage-cracked/fractured/split
Commodity	electrical-accessories/entertainment—	Symptom	damage-distorted/warped/wrinkled
Commodity	electrical-accessories/entertainment—	Symptom	field service action
Commodity	electrical-accessories/entertainment—	Symptom	function-malfunction/inoperative
Commodity	electrical-accessories/entertainment—	Symptom	loose
Commodity	electrical-accessories/entertainment—	Symptom	nvh-noisy operation
Commodity	electrical-accessories/entertainment—	Symptom	repair-prior repair mentioned
Commodity	electrical-accessories/entertainment—	Symptom	separation
Commodity	electrical-accessories/entertainment—	Symptom	sticks/binds/grabs
Commodity	electrical-accessories/entertainment—	Symptom	mod-driving condition-on deceleration/braking
Commodity	electrical-accessories/entertainment—	Symptom	mod-driving condition-while driving
Commodity	electrical-accessories/entertainment—	Symptom	mod-intermittent/random
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Tread Category Code	03	Tread Category Description	service brakes
Tread Category Code	06	Tread Category Description	engine and engine cooling
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	13	Tread Category Description	visibility
Tread Category Code	14	Tread Category Description	airbags
Tread Category Code	16	Tread Category Description	structure
Tread Category Code	17	Tread Category Description	latch
Tread Category Code	19	Tread Category Description	tires
Tread Category Code	27	Tread Category Description	lane departure
Tread Category Code	28	Tread Category Description	backover prevention system

Report Details

Source Claim Key		Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	25-Apr-2017
Version Series Code		Load Date	26-Apr-2017
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0602
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER HUNTINGTON
Non Causal Part Prefix-Base-Suffix		Dealer City	HUNTINGTON
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code	35	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6314272222
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	

Customer Comment	
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Technician Comment	<p><<<May 4 2017 5 12 15 000PM entered by SVCRM User Program Management/Client Server>>>Late note update 5/2 SM Chuck advised The brake pad was replaced 9/2016 There is a issue with the sensor for the tailgate The part was ordered They have not gotten a chance to drive the vehicle for the squeaking. Advised I will follow up <<<Apr 25 2017 7 13 30 000PM entered by SVCRM User Program Management/Client Server>>>Customer States My brakes was replace his brakes 4 time There was a stress crack in his side window The Bluetooth did not work There was an issue with his air suspension Now he has to take the vehicle in for brakes issue again His appointment is for 4/27 The vehicle was purchase new Not sure the first oil change was done Customer Request Request to have the vehicle repurchases Advised I will follow up in two business days I will reach to the retailer if he is going to follow up with the retailer <<<Apr 25 2017 7 20 21 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Cover Policy Expires Distance Deductible Corrosion Warranty 31 Jan 2022 999999 Federal Emission Warranty 31 Jan 2024 80000 Paint Warranty 31 Jan 2020 50000 Standard Factory Warranty 31 Jan 2020 50000 <<<Apr 25 2017 7 27 24 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 6J08 CPLA 21813 BF S06 S06 V07 AC1 X2 AWS Claim Key [REDACTED] Trx Code 2 Labor Hrs .7 Labor Cost 92.4 Material Cost 0 Total Cost 92.4 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 10 MAR 2016 DIST(Mile) 3720 Cust Comments C.S THE SOFT DOOR FEATURE ON D.S DOOR IS INOP Tech Comments F. H/U THE TEST BOOK UNIT CHK FOR CODES, PERFED CENTRAL LOCKING SYSTEMS DIAG. HEALTH CHK, TESTED FUSE, TRACED CIRCUIT AND REPAIRED/TIGHTENED LOOSE/POOR CONNECTION VIOLET/RED WIRE IN DRIVERS DOOR CHECK AREA CONNECTOR. CP# [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 5Y01 CPLA 2A315 AB S10 S10 V21 GB5 41 AWS Claim Key 75215653 Doc # [REDACTED] Trx Code 2 Labor Hrs 2.6 Labor Cost 343.2 Material Cost 451.33 Total Cost 794.53 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 10 MAR 2016 DIST(Mile) 3720 Cust Comments C.S WHEN GOING 20 30 MPH AND BRAKING THERE IS A BRAKE NOISE CHECKAND ADVISE Tech Comments F. DROVE VEHICLE, REMOVED REAR BRAKES AND ROTORS, CLEANED THE BRAKE PADS, DEGLAZED THE ROTORS, PERFORMED ROTOR RUNOUT CHECK, SEPERATED ANTI SQUEAL SHIM FROM PADS AND APPLIED GREASE TO PADS AND SLIDECONTACT AREAS. ROAD TESTED VEHICLE STILL HAVE INTERMITTANT SQUEAL THATS LESS BUT NOT GONE. REPLACED THE REAR BRAKES AND ROTORS, DROVE AGAIN. [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 5Y01 CPLA 2M008 CB S05 S05 V39 QD3 41 AWS Claim Key [REDACTED] # [REDACTED] Trx Code 2 Labor Hrs 1.1 Labor Cost 145.2 Material Cost 166.84 Total Cost 312.04 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 14 MAR 2016 DIST(Mile) 3887 Cust Comments C.S THERE IS A NOISE FROM THE REAR Tech Comments F. REPLACED THE REAR BRAKE PADS SPARE PARTS. RO 544054 [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 5V03 DPLA 2K021 AA S10 S10 V21 GB5 41 AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code 2 Labor Hrs .8 Labor Cost 105.6 Material Cost 262.83 Total Cost 368.43 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 14 MAR 2016 DIST(Mile) 3887 Cust Comments C.S THERE IS A NOISE WHILE BRAKING CHECK AND ADVISE Tech Comments F. R (>&<) R FRONT BRAKES AND ROTORS, DEGLAZED ROTORS AND REPLACED THEFRONT BRAKE PADS. [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 5 7Q05 DPLA 10F845 AH S09 S09 V81 JY2 04 AWS Claim Key [REDACTED] # [REDACTED] Trx Code 2 Labor Hrs .4 Labor Cost 52.8 Material Cost 0 Total Cost 52.8 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 06 JUN 2016 DIST(Mile) 6098 Cust Comments CUST STATES WHEN USING BLUETOOTH EVERYONE SAYS THEY CANT HEAR HER Tech Comments F. CHECK FOR UPDATES, UPDATE FOUND. PERFORM UPDATE. TESTED PHONE.BLUETOOTH WORKING CORRECT. RECOMMEND WHEN CUSTOMER PAIRS THEIR PHONES TO PERFORM A HARD RESET TO THEIR PHONES BEFORE PAIRING TO CAR.CP # [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 5 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code Q584 Labor Hrs .2 Labor Cost 26.4 Material Cost 0 Total Cost 26.4 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 06 JUN 2016 DIST(Mile) 6098 Cust Comments Q584B CUSTOMER STATES PLEASE PERFORM Q584 KEYLESS VEHICLE MODULE NOT COMMUNICATING. Tech Comments PERFORMED Q584 SERVICE CAMPAIGN. PERFORMED Q584 OPTION B [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 5 6Y22 * RENTAL * SXX SXX V00 EE3 82 AWS Claim Key [REDACTED] Trx Code M013 Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 135 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 06 JUN 2016 DIST(Mile) 6098 Cust Comments LOANER #LR29 Tech Comments F. LOANER VEHICLE PROVIDED, LOANER# [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 8 5V01 CPLA 1027 AA S10 S10 V21 GB5 07 AWS Claim Key [REDACTED] Trx Code 2 Labor Hrs .8 Labor Cost 109.6 Material Cost 684.41 Total Cost 794.01 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 27 SEP 2016 DIST (Mile) 9789 Cust Comments C/S BRAKES ARE SQUEEKING Tech Comments VERIFIED CONCERN NO BULLETINS FOUND REPLACED FRONT PADS AND ROTORS [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 8 5Y01 CPLA 2M008 AA S10 S10 V21 GB5 42 AWS Claim [REDACTED] Trx Code 2 Labor Hrs 1.1 Labor Cost 150.7 Material Cost 468.08 Total Cost 618.78 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 27 SEP 2016 DIST(Mile) 9789 Cust Comments C/S VEHICLE BRAKES SQUEAKING, SEE HISTORY. Tech Comments ROAD TEST CARS FOUND SQUEAL NOISE FROM REAR BRAKES FOUND BULLETINLTB00725NAS2 REPLACED REAR PADS AND GREASED CONTACTS POINTS ROAD TEST NOISE STILL PRESENT REMOVED AND REPLACED REAR ROTORS ROAD TESTOK [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 11 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc # [REDACTED] Trx Code</p>
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Q634 Labor Hrs .2 Labor Cost 27.4 Material Cost 0 Total Cost 27.4 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 12 DEC 2016 DIST(Mile) 11646 Cust Comments Q634B Q634 GATEWAY MODULE STAY AWAKE BRAIN DRAIN Tech Comments CHECKED FOR RECALLS. Q634 OPTION B [REDACTED] 08 LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 11 6H19 CK52 25712 BC S06 S06 V09 AM1 01 AWS Claim Key [REDACTED] Doc # [REDACTED] B Trx Code 2 Labor Hrs 1.2 Labor Cost 164.4 Material Cost 265.18 Total Cost 429.58 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 12 DEC 2016 DIST(Mile) 11646 Cust Comments CLIENT STATES THE PASSENGER SIDE REAR WINDOW HAS A STRESS CRACK INIT Tech Comments F. REPLACED RR WINDOW GLASS DUE TO STRESS CRACK <<<Apr 26 2017 4 27 02 000PM entered by SVCRM User Program Management/Client Server>>>Called the retailer at (631) 427 2222 Spoke to the SM Chuck Advised I was checking on the vehicle SM The vehicle is not here They have an appointment for tomorrow Advised I will follow up <<<Apr 27 2017 4 15 08 000PM entered by SVCRM User Program Management/Client Server>>>Called the customer at [REDACTED] Advised I was following up I know the vehicle was suppose to be dropped off today I spoke to the retailer yesterday Customer Yes I did drop the vehicle off Advised I will follow up <<<Apr 28 2017 11 14 37 000AM entered by SVCRM User Program Management/Client Server>>>From [REDACTED] >cbyran3@jaguarlandrover.com> Date 28 April 2017 at 11 13 Subject Trade Request [REDACTED] <(<<<)-josborn4@jaguarlandrover.com> Customer Name Ms. [REDACTED] Vehicle Identification Number [REDACTED] Year/Make/Model 2016 Range Rover HSE Mileage 0000011646 Retailer Land Rover Huntington Vehicle Location MD Synopsis of Concern My brakes was replace his brakes 4 time There was a stress crack in his side window The Bluetooth did not work at one point There was an issue with his air suspension Now the vehicle is back in for brakes issue again AS PER AWS Warranty Cover Policy Expires Distance Deductible Corrosion Warranty 31 Jan 2022 999999 Federal Emission Warranty 31 Jan 2024 80000 Paint Warranty 31 Jan 2020 50000 Standard Factory Warranty 31 Jan 2020 50000 AS PER AWS [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 6J08 CPLA 21813 BF S06 S06 V07 AC1 X2 AWS Claim Key [REDACTED] Trx Code 2 Labor Hrs .7 Labor Cost 92.4 Material Cost 0 Total Cost 92.4 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 10 MAR 2016 DIST(Mile) 3720 Cust Comments C.S THE SOFT DOOR FEATURE ON D.S DOOR IS INOP Tech Comments F. H/U THE TEST BOOK UNIT CHK FOR CODES, PERFD CENTRAL LOCKING SYSTEMS DIAG. HEALTH CHK, TESTED FUSE, TRACED CIRCUIT AND REPAIRED/TIGHTENED LOOSE/POOR CONNECTION VIOLET/RED WIRE IN DRIVERS DOOR CHECK AREA CONNECTOR. CP# [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 5Y01 CPLA 2A315 AB S10 S10 V21 GB5 41 AWS Claim Key [REDACTED] Trx Code 2 Labor Hrs 2.6 Labor Cost 343.2 Material Cost 451.33 Total Cost 794.53 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 10 MA R 2016 DIST(Mile) 3720 Cust Comments C.S WHEN GOING 20 30 MPH AND BRAKING THERE IS A BRAKE NOISE CHECKAND ADVISE Tech Comments F. DROVE VEHICLE, REMOVED REAR BRAKES AND ROTORS, CLEANED THE BRAKE PADS, DEGLAZED THE ROTORS, PERFORMED ROTOR RUNOUT CHECK, SEPERATED ANTI SQUEAL SHIM FROM PADS AND APPLIED GREASE TO PADS AND SLIDECONTACT AREAS. ROAD TESTED VEHICLE STILL HAVE INTERMITTANT SQUEAL THATS LESS BUT NOT GONE. REPLACED THE REAR BRAKES AND ROTORS, DROVE AGAIN. [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 5Y01 CPLA 2M008 CB S05 S05 V39 QD3 41 AWS Claim Key [REDACTED] Trx Code 2 Labor Hrs 1.1 Labor Cost 145.2 Material Cost 166.84 Total Cost 312.04 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 14 MAR 2016 DIST(Mile) 3887 Cust Comments C.S THERE IS A NOISE FROM THE REAR Tech Comments F. REPLACED THE REAR BRAKE PADS SPARE PARTS. RO 544054 [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 5V03 DPLA 2K021 AA S10 S10 V21 GB5 41 AWS Claim Key [REDACTED] Trx Code 2 Labor Hrs .8 Labor Cost 105.6 Material Cost 262.83 Total Cost 368.43 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 14 MAR 2016 DIST(Mile) 3887 Cust Comments C.S THERE IS A NOISE WHILE BRAKING CHECK AND ADVISE Tech Comments F. R <(>&<)-> R FRONT BRAKES AND ROTORS, DEGLAZED ROTORS AND REPLACED THEFRONT BRAKE PADS. [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 5 7Q05 DPLA 10F845 AH S09 S09 V81 JY2 04 AWS Claim Key [REDACTED] Trx Code 2 Labor Hrs .4 Labor Cost 52.8 Material Cost 0 Total Cost 52.8 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 06 JUN 2016 DIST(Mile) 6098 Cust Comments CUST STATES WHEN USING BLUETOOTH EVERYONE SAYS THEY CANT HEAR HER Tech Comments F. CHECK FOR UPDATES. UPDATE FOUND. PERFORM UPDATE. TESTED PHONE.BLUETOOTH WORKING CORRECT. RECOMMEND WHEN CUSTOMER PAIRS THEIR PHONES TO PERFORM A HARD RESET TO THEIR PHONES BEFORE PAIRING TO CAR.CP #LR073263 [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 5 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Trx Code Q584 Labor Hrs .2 Labor Cost 26.4 Material Cost 0 Total Cost 26.4 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 06 JUN 2016 DIST(Mile) 6098 Cust Comments Q584B CUSTOMER STATES PLEASE PERFORM Q584 KEYLESS VEHICLE MODULE NOT COMMUNICATING. Tech Comments PERFORMED Q584 SERVICE CAMPAIGN. PERFORMED Q584 OPTION B [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 5 6Y22 * RENTAL * SXX SXX V00 EE3 82 AWS Claim Key [REDACTED] Trx Code M013 Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 135 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 06 JUN 2016 DIST(Mile) 6098 Cust Comments LOANER #LR29 Tech Comments F. LOANER VEHICLE PROVIDED, LOANER# [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 8 5V01 CPLA 1027 AA S10 S10 V21 GB5 07 AWS Claim Key 75541635 Doc # 548681E Trx Code 2 Labor Hrs .8 Labor Cost 109.6 Material Cost 684.41 Total Cost

794.01 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 27 SEP 2016 DIST (Mile) 9789 Cust Comments C/S BRAKES ARE SQUEEKING Tech Comments VERIFIED CONCERN NO BULLETINS FOUND REPLACED FRONT PADS AND ROTORS [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 8 5Y01 CPLA 2M008 AA S10 S10 V21 GB5 42 AWS Claim Key [REDACTED] Trx Code 2 Labor Hrs 1.1 Labor Cost 150.7 Material Cost 468.08 Total Cost 618.78 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 27 SEP 2016 DIST(Mile) 9789 Cust Comments C/S VEHICLE BRAKES SQUEAKING, SEE HISTORY. Tech Comments ROAD TEST CARS FOUND SQUEAL NOISE FROM REAR BRAKES FOUND BULLETINLTB00725NAS2 REPLACED REAR PADS AND GREASED CONTACTS POINTS ROAD TEST NOISE STILL PRESENT REMOVED AND REPLACED REAR ROTORS ROAD TESTOK [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 11 **** SXX SXX V00 ** AWS Claim Key [REDACTED] Trx Code Q634 Labor Hrs .2 Labor Cost 27.4 Material Cost 0 Total Cost 27.4 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 12 DEC 2016 DIST (Mile) 11646 Cust Comments Q634B Q634 GATEWAY MODULE STAY AWAKE BRAIN DRAIN Tech Comments CHECKED FOR RECALLS. Q634 OPTION B [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 11 6H19 CK52 25712 BC S06 S06 V09 AM1 01 AWS Claim Key 75810295 Doc # 550 404B Trx Code 2 Labor Hrs 1.2 Labor Cost 164.4 Material Cost 265. <<<May 2 2017 12 39 48 000PM entered by SVCRM User Program Management/Client Server>>>From Osborne, James <(<<<)>josborn4@jaguarlandrover.com> Date 29 April 2017 at 09 48 Subject Re Trade Request [REDACTED] To Bryan, Carolyn <(<<<)>cbryan3@jaguarlandrover.com> Carolyn, Is the vehicle going back to Huntington for the repairs or a store in MD Yes it has been in multiple times for brake noise and very minor other issues James Osborne Regional Technical Manager [REDACTED] <<<May 2 2017 12 40 32 000PM entered by SVCRM User Program Management/Client Server>>>From Bryan, Carolyn <(<<<)>cbryan3@jaguarlandrover.com> Date 2 May 2017 at 09 51 Subject Re Trade Request [REDACTED] To Osborne, James <(<<<)>josborn4@jaguarlandrover.com> Good Morning The vehicle was drop off at Huntington on 4/27 Regards <<<May 2 2017 12 43 44 000PM entered by SVCRM User Program Management/Client Server>>>Called the retailer at (631) 427 2222 Left a message for the SM Requesting information on the vehicle Provide my phone number and extension <<<May 2 2017 3 51 32 000PM entered by SVCRM User Program Management/Client Server>>>SM Chuck called to speak with Carolyn. Warm transferred to Carolyn <<<Apr 25 2017 8 20 21 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Cover Policy Expires Distance Deductible Corrosion Warranty 31 Jan 2022 999999 Federal Emission Warranty 31 Jan 2024 80000 Paint Warranty 31 Jan 2020 50000 Standard Factory Warranty 31 Jan 2020 50000 <<<Apr 25 2017 8 13 30 000PM entered by SVCRM User Program Management/Client Server>>>Customer States My brakes was replace his brakes 4 time There was a stress crack in his side window The Bluetooth did not work There was an issue with his air suspension Now he has to take the vehicle in for brakes issue again His appointment is for 4/27 The vehicle was purchase new Not sure the first oil change was done Customer Request Request to have the vehicle repurchases Advised I will follow up in two business days I will reach to the retailer if he is going to follow up with the retailer <<<May 12 2017 4 16 57 000PM entered by SVCRM User Program Management/Client Server>>>Called the customer at [REDACTED] Advised I am calling to following up on the case I understand the vehicle was picked up on the 5/5 Is there any issue with the vehicle at this time Customer There is no issue with the vehicle Everything is fine so far If it happens again we might hear from me in a different way Advised I would like to offer him \$300 OLC You can use it towards service Please verify the address Customer What determine the amount Advised It was my offer to him if you need any assistance in the future please let us know <<<May 12 2017 4 05 22 000PM entered by SVCRM User Program Management/Client Server>>>From [REDACTED] Date 12 May 2017 at 15 35 Subject Re Trade Request [REDACTED] To [REDACTED] Please provide an update on the request for repurchase Regards <<<May 12 2017 4 04 16 000PM entered by SVCRM User Program Management/Client Server>>>From [REDACTED] Date 12 May 2017 at 15 50 Subject Emailing CSI [REDACTED] To [REDACTED] <(><<)> [REDACTED] > <<<May 12 2017 4 00 11 000PM entered by SVCRM User Program Management/Client Server>>>Called the retailer at (631) 427 2222 Spoke to SA Steve He advised the vehicle was delivered back to the customer on 5/5 They perform a recall for the air suspension The brake sensor was replace there no squeaks They replace a module and bold strut for the tailgate Advised Please send out the close RO <<<May 4 2017 4 13 33 000PM entered by SVCRM User Program Management/Client Server>>>Called the retailer back at (631) 427 2222 Left a message requesting an update Provide my phone number and extension <<<Apr 25 2017 8 27 24 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 6J08 CPLA 21813 BF S06 S06 V07 AC1 X2 AWS Claim Key [REDACTED] Trx Code 2 Labor Hrs .7 Labor Cost 92.4 Material Cost 0 Total Cost 92.4 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 10 MAR 2016 DIST(Mile) 3720 Cust Comments C.S THE SOFT DOOR FEATURE ON D.S DOOR IS INOP Tech Comments F. H/U THE TEST BOOK UNIT CHK FOR CODES, PERFD CENTRAL LOCKING SYSTEMS DIAG. HEALTH CHK, TESTED FUSE, TRACED CIRCUIT AND REPAIRED/TIGHTENED LOOSE/POOR CONNECTION VIOLET/RED WIRE IN DRIVERS DOOR CHECK AREA CONNECTOR. CP# [REDACTED] [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 5Y01 CPLA 2A315 AB S10 S10 V21 GB5 41 AWS Claim Key

75215653 Doc # [REDACTED] Trx Code 2 Labor Hrs 2.6 Labor Cost 343.2 Material Cost 451.33 Total Cost 794.53 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 10 MAR 2016 DIST(Mile) 3720 Cust Comments C.S WHEN GOING 20 30 MPH AND BRAKING THERE IS A BRAKE NOISE CHECKAND ADVISE Tech Comments F. DROVE VEHICLE, REMOVED REAR BRAKES AND ROTORS, CLEANED THE BRAKE PADS, DEGLAZED THE ROTORS, PERFORMED ROTOR RUNOUT CHECK, SEPERATED ANTI SQUEAL SHIM FROM PADS AND APPLIED GREASE TO PADS AND SLIDECONTACT AREAS. ROAD TESTED VEHICLE STILL HAVE INTERMITTANT SQUEAL THATS LESS BUT NOT GONE. REPLACED THE REAR BRAKES AND ROTORS, DROVE AGAIN. [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 5Y01 CPLA 2M008 CB S05 S05 V39 QD3 41 AWS Claim Key [REDACTED] Code 2 Labor Hrs 1.1 Labor Cost 145.2 Material Cost 166.84 Total Cost 312.04 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 14 MAR 2016 DIST(Mile) 3887 Cust Comments C.S THERE IS A NOISE FROM THE REAR Tech Comments F. REPLACED THE REAR BRAKE PADS SPARE PARTS. RO 544054 [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 5V03 DPLA 2K021 AA S10 S10 V21 GB5 41 AWS Claim Key [REDACTED] Doc # 544140B Trx Code 2 Labor Hrs .8 Labor Cost 105.6 Material Cost 262.83 Total Cost 368.43 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 14 MAR 2016 DIST(Mile) 3887 Cust Comments C.S THERE IS A NOISE WHILE BRAKING CHECK AND ADVISE Tech Comments F. R <(>&<> R FRONT BRAKES AND ROTORS, DEGLAZED ROTORS AND REPLACED THEFRONT BRAKE PADS. [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 5 7Q05 DPLA 10F845 AH S09 S09 V81 JY2 04 AWS Claim Key [REDACTED] Trx Code 2 Labor Hrs .4 Labor Cost 52.8 Material Cost 0 Total Cost 52.8 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 06 JUN 2016 DIST(Mile) 6098 Cust Comments CUST STATES WHEN USING BLUETOOTH EVERYONE SAYS THEY CANT HEAR HER Tech Comments F. CHECK FOR UPDATES. UPDATE FOUND. PERFORM UPDATE. TESTED PHONE.BLUETOOTH WORKING CORRECT. RECOMMEND WHEN CUSTOMER PAIRS THEIR PHONES TO PERFORM A HARD RESET TO THEIR PHONES BEFORE PAIRING TO CAR.CP #L [REDACTED] [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 5 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Doc [REDACTED] Trx Code Q584 Labor Hrs .2 Labor Cost 26.4 Material Cost 0 Total Cost 26.4 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 06 JUN 2016 DIST(Mile) 6098 Cust Comments Q584B CUSTOMER STATES PLEASE PERFORM Q584 KEYLESS VEHICLE MODULE NOT COMMUNICATING. Tech Comments PERFORMED Q584 SERVICE CAMPAIGN. PERFORMED Q584 OPTION B [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 5 6Y22 * RENTAL * SXX SXX V00 EE3 82 AWS Claim Key [REDACTED] Trx Code M013 Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 135 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 06 JUN 2016 DIST(Mile) 6098 Cust Comments LOANER #LR29 Tech Comments F. LOANER VEHICLE PROVIDED. LOANER# [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 8 5V01 CPLA 1027 AA S10 S10 V21 GB5 07 AWS Claim Key [REDACTED] Trx Code 2 Labor Hrs .8 Labor Cost 109.6 Material Cost 684.41 Total Cost 794.01 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 27 SEP 2016 DIST(Mile) 9789 Cust Comments C/S BRAKES ARE SQUEEKING Tech Comments VERIFIED CONCERN NO BULLETINS FOUND REPLACED FRONT PADS AND ROTORS [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 8 5Y01 CPLA 2M008 AA S10 S10 V21 GB5 42 AWS Claim Key [REDACTED] B Trx Code 2 Labor Hrs 1.1 Labor Cost 150.7 Material Cost 468.08 Total Cost 618.78 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 27 SEP 2016 DIST(Mile) 9789 Cust Comments C/S VEHICLE BRAKES SQUEAKING, SEE HISTORY. Tech Comments ROAD TEST CARS FOUND SQUEAL NOISE FROM REAR BRAKES FOUND BULLETINLTB00725NAS2 REPLACED REAR PADS AND GREASED CONTACTS POINTS ROAD TEST NOISE STILL PRESENT REMOVED AND REPLACED REAR ROTORS ROAD TESTOK [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 11 * * * * SXX SXX V00 * * AWS Claim Key [REDACTED] Trx Code Q634 Labor Hrs .2 Labor Cost 27.4 Material Cost 0 Total Cost 27.4 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 12 DEC 2016 DIST(Mile) 11646 Cust Comments Q634B Q634 GATEWAY MODULE STAY AWAKE BRAIN DRAIN Tech Comments CHECKED FOR RECALLS. Q634 OPTION B [REDACTED] 08 LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 11 6H19 CK52 25712 BC S06 S06 V09 AM1 01 AWS Claim Key 75810295 Doc # 550404B Trx Code 2 Labor Hrs 1.2 Labor Cost 164.4 Material Cost 265.18 Total Cost 429.58 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 12 DEC 2016 DIST(Mile) 11646 Cust Comments CLIENT STATES THE PASSENGER SIDE REAR WINDOW HAS A STESS CRACK INIT Tech Comments F. REPLACED RR WINDOW GLASS DUE TO STRESS CRACK <<<Apr 26 2017 5 27 02 000PM entered by SVCRM User Program Management/Client Server>>>Called the retailer at [REDACTED] Spoke to the SM [REDACTED] Advised I was checking on the vehicle SM The vehicle is not here They have an appointment for tomorrow Advised I will follow up <<<May 2 2017 4 51 32 000PM entered by SVCRM User Program Management/Client Server>>>SM Chuck called to speak with [REDACTED]. Warm transferred to [REDACTED] May 2 2017 1 43 44 000PM entered by SVCRM User Program Management/Client Server>>>Called the retailer at (631) 427 2222 Left a message for the SM Requesting information on the vehicle Provide my phone number and extension <<<May 2 2017 1 40 32 000PM entered by SVCRM User Program Management/Client Server>>>From Bryan, Carolyn <(><<<>cbryan3@jaguarlandrover.com> Date 2 May 2017 at 09 51 Subject Re Trade Request [REDACTED] [REDACTED] To [REDACTED] <(><<<> [REDACTED] > Good Morning The vehicle was drop off at Huntington on 4/27 Regards <<<May 2 2017 1 39 48 000PM entered by SVCRM User Program Management/Client Server>>>From [REDACTED] <(><<< [REDACTED] Date 29 April 2017 at 09 48 Subject Re Trade Request

██████████ To ██████████ ██████████ Is the vehicle going back to Huntington for the repairs or a store in MD Yes it has been in multiple times for brake noise and very minor other issues James Osborne Regional Technical Manager T 201 818 8023 | M ██████████ Trx Code 2 Labor Hrs 1.2 Labor Cost 164.4 Material Cost 265. <<<Apr 28 2017 12 14 37 000PM entered by SVCRM User Program Management/Client Server>>>From ██████████ cbryan3@jaguarlandrover.com> Date 28 April 2017 at 11 13 Subject Trade Request

██████████ To ██████████ <(<<<<>>>>)> ██████████ Customer Name Ms. ██████████ Vehicle Identification Number ██████████ Year/Make/Model 2016 Range Rover HSE Mileage 0000011646 Retailer Land Rover Huntington Vehicle Location MD

Synopsis of Concern My brakes was replace his brakes 4 time There was a stress crack in his side window The Bluetooth did not work at one point There was an issue with his air suspension Now the vehicle is back in for brakes issue again AS PER AWS Warranty Cover Policy Expires Distance Deductible Corrosion Warranty 31 Jan 2022 999999 Federal Emission Warranty 31 Jan 2024 80000 Paint Warranty 31 Jan 2020 50000 Standard Factory Warranty 31 Jan 2020 50000 AS PER AWS ██████████ LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 6J08 CPLA 21813 BF S06 S06 V07 AC1 X2 AWS Claim Key ██████████ Trx Code 2 Labor Hrs .7 Labor Cost 92.4 Material Cost 0 Total Cost 92.4 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph ██████████ St NY Ctry Cd USA Reg Cd LR Repr Date 10 MAR 2016 DIST(Mile) 3720 Cust Comments C.S THE SOFT DOOR FEATURE ON D.S DOOR IS INOP Tech Comments F. H/U THE TEST BOOK UNIT CHK FOR CODES, PERFD CENTRAL LOCKING SYSTEMS DIAG. HEALTH CHK. TESTED FUSE, TRACED CIRCUIT AND REPAIRED/TIGHTENED LOOSE/POOR CONNECTION VIOLET/RED WIRE IN DRIVERS DOOR CHECK AREA CONNECTOR. CP# ██████████ ██████████ LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 5Y01 CPLA 2A315 AB S10 S10 V21 GB5 41 AWS Claim Key ██████████ Trx Code 2 Labor Hrs 2.6 Labor Cost 343.2 Material Cost 451.33 Total Cost 794.53 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph ██████████ St NY Ctry Cd USA Reg Cd LR Repr Date 10 MA R 2016 DIST(Mile) 3720 Cust Comments C.S WHEN GOING 20 30 MPH AND BRAKING THERE IS A BRAKE NOISE CHECKAND ADVISE Tech Comments F. DROVE VEHICLE, REMOVED REAR BRAKES AND ROTORS, CLEANED THE BRAKE PADS, DEGLAZED THE ROTORS, PERFORMED ROTOR RUNOUT CHECK, SEPERATED ANTI SQUEAL SHIM FROM PADS AND APPLIED GREASE TO PADS AND SLIDECONTACT AREAS. ROAD TESTED VEHICLE STILL HAVE INTERMITTANT SQUEAL THATS LESS BUT NOT GONE. REPLACED THE REAR BRAKES AND ROTORS, DROVE AGAIN. ██████████ LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 5Y01 CPLA 2M008 CB S05 S05 V39 QD3 41 AWS Claim Key ██████████ Trx Code 2 Labor Hrs 1.1 Labor Cost 145.2 Material Cost 166.84 Total Cost 312.04 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph ██████████ St NY Ctry Cd USA Reg Cd LR Repr Date 14 MAR 2016 DIST(Mile) 3887 Cust Comments C.S THERE IS A NOISE FROM THE REAR Tech Comments F. REPLACED THE REAR BRAKE PADS SPARE PARTS. RO 544054 ██████████ LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 2 5V03 DPLA 2K021 AA S10 S10 V21 GB5 41 AWS Claim Key ██████████ Doc # 544140B Trx Code 2 Labor Hrs .8 Labor Cost 105.6 Material Cost 262.83 Total Cost 368.43 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph ██████████ St NY Ctry Cd USA Reg Cd LR Repr Date 14 MAR 2016 DIST(Mile) 3887 Cust Comments C.S THERE IS A NOISE WHILE BRAKING CHECK AND ADVISE Tech Comments F. R <(>&<>> R FRONT BRAKES AND ROTORS, DEGLAZED ROTORS AND REPLACED THEFRONT BRAKE PADS. ██████████ LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 5 7Q05 DPLA 10F845 AH S09 S09 V81 JY2 04 AWS Claim Key ██████████ Trx Code 2 Labor Hrs .4 Labor Cost 52.8 Material Cost 0 Total Cost 52.8 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph ██████████ St NY Ctry Cd USA Reg Cd LR Repr Date 06 JUN 2016 DIST(Mile) 6098 Cust Comments CUST STATES WHEN USING BLUETOOTH EVERYONE SAYS THEY CANT HEAR HER Tech Comments F. CHECK FOR UPDATES. UPDATE FOUND. TESTED PHONE. BLUETOOTH WORKING CORRECT. RECOMMEND WHEN CUSTOMER PAIRS THEIR PHONES TO PERFORM A HARD RESET TO THEIR PHONES BEFORE PAIRING TO CAR. CP ██████████ ██████████ LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 5 * * * * SXX SXX V00 * * AWS Claim Key ██████████ Doc # ██████████ Code Q584 Labor Hrs .2 Labor Cost 26.4 Material Cost 0 Total Cost 26.4 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph ██████████ St NY Ctry Cd USA Reg Cd LR Repr Date 06 JUN 2016 DIST(Mile) 6098 Cust Comments Q584B CUSTOMER STATES PLEASE PERFORM Q584 KEYLESS VEHICLE MODULE NOT COMMUNICATING. Tech Comments PERFORMED Q584 SERVICE CAMPAIGN. PERFORMED Q584 OPTION B ██████████ LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 5 6Y22 * RENTAL * SXX SXX V00 EE3 82 AWS Claim Key 75335739 Doc # 546073B Trx Code M013 Labor Hrs 0 Labor Cost 0 Material Cost 0 Total Cost 135 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph ██████████ St NY Ctry Cd USA Reg Cd LR Repr Date 06 JUN 2016 DIST(Mile) 6098 Cust Comments LOANER #LR29 Tech Comments F. LOANER VEHICLE PROVIDED, LOANER# ██████████ LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 8 5V01 CPLA 1027 AA S10 S10 V21 GB5 07 AWS Claim Key ██████████ Trx Code 2 Labor Hrs .8 Labor Cost 109.6 Material Cost 684.41 Total Cost 794.01 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph ██████████ St NY Ctry Cd USA Reg Cd LR Repr Date 27 SEP 2016 DIST(Mile) 9789 Cust Comments C/S BRAKES ARE SQUEEKING Tech Comments VERIFIED CONCERN NO BULLETINS FOUND REPLACED FRONT PADS AND ROTORS ██████████ LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 8 5Y01 CPLA 2M008 AA S10 S10 V21 GB5 42 AWS Claim Key 75541636 Doc # 548681B Trx Code 2 Labor Hrs 1.1 Labor Cost 150.7 Material Cost 468.08 Total Cost 618.78 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTING ON Ph ██████████ St NY Ctry Cd USA Reg Cd LR Repr Date 27 SEP 2016 DIST(Mile) 9789 Cust Comments C/S VEHICLE BRAKES SQUEAKING, SEE HISTORY. Tech Comments ROAD TEST CARS FOUND SQUEAL NOISE FROM REAR BRAKES FOUND BULLETINLTB00725NAS2 REPLACED REAR PADS AND GREASED CONTACTS POINTS ROAD TEST NOISE STILL PRESENT REMOVED AND REPLACED REAR ROTORS ROAD TESTOK ██████████ LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA 11 * * * * SXX SXX V00 * * AWS Claim Key ██████████

Code Q634 Labor Hrs .2 Labor Cost 27.4 Material Cost 0 Total Cost 27.4 Dlr Cd Sub Cd R0602 LR Name LAND ROVER HUNTINGTON Ph [REDACTED] St NY Ctry Cd USA Reg Cd LR Repr Date 12 DEC 2016 DIST(Mile) 11646 Cust Comments Q634B Q634 GATEWAY MODULE STAY AWAKE BRAIN DRAIN Tech Comments CHECKED FOR RECALLS. Q634 OPTION B [REDACTED] LK T/LK R T/ES T/F4 T/F DC T/EG T/XR 29 06 15 01 02 16 R0601 USA [REDACTED] AWS Claim Key [REDACTED] <<<Apr 27 2017 5 15 08 000PM entered by SVCRM User Program Management/Client Server>>>Called the customer at [REDACTED] Advised I was following up I know the vehicle was suppose to be dropped off today I spoke to the retailer yesterday Customer Yes I did drop the vehicle off Advised I will follow up <<<May 4 2017 5 13 33 000PM entered by SVCRM User Program Management/Client Server>>>Called the retailer back at [REDACTED] Left a message requesting an update Provide my phone number and extension <<<May 12 2017 5 00 11 000PM entered by SVCRM User Program Management/Client Server>>>Called the retailer at (631) 427 2222 Spoke to SA Steve He advised the vehicle was delivered back to the customer on 5/5 They preform a recall for the air suspension The brake sensor was replace there no squeaks They replace a module and bold strut for the tailgate Advised Please send out the close RO <<<May 12 2017 5 04 16 000PM entered by SVCRM User Program Management/Client Server>>>From [REDACTED] Date 12 May 2017 at 15 50 Subject Emailing CSI 553663 [REDACTED] <<<May 12 2017 5 05 22 000PM entered by SVCRM User Program Management/Client Server>>>From [REDACTED] Date 12 May 2017 at 15 35 Subject Re Trade Request [REDACTED] To [REDACTED] provide an update on the request for repurchase Regards <<<May 12 2017 5 16 57 000PM entered by SVCRM User Program Management/Client Server>>>Called the customer at [REDACTED] Advised I am calling to following up on the case I understand the vehicle was picked up on the 5/5 Is there any issue with the vehicle at this time Customer There is no issue with the vehicle Everything is fine so far If it happens again we might hear from me in a different way Advised I would like to offer him \$300 OLC You can use it towards service Please verify the address Customer What determine the amount Advised It was my offer to him if you need any assistance in the future please let us know <<<May 19 2017 3 29 04 000PM entered by SVCRM User Program Management/Client Server>>>Request OLC <<<May 31 2017 3 24 26 000PM entered by SVCRM User Program Management/Client Server>>>Late email update 5/15 From [REDACTED] Date 15 May 2017 at 08 03 Subject Re Trade Request [REDACTED] To Bryan, Carolyn <[REDACTED]>cbryan3@jaguarlandrover.com> Carolyn, It looks like we have some updated brake pads coming out in 2 3 months. These updated pads should resolve the brake noise complaint as is undergoing final engineering sign off. While the brake noise is very irritating it does not affect the performance of the brakes. At this point we should provide goodwill assistance for the inconvenience of the brake noise and reassure the customer that we will install the new brake pads and rotors when they become available at no cost to them James Osborne Regional Technical Manager T 201 818 8023 | M 917 952 0393 <<<May 31 2017 3 24 36 000PM entered by SVCRM User Program Management/Client Server>>>Mailed OLC <<<May 19 2017 4 29 04 000PM entered by SVCRM User Program Management/Client Server>>>Request OLC <<<May 31 2017 4 24 26 000PM entered by SVCRM User Program Management/Client Server>>>Late email update 5/15 From [REDACTED] Date 15 May 2017 at 08 03 Subject Re Trade Request [REDACTED] To [REDACTED] It looks like we have some updated brake pads coming out in 2 3 months. These updated pads should resolve the brake noise complaint as is undergoing final engineering sign off. While the brake noise is very irritating it does not affect the performance of the brakes. At this point we should provide goodwill assistance for the inconvenience of the brake noise and reassure the customer that we will install the new brake pads and rotors when they become available at no cost to them [REDACTED] Regional Technical Manager T 201 818 8023 | M 917 952 0393 <<<May 31 2017 4 24 36 000PM entered by SVCRM User Program Management/Client Server>>>Mailed OLC <<<May 4 2017 4 12 15 000PM entered by SVCRM User Program Management/Client Server>>>Late note update 5/2 SM Chuck advised The brake pad was replaced 9/2016 There is a issue with the sensor for the tailgate The part was ordered They have not gotten a chance to drive the vehicle for the squeaking. Advised I will follow up

CQIS Recommendations

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[REDACTED]	Engine Serial Number	0949538306DTC
Model Year	2016	Engine Description	3.0 V6 DSL MONO TURBO/LP EGR
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	29-Jun-2015	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Required Vehicle	
Build Region		Warranty Start Date	01-Feb-2016
Build Country Code		Transmission Serial Number	
Mileage	15633	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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[Contact CDR HELP](#)

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the 2004 quarterly releases.

ECI Record		Source Code	CAIS
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Commodity Assignment

Commodity	body-exterior-paint-	Symptom	field service action
Commodity	body-locks/latches-door-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-door-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-door-	Symptom	high effort
Commodity	body-locks/latches-door-	Symptom	latching-does not release/open
Commodity	body-locks/latches-door-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-door-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-door-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-door-	Symptom	separation
Commodity	body-locks/latches-door-	Symptom	sticks/binds/grabs
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	high effort
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	nvh-noisy operation
Commodity	body-locks/latches-power locks/rke-	Symptom	separation
Commodity	body-locks/latches-power locks/rke-	Symptom	sticks/binds/grabs
Commodity	chassis-service brakes—	Symptom	field service action
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-rotor/drum-	Symptom	field service action
Commodity	chassis-service brakes-rotor/drum-	Symptom	function-false activation/cycle/deploy
Commodity	chassis-service brakes-rotor/drum-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-rotor/drum-	Symptom	high effort
Commodity	chassis-service brakes-rotor/drum-	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-rotor/drum-	Symptom	mod-vehicle towed in
Commodity	chassis-service brakes-rotor/drum-	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-rotor/drum-	Symptom	separation
Commodity	chassis-service brakes-rotor/drum-	Symptom	sticks/binds/grabs
Commodity	chassis-steering—	Symptom	field service action
Commodity	chassis-steering—	Symptom	mod-driving condition-while driving
Commodity	chassis-steering—	Symptom	nvh-noisy operation
Commodity	chassis-wheel assy-tires-	Symptom	field service action
Commodity	chassis-wheel assy-tires-	Symptom	mod-driving condition-while driving
Commodity	chassis-wheel assy-tires-	Symptom	nvh-noisy operation
Commodity	chassis-wheel assy-tires-tire tread	Symptom	field service action
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom	field service action
Commodity	powertrain-engine-fuel system-tank selector	Symptom	function-false activation/cycle/deploy
Commodity	powertrain-engine-fuel system-tank selector	Symptom	function-malfunction/inoperative
Commodity	powertrain-engine-fuel system-tank selector	Symptom	high effort
Commodity	powertrain-engine-fuel system-tank selector	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-fuel system-tank selector	Symptom	nvh-noisy operation
Commodity	powertrain-engine-fuel system-tank selector	Symptom	separation
Commodity	powertrain-engine-fuel system-tank selector	Symptom	sticks/binds/grabs
Commodity	unknown—	Symptom	field service action
Significant Event		Verified	N

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	03	Tread Category Description	service brakes
Tread Category Code	07	Tread Category Description	fuel system
Tread Category Code	11	Tread Category Description	electrical
Tread Category Code	17	Tread Category Description	latch
Tread Category Code	19	Tread Category Description	tires

Report Details

Source Claim Key		Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	19-Mar-2018
Version Series Code		Load Date	22-Mar-2018
Causal Part Prefix-Base-Suffix	--	Dealer Code	R0319
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER CHANTILLY
Non Causal Part Prefix-Base-Suffix		Dealer City	CHANTILLY
Non Causal Part Numbers		Dealer State/Province	VA
Fault Code	10000	Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7036794000
Labor Operation Code		Attachment	N

Communication Type	null	VOQ Component Description Code
Customer		
Comment		
Technician		
Comment	<p><<<Mar 28 2018 12 53 52 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER @ [REDACTED] AND I ADVISED Calling to get your determination on whether you are going to let LR Chantilly, pick up vehicle, check out all services, and return vehicle with the appropriate CPO checklist ppwrk CUSTOMER ADVISED Vehicle is listed in your system as a CPO already Is going to leave the situation as is I ADVISED We would recommend you allow the dealership get the vehicle, check it out against CPO checklist to make sure everything is ok, and you get documentation You are going to not bother with LR Chantilly doing so, correct CUSTOMER ADVISED That is correct I ADVISED I will note your decision in the case file All your previous statements on this situation has already been placed into the case I will close the case out AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CPO 1 Year / L001 29 Jun 2021 100000 Corrosion Warranty 29 Jun 2022 999999 Federal Emission Warranty 29 Jun 2024 80000 Paint Warranty 29 Jun 2020 50000 Standard Factory Warranty 29 Jun 2020 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<Mar 19 2018 7 35 00 000PM entered by SVCRM User Program Management/Client Server>>>Vehicle sold 6/30/2018 <<<Mar 19 2018 7 34 19 000PM entered by SVCRM User Program Management/Client Server>>>DISREGARD PREVIOUS NOTES AS THEY BELONG TO A DIFFERENT CASE <<<Mar 19 2018 6 37 55 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW No relevant claims <<<Mar 19 2018 6 37 06 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 06 Aug 2018 999999 Federal Emission Warranty 06 Aug 2020 80000 Paint Warranty 06 Aug 2016 50000 Standard Factory Warranty 06 Aug 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<Mar 19 2018 6 31 51 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer states Owner's husband, [REDACTED] called very upset because their vehicle is having issues with door lock/door latch When they press the unlock button, there is a sound coming from the lock, like it is locking, and then unlocking Customer researched issue on line and noted a recall with similar issues on Range Rover Sports Dealership told them flat out, this vehicle was not under this recall This happens every time the power locks are used One week ago, while driving in a Target parking, the door came open while driving The customer did not provide any additional information regarding this safety issue (no specific date, time, location, fuel level given) Customer mentioned supervisor callback during this exchange, but I let him know that it would take 24 to 48 hours for a callback, and he was not happy about this, and mentioned placing the whole situation on social media *After verifying no open recalls via DDW, and relaying this info, and stating the vehicle would need to be returned to the dealership to see what is going on, and to see if JLR could assist in any way, the customer became upset, and the line disconnected *Called back, as I did not know if there was an issue with the phone line, and spoke with owner, Dr Kim [REDACTED] *Reiterated that while the vehicle does not have any open recalls, in order to see if we can assist Customer believes this is the recall issue, as everything they read on line matches with the problems they have gone through I apologized for the vehicle issues, and reiterated that this vehicle does not have any open recalls (vehicle either had issue addressed already, or was not under the recall recalls VIN specific) There is not much I can do, including telling you if repair will be paid for, without the vehicle being returned to the dealership, so I can speak with them while the vehicle is being looked at Can't guarantee r epair would be covered, or if we can offer GW, but I would be happy to do look into the situation Dr. [REDACTED] was unhappy with this information, stated they would take care of it, wondered why they would go to the dealership if we won't cover it now, and disco'd the line REQUEST Customer requests Wants vehicle fixed for free ADVISED I advised We can't look into assisting in any way without the vehicle being at the dealership Would be happy to do so, once the vehicle is at the dealership Additional ICR info not given as both owners hung up the phone <<<Mar 19 2018 7 41 58 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CPO 1 Year / L001 29 Jun 2021 100000 Corrosion Warranty 29 Jun 2022 999999 Federal Emission Warranty 29 Jun 2024 80000 Paint Warranty 29 Jun 2020 50000 Standard Factory Warranty 29 Jun 2020 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<Mar 19 2018 7 43 41 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS No relevant claims <<<Mar 19 2018 7 44 21 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer states Customer purchased CPO vehicle Nov/Dec 2017 with approx. 21k from LR Chantilly, but lives in PA LR Rayhall stated tire tread was low LR Chantilly eventually sent a check in regards to this issue LR Rayhall stated vehicle is close to needing servicing Customer is upset to LR Rayhall didn't give CPO checklist to verify what was checked (Dealership sent him something, but can't find it) Cstmr spoke with someone at LR Chantilly and they stated the vehicle was previously owned by dealership rep, and they paid cash to have mechanic look over the vehicle (possibly instead of CPO checklist done at/for the dealership) CPO checklist would have caught tire tread issue, and would inform if all the services (i.e. oil services) were done REQUEST Customer requests Let LR corp know of issues at LR Chantilly ADVISED I advised Called LR Chantilly @ 877 464 4288 and Diana took mssg for used car mgr [REDACTED] Please contact myself and customer Mr. [REDACTED] in regards to CPO checklist. Current servicing dealership stated services were coming soon, and customer needs to verify what services were already done. Need copy of CPO checklist. Cstmr was told last vehicle owner was dealership employee who paid mechanic cash to get vehicle looked over vs CPO checklist. Customer was gone when came back to the phone</p>	

line <<<Mar 22 2018 12 33 21 000PM entered by SVC CRM User Program Management/Client Server>>>CALLED LR CHANTILLY AND WAS PLACED WITH SALES MGR DRAKE AND I ADVISED Spoke with sales mgr Darren the other day regarding this case Customer stated CPO checklist may not have been done correctly Needs to verify service dates, and get copy of CPO checklist SALES MGR [REDACTED] ADVISED I am on the new car side Don't have particulars of the situation, but is aware of the fact that Darren spoke with GM [REDACTED] s out today, and GM is not here right now Will take your info so GM can get in contact with you I ADVISED Need last service date <(-&<-> RO Need copy of CPO checklist Contact info given <<<Mar 22 2018 12 43 55 000PM entered by SVC CRM User Program Management/Client Server>>>CALLED CUSTOMER @ [REDACTED] AND I ADVISED After I spoke with LR Chantilly, it seems the call was disco'd Spoke with used car sales mgr to verify service dates, and CPO checklist info Waiting for response Called dealership again today, and rep took my info for GM to call me back CUSTOMER ADVISED I called GM myself He stated he wants to have the vehicle towed back to his dealership, so they can do what they have to do regarding CPO checklist/ certification, and return the vehicle to him Feels like this was false advertising regarding this being a CPO vehicle, if not all the steps were taken to get to CPO level Doesn't trust LR Chantilly, and the drive is 4 5 hours I ADVISED I will be noting the dealership issues and your frustrations in our system for the higher ups to be aware of This is something to be addressed on the dealership level Are you going to allow LR Chantilly to do what needs to be done to bring the vehicle up to where it needs to be CUSTOMER ADVISED Not sure due to travel time for the vehicle, and lack of trust Has to think about it I ADVISED I understand I will follow up with you Wed. 3/28/18 <<<Mar 22 2018 3 09 53 000PM entered by SVC CRM User Program Management/Client Server>>>RECEIVED CALL FROM LR CHANTILLY GM [REDACTED] AND HE ADVISED Calling regarding CPO situation that you left a message for I ADVISED Thanks for calling back I spoke with customer after leaving mssg He stated he spoke with you, and you offered to pick vehicle to take care of situation, but he didn't give any specifics GM [REDACTED] ADVISED Vehicle was sold as CPO Was driven by dealership employee Around 20k miles, he brought it in for service, and brakes They thought it was in for CPO checklist CPO check down was not done due to this misunderstanding Vehicle sold @ 21k miles He made sure cstmr is aware of this mistake He offered to have vehicle picked up, brought to the dealership, all issues with CPO check list addressed, and reuniting of vehicle to customer, at dealership's expense He already sent check (\$1950.47) to cstmr for tires Thinks cstmr didn't take offer right away, as he believes the customer didn't get new tires with the money that was sent for that express purpose. This is a clerical mistake only, as the vehicle is sound, and the 2 high priced issues tires, and brakes, were addressed He would be fine to have his local dealership address this at his expense, but his dealership is the dealership that set up the CPO I ADVISED I was aware of the check for the tires I let the customer they should accept offer to get the vehicle to where it should be, CPO wise He had to think about, and I stated I would call him on Wed 3/28/18 GM [REDACTED] ADVISED Will be on vacation next week Sales mgr Darrin is aware of the situation, and can handle all questions, as well as carrying out the corrections to the situation

CQIS Recommendations

Tire Information

Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[REDACTED]	Engine Serial Number	I053293306DT
Model Year	2016	Engine Description	3.0 V6 DSL MONO TURBO/LP EGR
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	27-May-2016	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	30-Jun-2016
Build Country Code		Transmission Serial Number	
Mileage	23625	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the 2004 quarterly releases.

ECI Record	Source Code	CAIS
Commodity Assignment		
Commodity	body-exterior-paint-	Symptom
Commodity	body-locks/latches-door-	Symptom
Commodity	body-locks/latches-door-	Symptom
Commodity	body-locks/latches-door-	Symptom
Commodity	body-locks/latches-door-	Symptom
Commodity	body-locks/latches-door-	Symptom
Commodity	body-locks/latches-door-	Symptom
Commodity	body-locks/latches-door-	Symptom
Commodity	body-locks/latches-door-	Symptom
Commodity	body-locks/latches-power locks/rke-	Symptom
Commodity	body-locks/latches-power locks/rke-	Symptom
Commodity	body-locks/latches-power locks/rke-	Symptom
Commodity	body-locks/latches-power locks/rke-	Symptom
Commodity	body-locks/latches-power locks/rke-	Symptom
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Commodity	body-locks/latches-power locks/rke-	Symptom
Commodity	body-locks/latches-power locks/rke-	Symptom
Commodity	body-locks/latches-power locks/rke-	Symptom
Commodity	chassis-service brakes—	Symptom
Commodity	chassis-service brakes—	Symptom
Commodity	chassis-service brakes—	Symptom
Commodity	chassis-service brakes-rotor/drum-	Symptom
Commodity	chassis-service brakes-rotor/drum-	Symptom
Commodity	chassis-service brakes-rotor/drum-	Symptom
Commodity	chassis-service brakes-rotor/drum-	Symptom
Commodity	chassis-service brakes-rotor/drum-	Symptom
Commodity	chassis-service brakes-rotor/drum-	Symptom
Commodity	chassis-service brakes-rotor/drum-	Symptom
Commodity	chassis-steering—	Symptom
Commodity	chassis-steering—	Symptom
Commodity	chassis-steering—	Symptom
Commodity	chassis-wheel assy-tires-	Symptom
Commodity	chassis-wheel assy-tires-	Symptom
Commodity	chassis-wheel assy-tires-	Symptom
Commodity	chassis-wheel assy-tires-tire tread	Symptom
Commodity	electrical-instrument/display-odometer/hour meter-	Symptom
Commodity	powertrain-engine-fuel system-tank selector	Symptom
Commodity	powertrain-engine-fuel system-tank selector	Symptom
Commodity	powertrain-engine-fuel system-tank selector	Symptom
Commodity	powertrain-engine-fuel system-tank selector	Symptom
Commodity	powertrain-engine-fuel system-tank selector	Symptom
Commodity	powertrain-engine-fuel system-tank selector	Symptom
Commodity	powertrain-engine-fuel system-tank selector	Symptom
Commodity	unknown—	Symptom
Significant Event		Verified

Tread Information

Report Details

Source Claim Key		Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	19-Mar-2018
Version Series Code		Load Date	30-Apr-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0319
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER CHANTILLY
Non Causal Part Prefix-Base-Suffix		Dealer City	CHANTILLY
Non Causal Part Numbers		Dealer State/Province	VA
Fault Code	91	Dealer Country	USA
Diagostic Trouble Code		Dealer Phone Number	7036794000
Labor Operation Code		Attachment	N
Communication Type	null	VOQ Component Description Code	
Customer Comment			

<p>Technician Comment</p>	<p><<<Mar 19 2018 7 34 19 000PM entered by SVCRM User Program Management/Client Server>>>DISREGARD PREVIOUS NOTES AS THEY BELONG TO A DIFFERENT CASE <<<Mar 19 2018 6 37 55 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW No relevant claims <<<Mar 19 2018 6 37 06 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible Corrosion Warranty 06 Aug 2018 999999 Federal Emission Warranty 06 Aug 2020 80000 Paint Warranty 06 Aug 2016 50000 Standard Factory Warranty 06 Aug 2016 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<Mar 19 2018 6 31 51 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer states Owner's husband, [REDACTED] called very upset because their vehicle is having issues with door lock/door latch When they press the unlock button, there is a sound coming from the lock, like it is locking, and then unlocking Customer researched issue on line and noted a recall with similar issues on Range Rover Sports Dealership told them flat out, this vehicle was not under this recall This happens every time the power locks are used One week ago, while driving in a Target parking, the door came open while driving The customer did not provide any additional information regarding this safety issue (no specific date, time, location, fuel level given) Customer mentioned supervisor callback during this exchange, but I let him know that it would take 24 to 48 hours for a callback, and he was not happy about this, and mentioned placing the whole situation on social media *After verifying no open recalls via DDW, and relaying this info, and stating the vehicle would need to be returned to the dealership to see what is going on, and to see if JLR could assist in any way, the customer became upset, and the line disconnected *Called back, as I did not know if there was an issue with the phone line, and spoke with owner, Dr Kim [REDACTED] *Reiterated that while the vehicle does not have any open recalls, in order to see if we can assist Customer believes this is the recall issue, as everything they read on line matches with the problems they have gone through I apologized for the vehicle issues, and reiterated that this vehicle does not have any open recalls (vehicle either had issue addressed already, or was not under the recall recalls VIN specific) There is not much I can do, including telling you if repair will be paid for, without the vehicle being returned to the dealership, so I can speak with them while the vehicle is being looked at Can't guarantee r pair would be covered, or if we can offer GW, but I would be happy to do look into the situation Dr. [REDACTED] was unhappy with this information, stated they would take care of it, wondered why they would go to the dealership if we won't cover it now, and disco'd the line REQUEST Customer requests Wants vehicle fixed for free ADVISED I advised We can't look into assisting in any way without the vehicle being at the dealership Would be happy to do so, once the vehicle is at the dealership Additional ICR info not given as both owners hung up the phone <<<Mar 19 2018 7 41 58 000PM entered by SVCRM User Program Management/Client Server>>>AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CPO 1 Year / L001 29 Jun 2021 100000 Corrosion Warranty 29 Jun 2022 999999 Federal Emission Warranty 29 Jun 2024 80000 Paint Warranty 29 Jun 2020 50000 Standard Factory Warranty 29 Jun 2020 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action <<<Mar 19 2018 7 43 41 000PM entered by SVCRM User Program Management/Client Server>>>AS PER AWS No relevant claims <<<Mar 19 2018 7 35 00 000PM entered by SVCRM User Program Management/Client Server>>>Vehicle sold 6/30/2018 <<<Mar 19 2018 7 44 21 000PM entered by SVCRM User Program Management/Client Server>>>ISSUE Customer states Customer purchased CPO vehicle Nov/Dec 2017 with approx. 21k from LR Chantilly, but lives in PA LR Rayhall stated tire tread was low LR Chantilly eventually sent a check in regards to this issue LR Rayhall stated vehicle is close to needing servicing Customer is upset to LR Rayhall didn't give CPO checklist to verify what was checked (Dealership sent him something, but can't find it) Cstmr spoke with someone at LR Chantilly and they stated the vehicle was previously owned by dealership rep, and they paid cash to have mechanic look over the vehicle (possibly instead of CPO checklist done at/for the dealership) CPO checklist would have caught tire tread issue, and would inform if all the services (i.e. oil services) were done REQUEST Customer requests Let LR corp know of issues at LR Chantilly ADVISED I advised Called LR Chantilly @ 877 464 4288 and Diana took mssg for used car mgr Darren Please contact myself and customer Mr. [REDACTED] in regards to CPO checklist. Current servicing dealership stated services were coming soon, and customer needs to verify what services were already done. Need copy of CPO checklist. Cstmr was told last vehicle owner was dealership employee who paid mechanic cash to get vehicle looked over vs CPO checklist. Customer was gone when came back to the phone line <<<Mar 22 2018 12 33 21 000PM entered by SVCRM User Program Management/Client Server>>>CALLED LR CHANTILLY AND WAS PLACED WITH SALES MGR DRAKE AND I ADVISED Spoke with sales mgr Darren the other day regarding this case Customer stated CPO checklist may not have been done correctly Needs to verify service dates, and get copy of CPO checklist SALES MGR DRAKE ADVISED I am on the new car side Don't have particulars of the situation, but is aware of the fact that Darren spoke with GM Darren is out today, and GM is not here right now Will take your info so GM can get in contact with you I ADVISED Need last service date (>&<) RO Need copy of CPO checklist Contact info given <<<Mar 22 2018 12 43 55 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER @ [REDACTED] AND I ADVISED After I spoke with LR Chantilly, it seems the call was disco'd Spoke with used car sales mgr to verify service dates, and CPO checklist info Waiting for response Called dealership again today, and rep took my info for GM to call me back CUSTOMER ADVISED I called GM myself He stated he wants to have the vehicle towed back to his dealership, so they can do what they have to do regarding CPO checklist/ certification, and return</p>
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the vehicle to him Feels like this was false advertising regarding this being a CPO vehicle, if not all the steps were taken to get to CPO level Doesn't trust LR Chantilly, and the drive is 4 5 hours I ADVISED I will be noting the dealership issues and your frustrations in our system for the higher ups to be aware of This is something to be addressed on the dealership level Are you going to allow LR Chantilly to do what needs to be done to bring the vehicle up to where it needs to be CUSTOMER ADVISED Not sure due to travel time for the vehicle, and lack of trust Has to think about it I ADVISED I understand I will follow up with you Wed. 3/28/18 <<<Mar 22 2018 3 09 53 000PM entered by SVCRM User Program Management/Client Server>>>RECEIVED CALL FROM LR CHANTILLY GM JEREMY AND HE ADVISED Calling regarding CPO situation that you left a message for I ADVISED Thanks for calling back I spoke with customer after leaving mssg He stated he spoke with you, and you offered to pick vehicle to take care of situation, but he didn't give any specifics GM JEREMY ADVISED Vehicle was sold as CPO Was driven by dealership employee Around 20k miles, he brought it in for service, and brakes They thought it was in for CPO checklist CPO check down was not done due to this misunderstanding Vehicle sold @ 21k miles He made sure cstmr is aware of this mistake He offered to have vehicle picked up, brought to the dealership, all issues with CPO check list addressed, and reuniting of vehicle to customer, at dealership's expense He already sent check (\$1950.47) to cstmr for tires Thinks cstmr didn't take offer right away, as he believes the customer didn't get new tires with the money that was sent for that express purpose. This is a clerical mistake only, as the vehicle is sound, and the 2 high priced issues tires, and brakes, were addressed He would be fine to have his local dealership address this at his expense, but his dealership is the dealership that set up the CPO I ADVISED I was aware of the check for the tires I let the customer they should accept offer to get the vehicle to where it should be, CPO wise He had to think about, and I stated I would call him on Wed 3/28/18 GM JEREMY ADVISED Will be on vacation next week Sales mgr Darrin is aware of the situation, and can handle all questions, as well as carrying out the corrections to the situation <<<Mar 28 2018 12 53 52 000PM entered by SVCRM User Program Management/Client Server>>>CALLED CUSTOMER @ [REDACTED] AND I ADVISED Calling to get your determination on whether you are going to let LR Chantilly, pick up vehicle, check out all services, and return vehicle with the appropriate CPO checklist ppwrk CUSTOMER ADVISED Vehicle is listed in your system as a CPO already Is going to leave the situation as is I ADVISED We would recommend you allow the dealership get the vehicle, check it out against CPO checklist to make sure everything is ok, and you get documentation You are going to not bother with LR Chantilly doing so, correct CUSTOMER ADVISED That is correct I ADVISED I will note your decision in the case file All your previous statements on this situation has already been placed into the case I will close the case out AS PER DDW Warranty Coverage Policy Expires Odometer Deductible CPO 1 Year / L001 29 Jun 2021 100000 Corrosion Warranty 29 Jun 2022 999999 Federal Emission Warranty 29 Jun 2024 80000 Paint Warranty 29 Jun 2020 50000 Standard Factory Warranty 29 Jun 2020 50000 Open Field Service Actions Code FSA Message This Vehicle does not exist in any Field Service Action

CQIS Recommendations

Tire Information			
Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	[REDACTED]	Engine Serial Number	I053293306DT
Model Year	2016	Engine Description	3.0 V6 DSL MONO TURBO/LP EGR
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	27-May-2016	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Reaquired Vehicle	
Build Region		Warranty Start Date	30-Jun-2016
Build Country Code		Transmission Serial Number	
Mileage	23625	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
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This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Quality Report : 21

Closed - With Dea

Vehicle

VIN
Model Range Ro
Engine 5.0 S/C P
TIS 4
Miles/KM 1998 Mile
VOR No
Repeat Repair No
CRC Case No
DTC's

Details

Reported 18-APR-2016 15:40
Total Time 14 Days 10 Hours
Symptom No Door Latching Exterior Door is Closed
Suspect Part Latch - Door Exterior Rear LH
Actual Part Unknown
Condition Corroded
Outcome Replaced Component
Part available for return? Yes

Contact

Dealer Details R0227, La Alexandria
Country USA
Name Alzamora C
Phone 571 382 8384
Email c-alzamo@jlrdealer.com
Alternative Vehicle?

Customer Concern/ Comments

Issue: c/s the l/r door soft close is inop, please check.

Investigation: tech verified complaint, no codes found with SDD, removed the door panel to gain access to the latch mechanism, found C7PL110 corroded, and broken pins at soft closing motor. Attached pictures, no water entry point found or water leak traces.

Repair: replaced the closing motor and the door harness, damaged was beyond repair.

Part Available for PRR?:

Details for Technical Assistance: [REDACTED]

Closed - With Dealer

Vehicle

VIN [REDACTED]
Model Range Rover / L405
Engine 5.0 S/C Petrol
TIS 0
Miles/KM 243 Miles
VOR Yes
Roadside Assist? No
Repeat Repair No
Modifications: No
CRC Case No
DTC's

Details

Reported 04 JAN 2017 22:07
Total Time 6 Days 2 Hours
Job Card Date: 04 JAN 2017
Symptom No Door Latching Exterior Door is Closed
Suspect Part Unknown
Condition
Outcome Repaired
Diagnostic tool used

Contact

Name Lloyd Richard
Phone 415-328-9492
Email rlloyd@jlrah.com
Dealer Details R0381, Land Rover Anaheim Hills
Country USA
Alternative Vehicle? Hire Car

Customer Concern/ Comments

Customer states that the L/R door will not stay closed.

Detailed Diagnostics

Inspected and found the L/R door to not latch closed. Could this be related to P068NAS3? This vehicle is way out the VIN range. Thanks, Rich.

Dialogue

[REDACTED]	05 JAN 2017 19:25	Respond to Retailer
Did the customer report the door opening while the vehicle was in motion? Is this a soft lock issue or a full latching issue?		
the door never once opened when the car was moving. it is not a soft close issue. the latch will not mechanically lock when closed or when actuated with a pocket screwdriver		Helpdesk
Replace the latch assembly and retest	06 JAN 2017 13:42	Respond to Retailer
had tech replace door latch. door latch closes and opens normal, but soft close does not work	06 JAN 2017 19:39	Respond to Helpdesk
[REDACTED]	09 JAN 2017 16:54	Respond to

had tech perform LTB00538NAS2

11 JAN 2017 00:13 Close Request

Thank you for your feedback

11 JAN 2017 00:27 Accept Closure

Details for Technical Assistance: [REDACTED]

Closed - With Dealer

Vehicle

VIN [REDACTED]
Model Range Rover Sport / L494
Engine 3.0 S/C V6 Petrol
TIS 5
Miles/KM 8638 Miles
VOR Yes
Roadside Assist? No
Repeat Repair No
Modifications: No
CRC Case No
DTC's

Details

Reported 10 JAN 2018 15:15
Total Time 14 Days 2 Hours
Job Card Date: 09 JAN 2018
Symptom Alleged unintended door opening
Suspect Part Module - Drivers Door Module
Condition Inaccurate
Outcome Replaced Component
Diagnostic tool used Pathfinder

Contact

Name mccollum joseph
Phone 650-207-5416
Email jmccollum@landroverrc.com
Dealer Details R0261, Land Rover Redwood City
Country USA
Alternative Vehicle? Courtesy Car

Customer Concern/ Comments

C/S that doors opening when driving. Starts with wind noise then ipc shows door open. This problem goes between different doors. See history.

Detailed Diagnostics

Last time customer complained that the drivers door and right rear door open while driving on the freeway. Customer has stated that they have checked on the internet and found that this is a major problem and that it needs to be repaired. Tech has driven the vehicle multiple times and has not duplicated the condition. Tech performed a kvm update on the last visit. Tech has checked for ssm's and bulletin's and have not seen any pertaining to this condition. Tech has checked for any stored fault codes and found none pertaining to this condition. Any assistance is greatly appreciated.

Thank you
 Joe

Dialogue

Joe,

Investigation

Customer states multiple doors have opened up while driving on the freeway
 Concern has not been verified
 This is a repeat visit for this concern
 No related faults stored
 Previously KVM was updated for this concern

Questions

If possible please gather the following information from the customer

- How many times have they experienced the concern ?
- Does this concern occur more often on one particular door?
- What doors have they experienced the concern ?
- Is there any particular locations on when the concern occurs more often?

Action

Have the door latches been inspected?

If not please remove the door panels and inspect the door latches

- Check the electrical connections ensure they are properly connected and no corrosion is noted
- Check the fitment and installation of the latches
- Ensure the door handle cabling is properly routed and secure

Please update the TA with your results.

Regards

[Redacted]

[Redacted]

Changed report status to 'Investigating'

10 JAN 2018 16:12 Status Change

Good morning,
On the critical concern response. The doors open enough for there to be a wind noise first. Customer hears the wind noise and notices the location of the wind noise then they notice the door open message on the IPC with an indication of which door it is at that time.

12 JAN 2018 16:16 Respond to Helpdesk

On the questions. #1 This has happenend approximately 4 times. Customer indicating twice before the first visit and twice just before this visit. #2 Customer states this happens randomly and does not notice one particular door consistently. #3 Before the first visit they noticed the L/F and R/R doors opening. Just before the second visit they noticed it was the L/R door opening. #4 Customer has stated that they notice this concern happening on the freeway at higher speeds and has not noticed at any other times.

Actions.

Tech has removed all the door panels and performed inspections. All door latches are in good visible working order. Cables are routed properly. Electrical connections are good and no corrosion has been noticed upon inspection.

Thank you for the assistance.

[Redacted]

[Redacted]

12 JAN 2018 16:58 Respond to Retailer

I am going to discuss this concern with engineering and will update the TA with recommednations once

[Redacted]

4/22/2019

Vie

available.

Regards
[Redacted]

Changed report status to 'Investigating'

12 JAN 2018 18:29 Status Change

Kept report status 'Investigating'

15 JAN 2018 22:40 Status No Change

Additional Information: Changed report status to 'Investigating'
Additional Information: awaiting response.

16 JAN 2018 17:00 Dialogue to Dealer

My appologies for the delay in response.

Can you answer the following questions?

When the customers concern is noted was that door previously used prior to driving the vehicle?
It was stated " Starts with wind noise then ipc shows door open "
Is the wind noise heard as soon as the customer starts driving or does all of a sudden occur after driving for a bit?

Please perform the following checks

Ensure all the door gaskets and door mouldings are all in place and not impedeing any of the doors
Inspect the door handles from both the outside and inside.
Ensure the handles fit flush and are properly returning to the rest position.

Please update the TA with your results.
Regards
[Redacted]

17 JAN 2018 00:02 Respond to Helpdesk

[Redacted]
we have inspected all the door handles and found them woring properly. They return to proper positions and we don't see any binding or hanging up. All the door seals are in good condition and in proper placement. The customer has stated that when the concern happens the door has not been previously used. As for the wind noise it only happens just before the indication on the dash and there is no noise before the fault occurs.
Thank you for the assistance.
[Redacted]

17 JAN 2018 14:25 Respond to Retailer

At this point although the concern has not be substantiated, because this is a saftey concern my recommednation is as follows.

Replace all 4 door latches and properly adjust them .
[Redacted]

Afterwards thoroughly roadtest and report back with your results.

Regards
[Redacted]

18 JAN 2018 16:46 Dialogue to Dealer

As discussed yesterday 1/17/18 in addition to replacing all 4 door latches please perform the attached handle modification. (Exterior door handle)

If the door latches are no readily available please supply the following parts info.

- 1. SAP Order #
- 2. Part(s) # on order
- 3. Method of order i.e. Critical Parts Order, Stock Order, VOR/ZBR Order.

Regards
[Redacted]

19 JAN 2018 17:19 Respond to Helpdesk

Jason,
I do not see an attachment for the door handle modification. The door latches are here and ready to be installed. Thank you for the assistance.
[Redacted]

19 JAN 2018 18:06 Respond to Retailer

Joe,

My apologies I have attached it. If you have any questions let me know.

Please let me know your results.

Regards
[Redacted]

19 JAN 2018 18:13 Status Change

Changed report status to 'Investigating'

22 JAN 2018 22:19 Status No Change

Kept report status 'Investigating'

Additional Information: Changed report status to 'Investigating'
Additional Information: Performing work as instructed.

23 JAN 2018 20:59 Dialogue to Dealer

Hello Joe,

I called but there was no answer.

Do you have an update on this TA?

[Redacted]

4/22/2019

Vie

Regards

23 JAN 2018 22:35 Respond to Helpdesk

The door latches and door handle modifications have been performed and finished as of this morning. We are currently doing extensive road testing on this vehicle. Thank you,

23 JAN 2018 22:38 Respond to Retailer

Thanks for the update please let me know your results.

Regards

24 JAN 2018 17:11 Close Request

Our service manager performed a 2+ hour road test on the vehicle yesterday. No faults have appeared and everything has been working properly. Requesting T/A closure and returning vehicle to customer. Thank you

24 JAN 2018 17:35 Accept Closure

The door latches and door handle modifications have been performed and finished Our service manager performed a 2+ hour road test on the vehicle yesterday. No faults have appeared and everything has been working properly. Requesting T/A closure and returning vehicle to customer

White Alert Dialogue

Please refer to Parts Return Request below and action as required

Please refer to Parts Return Request below and action as required

Please refer to Parts Return Request below and action as required

Please refer to Parts Return Request below and action as required

Parts request made

Good morning. On this concern the customer is stating the door is opening enough for there to be a wind noise before the IPC shows that the door is open. Customer has not stated if the door is actually latched or not at that point. Thank you

Good morning. On this concern the customer is stating the door is opening enough for there to be a wind noise before the IPC shows that the door is open. Customer has not stated if the door is actually latched or not at that point. Thank you Joe

Thank you for your report, to aid our investigations can you please confirm if the door fully opened or only partially released and was retained on the latch? Many thanks for your assistance

12 FEB 2018 19:18

08 FEB 2018 22:10

08 FEB 2018 16:21

08 FEB 2018 15:11

12 JAN 2018 16:35

12 JAN 2018 16:21

11 JAN 2018 19:44

Thank you for your report, to aid our investigations can you please confirm if the door fully opened or only partially released and was retained on the latch? Many thanks for your assistance

11 JAN 2018 12:15

Thank you for your report, to aid our investigations can you please confirm if the door fully opened or only partially released and was retained on the latch? Many thanks for your assistance

11 JAN 2018 12:06

Quality Report : [REDACTED]

Closed - With Dealer

Vehicle

VIN [REDACTED]
Model Range Rover / L405
Engine 5.0 P AJ133 DOHC CDA
TIS 0
Miles/KM 417 Miles
VOR No
Repeat Repair No
CRC Case No
DTC's

Details

Reported 09-MAY-2018 19:54
Total Time 0 Days 5 Hours
Symptom Door difficult to close
Suspect Part Latch - Door Exterior Front LH
Actual Part Unknown
Condition Broken
Outcome Replaced Component - LR117160
Part available for return? Yes

Contact

Dealer Details R0334, Land Rover Minneapolis
Country USA
Name Boomgaarden Jason
Phone 952-412-3337
Email jboomgaarden@lutherauto.com

Alternative Vehicle?

Customer Concern/ Comments

Issue: Customer states the driver door will not close all the way. I verified the concern, driver door will latch but soft close will not pull door shut nor if you close the door hard will it latch all the way.

Investigation: I removed the door latch and found the soft close cable was not released all the way. Once I removed the soft close cable, the door latch then operated properly. I inspected the soft close actuator and found it broken internally. The cable holder had broken, the cable became stuck in the gears and would not release. (Pics attached)

Repair: I replaced the driver front door soft close actuator.

Dialogue

[REDACTED] Thank you for your report. Please replace the soft close motor assembly as required.

10-MAY-2018 01:15

Thank you for taking the time to submit your report.

We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.

In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.

Once again – thank you for your vigilance and effort.

Boomgaarden Jason, Thank you for taking the time to submit your Quality Report. The information from your report has helped us to release LTB01172. Please continue to submit Quality Reports to advise us of issues which do not meet our customers expectation. Regards [REDACTED]

22-JUN-2018 11:26

Details for Technical Assistance: [REDACTED]**Closed - With Dealer****Vehicle**

VIN [REDACTED]
Model Range Rover Sport / L494
Engine 3.0 S/C V6 Petrol
TIS 24
Miles/KM 50885 Miles
VOR Yes
Roadside Assist? No
Repeat Repair No
Modifications: No
CRC Case No
DTC's

Details

Reported 02 AUG 2018 22:03
Total Time 5 Days 1 Hours
Job Card Date: 31 JUL 2018
Symptom No Door Latching Exterior Door is Closed
Suspect Part Latch - Door Exterior Rear LH
Condition Inaccurate
Outcome Repaired
Diagnostic tool used SDD

Contact

Name Alejandro Juvenal
Phone 760-600-2872
Email jalejandro@indigoautogroup.com
Dealer Details R0387, Land Rover Rancho Mirage
Country USA
Alternative Vehicle? Courtesy Car

Customer Concern/ Comments

CLIENT STATES THE LEFT REAR DOOR LATCH IS FAILING, WILL OPEN OK , BUT WILL NOT CLOSE AND LATCH COMPLETELY,GETS JAMMED, HAVE TO MAKE SERVERAL ATTEMPS TO GET IT TO CLOSE.

Detailed Diagnostics

PERFORMED DIAGNOSIS, TESTED LOCKING SYSTEM, FOUND NORMAL OPERATION, TESTED LEFT REAR DOOR, FOUND NORMAL OPERATION. SCANNED FOR CODES, NO RELATED CODES FOUND, SUBMITTED TA REGARDING SSM 72130, PLEASE ADVISE

Dialogue

Hello Juvenal,

[REDACTED]

- Based on the nature of the concern I would advise the door latch be replaced.
- Make sure the door is mounted correctly, and confirm striker position is correct as well.
- Provide SAP#, Part# and Order-type info in TA for latch if ordered. Thank you.

Regards,

[REDACTED]

Quality of input : 5

Changed report status to 'Investigating'
Additional Information: will investigate and provide info

Changed report status to 'Investigating'
Additional Information: waiting for ext. warranty reply

STOCK ORDER

ETA TUESDAY 8/7/18

-inspected and verified door is mounted correctly and that striker position is correct. -stock ordered part.
thank you

Thank you to the information.

Action,

Update the TA with results after the part has been fitted. Thanks Ken.

Changed report status to 'Investigating'
Additional Information: Waiting on parts to arrive

Changed report status to 'Investigating'
Additional Information: waiting on parts to arrive

replaced left rear door latch. operated. verify fix.
thank you Dan

replaced left rear door latch. operated. verify fix.
thank you Dan

03 AUG 2018
14:08 Star Rating

03 AUG 2018
16:18 Status Change

06 AUG 2018
16:48 Status Change

06 AUG 2018
22:48 Respond to
Helpdesk

06 AUG 2018
23:36 Respond to
Retailer

07 AUG 2018
00:43 Status Change

07 AUG 2018
15:22 Status Change

07 AUG 2018
22:12 Close Request

07 AUG 2018
23:24 Accept Closure

Closed - With Dealer**Vehicle**

Model	Range Rover / L405
Engine	5.0L P AJ133 DOHC CDA S/C Enhanced
TIS	3
Miles/KM	722 Miles
VOR	No
Repeat Repair	No
CRC Case	No
DTC's	

Details

Reported	04-OCT-2018 22:57
Total Time	0 Days 21 Hours
Symptom	Door difficult to close
Suspect Part	Latch - Door Exterior Front LH
Actual Part	Unknown
Condition	Broken
Outcome	Replaced Component - Ir117160
Part available for return?	Yes

Contact

Dealer Details	R0252, Land Rover Las Vegas
Country	USA
Name	cooper adam
Phone	708-277-4287
Email	acooper@findlayauto.com
Alternative Vehicle?	

Customer Concern/ Comments

Issue:driver door will not close

Investigation: verified door will latch but not soft close. removed door panel for access. removed driver door synch motor for access. removed cover and found cable is loose and not attached. broken piece inside of synch motor, see picture.

Repair: replaced synch motor.

Dialogue

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

05-OCT-2018 10:37

Adam, Thank you for your report. Please refer to TSB LTB01172NAS1. The VIN range will be changed on the bulletin soon and this vehicle will fall inside the affected range. Thank you for your support.

05-OCT-2018 20:28

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

09-OCT-2018 15:23

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

10-OCT-2018 13:05

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

12-OCT-2018 12:38

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

15-OCT-2018 12:55

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

16-OCT-2018 11:38

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

17-OCT-2018 13:18

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

18-OCT-2018 12:19

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

19-OCT-2018 15:10

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

22-OCT-2018 11:23

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

25-OCT-2018 13:26

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.

26-OCT-2018 14:48

In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.

Once again – thank you for your vigilance and effort.

Thank you for taking the time to submit your report.

We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.

In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.

Once again – thank you for your vigilance and effort.

29-OCT-2018 13:18

Thank you for taking the time to submit your report.

We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.

In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.

Once again – thank you for your vigilance and effort.

30-OCT-2018 13:21

Thank you for taking the time to submit your report.

We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.

In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.

Once again – thank you for your vigilance and effort.

31-OCT-2018 15:17

Thank you for taking the time to submit your report.

We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.

In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.

Once again – thank you for your vigilance and effort.

01-NOV-2018 10:51

Thank you for taking the time to submit your report.

We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.

In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.

Once again – thank you for your vigilance and effort.

02-NOV-2018 14:12

Thank you for taking the time to submit your report.

We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.

In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.

Once again – thank you for your vigilance and effort.

06-NOV-2018 13:00

Thank you for taking the time to submit your report.

We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.

In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.

Once again – thank you for your vigilance and effort.

07-NOV-2018 12:15

Thank you for taking the time to submit your report.

We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.

In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.

Once again – thank you for your vigilance and effort.

08-NOV-2018 13:36

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

09-NOV-2018 12:31

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

12-NOV-2018 14:58

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

14-NOV-2018 15:30

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

15-NOV-2018 15:13

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

16-NOV-2018 14:38

Thank you for taking the time to submit your report.
We appreciate the time taken to advise us of quality concerns with our products, although we cannot always acknowledge each individual report you submit.
In this instance your information has been escalated for investigation and will help speed up any retailer or production facility fixes that may be required.
Once again – thank you for your vigilance and effort.

19-NOV-2018 10:47

Closed - With Dealer**Vehicle**

Model Range Rover Sport / L494
Engine 3.0 S/C V6 Petrol
TIS 1
Miles/KM 1791 Miles
VOR Yes
Roadside Assist? No
Repeat Repair No
Modifications: No
CRC Case No
DTC's

Contact

Name Gusmano Dennis
Phone 248-722-8999
Email dgusmano@worldoferhard.com
Dealer Details R0232, Land Rover Farmington Hills
Country USA
Alternative Vehicle? Courtesy Car

Customer Concern/ Comments

CUSTOMER STATES THAT BOTH FRONT DOOR WILL OPEN BY THEMSELF WEN DRIVING

Detailed Diagnostics

WE COULD NOT DUPLICATE CUSTOMERS CONCERN. I DROVE THE VICHICLE HOME AND PUT ABOUT 25 MILE ON VEHICLE. WITH THIS BEING A SAFETY CONCERN, I'M LOOKING FOR ANY ASSISTANCE.

Dialogue

Dennis,

- Please provide a session file for the vehicle
- Please ask the customer to describe the conditions under which the fault occurs (time of day, weather condition, time in drive cycle, etc)
- Inspect the front latches and strikers for any defects
- Update the case with this information when available

11 OCT 2018 19:20 Respond to Retailer

Quality of input : 2

11 OCT 2018 19:20 Star Rating

Comments

No Session file, no primary or secondary diag, did not replicate fault.

1st time (PASSANGER DOOR)

6:30 AM

Clear wheather

Son in passanger seat (falling a sleep)

Heard click (Thought it was the window)

The light came on the dash (Door open)

Had to pull door handle to open door and shut the door.

Then light went off

Was driving for less then ten min. (was getting on expressway)

2nd Time DRIVER DOOR

6:45 AM

Raining

1 week later (Only driver in vehicle). Driver is the same in both incident.

Less the ten min into drive

Stopped in left turn lane

Heard a click

Thought it was the window

Then light came on the dash (Door open)

Pulled door handle open door and shut door

Then light went off

All door latches and strikes look great.

THANK YOU



11 OCT 2018
20:18

Respond to
Helpdesk



11 OCT 2018
20:57

Respond to
Retailer

- If I understand the scenarios correctly, the door did not actually unlatch and open? It was only th "door open" message in the IPC?
- Did only the drivers side door show as open?

The customer said the door was loose (wiggle) when the passanger door (passanger light on dash came on) drivers divers door the driver light came on.

11 OCT 2018
21:18

Respond to
Helpdesk

THANK YOU

Please continue to attempt to replicate the fault
Update the case with a session file if the fault is replicated.

11 OCT 2018
21:35

Respond to
Retailer

Customer declined us to put more mile on her vehicle. The customer is coming to pick up her vehicle tonight or tomorrow.

11 OCT 2018
21:57

Respond to
Helpdesk

THANK YOU

If the vehicle is not going to be worked on, please submit the case for closure.

11 OCT 2018
21:59

Respond to
Retailer

Customer declined us to put more mile on her vehicle. The customer is coming to pick up her vehicle tonight or tomorrow.

11 OCT 2018
22:07

Close Request

Customer declined us to put more mile on her vehicle. The customer is coming to pick up her vehicle tonight or tomorrow.

11 OCT 2018
22:25

Accept Closure

Closure accepted. Customer declined more mileage for testing. Vehicle to be released

White Alert Dialogue

Please refer to Parts Return Request below and action as required

15 OCT 2018 09:16

Please refer to Parts Return Request below and action as required

12 OCT 2018 20:00

Please refer to Parts Return Request below and action as required

12 OCT 2018 12:43

Parts request made

12 OCT 2018 10:42



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the 2004 quarterly releases.

ECI Record		Source Code	EPQR
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Commodity Assignment			
Commodity	body-locks/latches-door-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-door-	Symptom	latching-does not release/open
Commodity	body-locks/latches-door-	Symptom	sticks/binds/grabs
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	function-stays on
Significant Event		Verified	N

Tread Information			
Tread Category Code	17	Tread Category Description	latch

Report Details			
Source Claim Key		Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Oct-2017
Version Series Code		Load Date	10-Jan-2018
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0314
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NEWPORT BEACH
Non Causal Part Prefix-Base-Suffix		Dealer City	NEWPORT BEACH
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9496406445
Labor Operation Code		Attachment	
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	Quality Report created from TA 2430857 Replaced door latch, updated Keyless Vehicle Module. Vehicle continues to operate as designed. Refer to TA case for additional details. . . . Customer states vehicle door would not close, latch was stuck in the open position. Contacted roadside assistance. Tow driver was able to get latch closed and tow to our workshop. . . .
CQIS Recommendations	

Tire Information			
Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN		Engine Serial Number	0987098306DTC
Model Year	2016	Engine Description	3.0 V6 DSL MONO TURBO/LP EGR
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	27-Oct-2015	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Required Vehicle	
Build Region		Warranty Start Date	27-Dec-2015
Build Country Code		Transmission Serial Number	
Mileage	15924	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

[Contact ODRHELP](#)

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Technician Comment	<p><<<Nov 14 2015 3 45 37 160AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>GCM Case ID 2063553 Technician Name tutley wayne VIN [REDACTED] Model Range Rover LWB Year 2015 Country USA Customer Concern C/S RIGHT REAR DOOR IS CLOSED BUT SHOWS OPEN ON DASH. C/S TOUCH SCREEN CONSTANTLY CHANGES FROM 12HR MODE TO 24HR MODE. Detail Diagnosis Dealer Difficulty VEHICLE IS A COME BACK. PREVIOUSLY REPLACED R/R DOOR LATCH AS IT WAS SUSPECTED TO BE CAUSING THIS SAME ISSUE. PULLED CODES AND RAN VEHICLE SCAN AND NETWORK INTEGRITY TEST. CURRENTLY DOOR IS NOT SHOWING AS OPEN WHILE CLOSED. ALSO REQUESTING YOUR THOUGHTS ON THE TOUCH SCREEN CHANGING FROM 12HR TO 24HR. WILL Q508 FIX THIS CONCERN Reported Customer Symptom Alleged unintended door opening Suspected Causal Part Unknown Condition Unknown Modification No Vehicle Off Road No DTCs not recognized in CATS [REDACTED] <<<Nov 12 2015 11 13 09 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>> [REDACTED], Your request for assistance has been received; please review the repair guidance below. Once complete please ensure you update the Technical Assistance TA Request with your findings within the next 24 hours. If your issue has been resolved, you are required to Close out the TA using the Closure Requested Tab within the TA, completing all the applicable fields. For the door issue 1. Perform a battery test 2. clear all codes 3. road test vehicle and monitor for alleged fault 4. update TA with findings. For the screen issue Q508 is not intended to fix this. 1. Does the temperature change from celcius to Farenheit 2. Does the date format change (from us spec to european spec) 3. Update TA with findings <<<Nov 13 2015 8 44 18 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Door concern followed your instructions, was unable to duplicate event. Per SSM72333 checked ground connection at G3D375. Cable is tight and ground is good. Due to prior issue with vehicle suspect right rear door module. Replaced the module and attempted to configure. During configuration SDD stated vehicle would require a new KVM. Getting past that SDD seemed like it would proceed with download, then stated that the procedure was unavailable and to contact Tech Line. Request further information on this at this time. Attached new session file. <<<Nov 13 2015 1 03 59 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>A <<<Nov 13 2015 3 38 13 000PM entered by Joe Granato Tech Hotline/Representative>>>Please perform the below procedures Start a new session Run a can link with diagnostics Run a debug file Program the Door module as new Close the session Attach the session file, can link and debug file to the TA <<<Nov 13 2015 4 38 15 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>WILL TRY THAT BUT ALSO RECIEVED INFO FROM CUST THAT INTERIOR LIGHT IS ALSO ON AT SAME TIME AND THAT WHEN PLAYING AROUND WITH RR SEAT AND OR SEATBELT SOMETIMES PROBLEM WILL GO AWAY. WILL INVESTIGATE LET YOU KNOW <<<Nov 16 2015 8 31 27 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>OK <<<Nov 16 2015 10 14 17 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>DID AS REQUESTED AN UPLOADED SESSION FILE, DEBUG FILE AND CAN LINK FILE. <<<Nov 16 2015 10 29 34 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Will review data and update shortly. <<<Nov 16 2015 12 31 46 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>SOUNDS GOOD, THANKS. <<<Nov 16 2015 1 17 43 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>In the meantime, Did you find anything with the investigation of the RR seat and / or seatbelt <<<Nov 16 2015 2 42 00 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>> [REDACTED] Please send the TA back to me, so I can escalate this case to diagnostics. <<<Nov 16 2015 3 28 26 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>A <<<Nov 16 2015 3 35 32 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Reason For Escalation Pass rear door module programming failed. Vehicle Off Road Yes # of Days Case Has Been Open 2 Parts Replaced or Swapped Pass rear door module PI or PD Input if reviewed Not reviewed Vehicle Data Collected Can link, Debug and current session file dated 16/11/15 Other Dialogue SDD seemed like it would proceed with download, then stated that the procedure was unavailable and to contact Tech Line <<<Nov 16 2015 4 29 55 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Hi [REDACTED], Please send it back to me one more time. Thanks <<<Nov 16 2015 4 35 41 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>A <<<Nov 16 2015 4 37 32 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Reason For Escalation Drivers door module programming failed. Vehicle Off Road Yes # of Days Case Has Been Open 2 Parts Replaced or Swapped Pass rear door module PI or PD Input if reviewed Not reviewed Vehicle Data Collected Can link, Debug and current session file dated 16/11/15 Other Dialogue SDD seemed like it would proceed with download, then stated that the procedure was unavailable and to contact Tech Line <<<Nov 17 2015 12 13 37 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Added attachment link Run the Debug Monitor (Trace Monitor) file application <<<Nov 17 2015 12 13 37 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Added attachment link Run CAN Link monitor with diagnostics <<<Nov 17 2015 12 17 32 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>In the session file [REDACTED] 20151112091316 I can see the retailer has programmed both the PDM and DDM and these fail GA_GUIServices_01 KVMAApplicationNotSupported.xml Result = 'PASS_00' Application completed successfully no operator feedback required. This could be because the KVM is not at AG level <<<Nov 17 2015 12 29 45 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Hello [REDACTED], I have tried calling but there was no answer. This case is a little confusing. It states that the retailer is unable to program the Driver's Door Module (DDM), however the concern appears to be</p>
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with the Right Rear Door. The session file [REDACTED] shows the retailer has attempted to program the Driver's Door Module (DDM) as new and this has failed. GA_MDXServices_01 Identifier KVM_F111_ID Result = 'FAIL_00' Application failed general case where operator message required This could be because the Keyless Vehicle Module (KVM) is not at the latest level. I have also looked through the attached session files and can see there is a DTC logged in the Passenger Door Module (PDM), B1A98 87 LIN Bus Circuit #1 missing message. I have also found this DTC logged in an earlier session on the Vehicle Feedback Data base from 25/08/15. A missing LIN bus message could cause operational faults with the rear door module and may prevent programming from completing I cannot see that any wiring checks have been done to the LIN bus circuit. The attached CAN link monitor has been recorded without diagnosis. If there is a programming concern we will require a CAN link with Diagnostic before we are able to escalate this to diagnostics Recommendations 1. Refer to the information on TOPIx for DTC B1A98 87 and complete the wiring checks to the Rear Door Module. 2. Check the Rear Door Module power and grounds. 3. Check the LIN circuit #1 for open circuit, short to power or ground. (Between C8PL01 20 and CBPW04A 20) 4. LIN 5. Inspect the Door module connectors for backed out or loose connections. Programming concern. 1. Confirm which door module the retailer has replaced and cannot program. 2. Start a new SDD session. 3. Run CAN Link monitor with diagnostics. See attached instructions. 4. Run the Debug Monitor (Trace Monitor) file application. See attached instructions 5. Configure the KVM as an existing module. 6. Save and name trace files and attach to the TA 7. Run CAN Link monitor with diagnostics. See attached instructions. 8. Run the Debug Monitor (Trace Monitor) file application. See attached instructions 9. Attempt to program the required door module again. 10. Save and name trace files and attach to the TA 11. Attach the session file to the TA. Kind regards <<<Nov 17 2015 1 00 58 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>The attached CAN link monitor has been recorded without diagnosis. If there is a programming concern we will require a CAN link with Diagnostic before we are able to escalate this to diagnostics Recommendations 1. Refer to the information on TOPIx for DTC B1A98 87 and complete the wiring checks to the Rear Door Module. 2. Check the Rear Door Module power and grounds. 3. Check the LIN circuit #1 for open circuit, short to power or ground. (Between C8PL01 20 and CBPW04A 20) 4. LIN 5. Inspect the Door module connectors for backed out or loose connections. Programming concern. 1. Confirm which door module the retailer has replaced and cannot program. 2. Start a new SDD session. 3. Run CAN Link monitor with diagnostics. See attached instructions. 4. Run the Debug Monitor (Trace Monitor) file application. See attached instructions 5. Configure the KVM as an existing module. 6. Save and name trace files and attach to the TA 7. Run CAN Link monitor with diagnostics. See attached instructions. 8. Run the Debug Monitor (Trace Monitor) file application. See attached instructions 9. Attempt to program the required door module again. 10. Save and name trace files and attach to the TA 11. Attach the session file to the TA. Kind regards <<<Nov 17 2015 1 03 53 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Before doing anything, lets update the KVM. , I spoke to a colleague who has seen this concern if KVM is not at AG level the door modules wont update yours is at AF <<<Nov 17 2015 4 10 06 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Changed report status to 'Investigating' <<<Nov 18 2015 12 49 16 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>UPDATED KVM. THIS TIME THE DOOR MODULES DID UPDATE. GOING TO TRY AND DUPLICATE ORIGINAL CONCERN AT THIS TIME. <<<Nov 18 2015 12 52 14 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>OK, Update with findings <<<Nov 19 2015 1 35 30 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>WENT TO QUALITY CHECK VEHICLE AND NOW RIGHT WINDOW DOES NOT FUNCTION BUT SHADE DOES LET YOU KNOW <<<Nov 19 2015 1 38 17 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Please perform a hard reset, battery disconnect for 15 minutes Re test and update TA with findings <<<Nov 19 2015 3 41 17 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>HARD RESET FIXED WINDOW <<<Nov 19 2015 3 51 13 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Are you telling me it worked, or asking if it will <<<Nov 19 2015 3 53 05 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>YES IT IS NOW WORKING, NOTE RIGHT REAR DOOR MODULE HAS BEEN REPLACED ON THIS VISIT <<<Nov 19 2015 4 02 55 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Continue to monitor, Close out if you think it is fixed <<<Nov 19 2015 4 35 24 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>ok let you know <<<Nov 19 2015 4 36 22 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>OK <<<Nov 20 2015 5 12 14 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Changed report status to 'Investigating' <<<Nov 23 2015 7 12 42 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>right rear window still inop found no power for motor at module ordered both right side modules <<<Nov 23 2015 8 47 50 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>OK, Thank you <<<Nov 24 2015 9 17 01 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>IN PROGRESS OF NEW MODULES <<<Nov 24 2015 9 17 54 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>OK <<<Nov 24 2015 11 17 01 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>WORKING ON DOORS BUT CUST ADDED ONLY CLOCK SWITCHES FROM 12 24. DATE AND TEMP OK <<<Nov 24 2015 1 44 42 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Ok, Please continue <<<Nov 24 2015 4 12 23 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>do we have a download or anything for 12 24

issue. I have found an issue with RR blind module and ordered <<<Nov 24 2015 4 23 08 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Nothing that I am aware of, Has the Q508 been performed <<<Nov 25 2015 11 41 54 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>YES 508 WAS DONE AT THIS TIME. REPLACED MODULES RIGHT SIDE WORKING AS INTENDED. HAVE NOW FOUND LEFT REAR BLIND NOT FUNCTIONING PROPERLY SEE VIDEO. SSM72089 FOLLOWED HARD RESETS NOTHING WORKING <<<Nov 25 2015 11 45 42 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>YES 508 WAS DONE AT THIS TIME. REPLACED MODULES RIGHT SIDE WORKING AS INTENDED. HAVE NOW FOUND LEFT REAR BLIND NOT FUNCTIONING PROPERLY SEE VIDEO. SSM72089 FOLLOWED HARD RESETS NOTHING WORKING <<<Nov 25 2015 1 25 21 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>ALSO HAVE NOTICED SHADE WILL NOT PARK IT'S EITHER ALL THE WAY UP OR DOWN EVEN WITH SWITCH OPEN. <<<Nov 25 2015 1 33 37 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>ALSO HAVE NOTICED SHADE WILL NOT PARK IT'S EITHER ALL THE WAY UP OR DOWN EVEN WITH SWITCH OPEN. <<<Nov 25 2015 1 40 23 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Forwarded latest info to UK <<<Nov 25 2015 3 00 40 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>DON'T WORRY IT FIXED ITSELF CAME BACK AND CHECKED AGAIN WITHOUT DOING ANYTHING AND SHADE WAS COMPLETELY DOWN AND I KNEW IT WAS GOING TO WORK AND IT DID. SHIPPING IT <<<Nov 25 2015 3 53 50 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Please submit for closure <<<Nov 25 2015 4 10 18 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>IT'S NOT GIVING ME THE CLOSURE TAB ONLY DIALOGUE TO HELPDISK <<<Nov 25 2015 4 11 49 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Ok, I think because it is with the UK. No worries. <<<Nov 25 2015 4 32 21 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>I spoke with Vito and have returned the TA as requested <<<Nov 25 2015 4 32 35 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Hello Vito, As discussed I am returning this case as you have confirmed it is now rectified. Please submit a closure request detailing the work done so the fix is known. We can then accept closure. Kind regard <<<Nov 25 2015 4 39 22 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Q508 WAS DONE , REPLACED DOOR MODULES ON RIGHT SIDE WORKING AS INTENDED. . SSM72089 FOLLOWED HARD RESET PERFORMED, AND SHADE WAS COMPLETELY DOWN . SHIPPING IT m mulry2 11/25/2015 16 10 Dialogue to Helpdesk <<<Nov 30 2015 9 15 17 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Both right doors will not lock switches on doors do not light up. When passenger lock buttons are pressed they do lock the drivers side. Passive entry works on right side but does not lock doors for right side, the handles will lock/unlock left side. reflash CJB as existing and failed last function called accessory on(power mode 4) time. When programming passenger door module as new or existing ist states at end 1 S/W level unknown and NOT OK <<<Nov 30 2015 9 15 29 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>a <<<Nov 30 2015 11 57 46 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Mike, I have forwarded the info to the UK for review. They are in the process of sending it back. <<<Nov 30 2015 12 08 57 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>From the description I suspect a LIN wiring fault however there are no relevant DTC in the latest session file [REDACTED] 20151127074402 . Another possibility could be the Front passenger door module, I cannot see that this has been replaced. If no LIN concerns found suggest possible PDM fault, spoke with Andy Williams, he had a similar case like this <<<Nov 25 2015 4 39 22 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Q508 WAS DONE , REPLACED DOOR MODULES ON RIGHT SIDE WORKING AS INTENDED. . SSM72089 FOLLOWED HARD RESET PERFORMED, AND SHADE WAS COMPLETELY DOWN . SHIPPING IT m mulry2 11/25/2015 16 10 Dialogue to Helpdesk <<<Nov 25 2015 5 43 23 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>CAN'T CLOSE YET NOW BOTH RIGHT SIDE LOCK DO NOT LOCK THEIR DOORS NO LIGHTS ON SWITCHES ONLY LEFT SIDE LOCK ALSO YOU CAN LOCK AND UNLOCK LEFT SIDE WITH RIGHT SIDE LOCKS. <<<Nov 26 2015 2 14 00 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>As issue is not confirmed as fixed I will reject closure until we have fixed the concern/resolved the case. <<<Nov 26 2015 2 14 52 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>It would appear that there are further problems, so I will reject case closure so that work can continue. Please provide a detailed update as soon as possible so that we can support where required. Regards <<<Nov 27 2015 8 48 17 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Both right doors will not lock switches on doors do not light up. When passenger lock buttons are pressed they do lock the drivers side. Passive entry works on right side but does not lock doors for right side, the handles will lock/unlock left side. reflash CJB as existing and failed last function called accessory on(power mode 4) time. When programming passenger door module as new or existing ist states at end 1 S/W level unknown and NOT OK. Please call me on this car to better talk out everything that has happened with this vehicle it's been here since 11/10/15. Thanks [REDACTED] <<<Nov 27 2015 8 56 56 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>forgot sessions and monitoring <<<Nov 30 2015 12 16 01 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Hello Vito, Thank you for the time on the phone. I have looked at the last session file attached [REDACTED] 20151127074402 and compared the software in the Passenger Door Module (PDM) with what it left the factory with. The Base software is at the same level EK52 14C108 AD Reading through the Technical Assistance (TA) it seems the concern is intermittent as a one point the

vehicle appeared to be fixed. It is also confusing as to what parts have been replaced. A LIN fault between the Passenger Front Door modules (PDM) and the Rear Door Module (RDM) may cause the concerns you are seeing and also the intermittent nature. Another possibility could be a fault with the Front PDM. Actions 1. Is the Right Rear Door open message still shown on the instrument cluster 2. Confirm exactly what parts have been replaced for this concern. 3. Provide the part numbers. 4. Are the rear blinds working correctly now. 5. Are there any current DTC's logged 6. Disconnect the Rear Blind Module. Test the vehicle. Does it affect the locking functions that are reported 7. Check the LIN circuit for open circuit, short to power or ground 8. Check condition of the LIN Splice Joints SP8578 and SP8577 for loose or poor connections Update your findings Kind regards <<<Nov 30 2015 1 03 41 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>A LIN fault between the Passenger Front Door modules (PDM) and the Rear Door Module (RDM) may cause the concerns you are seeing and also the intermittent nature. Another possibility could be a fault with the Front PDM. Actions 1. Is the Right Rear Door open message still shown on the instrument cluster 2. Confirm exactly what parts have been replaced for this concern. 3. Provide the part numbers. 4. Are the rear blinds working correctly now. 5. Are there any current DTC's logged 6. Disconnect the Rear Blind Module. Test the vehicle. Does it affect the locking functions that are reported 7. Check the LIN circuit for open circuit, short to power or ground 8. Check condition of the LIN Splice Joints SP8578 and SP8577 for loose or poor connections Update your findings <<<Dec 2 2015 12 05 56 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Original RR door module installed(failed) no window operation. 2nd RR door module had no comms. Installed RF module no comms. Went back to working modules and RR shade module was faulting swapped to left and code followed replaced RR shade module. Then LR shade would not function properly after many attempts of battery reset and calibration attempt after sitting for an hour next day it worked. With new shade module in and suspecting maybe this could have been a causing issue went back to working modules and all worked except right side door locks now. Ordered 2 new right door modules and installed they had comms and programmed all functions worked roadtested vehicle can not duplicate cust original concern of I pack indicating RR door open at times with interior light on. Also realized first ordered door module for RF was packaged wrong causing alot of this issue. photos have been attached for any future reference to this ticket. Thanks [REDACTED] <<<Dec 2 2015 12 07 26 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Original RR door module installed(failed) no window operation. 2nd RR door module had no comms. Installed RF module no comms. Went back to working modules and RR shade module was faulting swapped to left and code followed replaced RR shade module. Then LR shade would not function properly after many attempts of battery reset and calibration attempt after sitting for an hour next day it worked. With new shade module in and suspecting maybe this could have been a causing issue went back to working modules and all worked except right side door locks now. Ordered 2 new right door modules and installed they had comms and programmed all functions worked roadtested vehicle can not duplicate cust original concern of I pack indicating RR door open at times with interior light on. Also realized first ordered door module for RF was packaged wrong causing alot of this issue. photos have been attached for any future reference to this ticket. Thanks Mike <<<Dec 30 2015 10 40 07 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Urgent Message From The JLR Technical HelpLine We have not received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<Dec 31 2015 8 47 09 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Urgent Message From The JLR Technical HelpLine We have not received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<Dec 31 2015 10 50 45 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Have installed new latch checked all wiring in door found weak pin for C8PL72 6. For door ajar circuit. have ordered door harness and will overlay ground wire and ajar wire back to CJB. <<<Dec 31 2015 10 52 34 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Thank you, Please update the TA after installation. <<<Dec 31 2015 11 34 30 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>GCM Local Escalation (New) Information Only For Land Rover TA 2063553 Reason Customer states right rear door is closed but shows open on dash. Touch screen constantly changes from 12Hr mode to 24 Hr mode. Message Being progressed. [REDACTED] Jan 4 2016 9 17 40 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Urgent Message From The JLR Technical HelpLine We have not received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<Jan 4 2016 10 35 19 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>ORDERED NEW DOOR HARNESS INSTALLED NEW LATCH, WILL OVERLAY GROUND CIRCUIT THEN

OVERLAY AJAR CIRCUIT BACK TO CJB WILL CLOSE WHEN DONE <<<Dec 2 2015 12 07 26 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Original RR door module installed(failed) no window operation. 2nd RR door module had no comms. Installed RF module no comms. Went back to working modules and RR shade module was faulting swapped to left and code followed replaced RR shade module. Then LR shade would not function properly after many attempts of battery reset and calibration attempt after sitting for an hour next day it worked. With new shade module in and suspecting maybe this could have been a causing issue went back to working modules and all worked except right side door locks now. Ordered 2 new right door modules and installed they had comms and programmed all functions worked roadtested vehicle can not duplicate cust original concern of I pack indicating RR door open at times with interior light on. Also realized first ordered door module for RF was packaged wrong causing alot of this issue. photos have been attached for any future reference to this ticket. Thanks [REDACTED] <<<Dec 2 2015 12 16 21 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<<Dec 2 2015 12 16 26 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<<Dec 2 2015 12 17 05 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. [REDACTED] 12/02/2015 12 16 Closure accepted by GDTS <<<Dec 23 2015 12 32 13 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>VEHICLE IS BACK SAME ISSUE CUST STATES WHILE DRIVING AT TIMES RR DOOR WILL INDICATE OPEN AND LIGHT STAYS ON VEHICLE WILL NOT LOCK...HAVE NOT EVER DUPLICATED ISSUE HAVE NEW SESSION HAVE PIN DRAG CIRCUIT C8PL72 6(LATCH) C38 A1 (B PILLAR) C28P01G 28 (CJB) ALL GOOD WIGGLE TEST NO DUPLICATION. AS PREVIOUSLY STATED NEW DOOR MODULES NEW LATCH... HAVE YOU SEEN THIS ISSUE BEFORE IS THERE SOMETHING I'M MISSING IN THIS SESSION THAT COULD LEAD TO THIS ISSUE ALSO OTHER THAN THIS CIRCUIT. WHEN VEHICLE CAME IN TODAY RIGHT REAR WINDOW AND SHADE WERE NOT CALIBRATED ONCE CALIBRATED THEN OK. <<<Dec 23 2015 12 36 03 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Is there a door ajar switchthat is possibly damaged or not seated properly <<<Dec 23 2015 12 51 00 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>AS PREVIOUSLY STATED NEW LATCH INSTALL ORIGINALLY VEHICLE CAME BACK THEN NEW MODULES INSTALLED WHILE ALSO TRYING TO DUPLICATE BUT NEVER HAVE BEEN ABLE TOO. DO I NEED TO DO NEW LATCH AND INSTALL AN OVERLAY IT IS NOT FAULTING OUT AT THIS TIME...ANOTHER QUESTION IF DOOR LOSES POWER WILL IT INDICATE OPEN BASED ON WHEN VEHICLE ARRIVED DOOR HAD LOST CALIBRATION.. <<<Dec 23 2015 12 52 40 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Replace the latch and monitor operation. <<<Dec 28 2015 8 23 11 000AM entered by [REDACTED] Tech Hotline/Representative>>>Status Change 'Cannot replicate fault' Reason Statement <<<Dec 28 2015 10 00 29 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Urgent Message From The JLR Technical HelpLine We have not received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<Dec 28 2015 10 25 23 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Changed report status to 'Investigating' <<<Dec 29 2015 8 46 05 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Status Change 'Long Retailer delays/housekeeping' Reason Statement <<<Dec 29 2015 10 51 22 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Urgent Message From The JLR Technical HelpLine We have not received any feedback from you regarding the latest status of this TA case. 1. If you still require assistance, please respond to the TA providing the latest update. 2. In the event the vehicle is repaired, we ask that you close out the TA by selecting the Request Closure Tab, then input the required information then submit it for closure. Your co operation in updating and closing your own cases will allow the HelpLine team to focus its efforts on providing improved support. <<<Jan 4 2016 10 38 17 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Based on your most recent update to this TA, you have indicated that this vehicle cannot be repaired due to awaiting parts. Based on the number of days this TA has been open with the JLR Technical HelpLine, we require you to provide us with parts order details. This information can be provided by your retailer Parts Specialist or Parts Manager. Once known, please access the specific TA, selecting the Awaiting parts status at that time you will be prompted to enter the details in the applicable data fields. The information required is 1. SAP Order # 2. Part(s) # on order 3. Method of shipping i.e. Critical Parts Order, Stock Order, VOR Order. This process will help ensure both our Service & Parts areas are working collaboratively to resolve the customer/vehicle issue in a timely manner. <<<Jan 6 2016 9 24 39 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>VEHICLE PARTS BEING INSTALLED TODAY <<<Jan 6 2016 11 40 17 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Thank you, Please update the TA after installation and testing. <<<Jan 7 2016 10 34 35 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Cust call backed and for first time they stated that something else othan RR door was an issue. They stated left front seat also not working. This is when I realized SSM72333 needed more attention recheck ground connection ok. Found out with more looking that G3d375 is actually G3d343 and that G3d375 is behind left front seat and LOOSE. See EPQR 2090018 with all information needed.

<<<Jan 7 2016 10 35 32 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Cust call backed and for first time they stated that something else othan RR door was an issue. They stated left front seat also not working. This is when I realized SSM72333 needed more attention recheck ground connection ok. Found out with more looking that G3d375 is actually G3d343 and that G3d375 is behind left front seat and LOOSE. See EPQR 2090018 with all information needed. m mulry2 01/07/2016 10 34 Close Request <<<Jan 7 2016 10 35 32 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Cust call backed and for first time they stated that something else othan RR door was an issue. They stated left front seat also not working. This is when I realized SSM72333 needed more attention recheck ground connection ok. Found out with more looking that G3d375 is actually G3d343 and that G3d375 is behind left front seat and LOOSE. See EPQR 2090018 with all information needed.m mulry2 01/07/2016 10 34 Close Request <<<Jan 7 2016 10 37 04 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<<Jan 7 2016 10 37 09 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. <<<Jan 7 2016 10 43 26 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>As we have details of the work completed and that the issue is fixed, we will accept closure of the case. [REDACTED] 01/07/2016 10 37 Closure accepted by GDTS

CQIS Recommendations

Tire Information

Tire Manufacturer	CONTINENTAL TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	[REDACTED]	Engine Serial Number	15051737545508PS
Model Year	2015	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	01-Jun-2015	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Required Vehicle	
Build Region		Warranty Start Date	06-Aug-2015
Build Country Code		Transmission Serial Number	
Mileage	5259	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the 2004 quarterly releases.

ECI Record	684623040	Source Code	CA1S
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Commodity Assignment			
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-cracked/fractured/split
Commodity	body-locks/latches-power locks/rke-	Symptom	excessive closing force
Commodity	body-locks/latches-power locks/rke-	Symptom	function-false activation/cycle/deploy
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	high effort
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-while driving
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	no problem found
Commodity	body-locks/latches-power locks/rke-	Symptom	weak/soft/sagged
Significant Event		Verified	N

Tread Information

Report Details			
Source Claim Key		Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Sep-2017
Version Series Code		Load Date	23-Sep-2017
Causal Part Prefix-Base-Suffix	-	Dealer Code	R0314
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NEWPORT BEACH
Non Causal Part Prefix-Base-Suffix		Dealer City	NEWPORT BEACH
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagnostc Trouble Code		Dealer Phone Number	9496406445
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<<<Sep 21 2017 5 27 37 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>i WILL HOLD UNTIL FURTHER INFO
Comment	THANKS [REDACTED] <<<Sep 21 2017 3 38 34 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>> [REDACTED] Thank you for taking my call to discuss this concern. Information gathered during discussion Customer states the left front door opened on them while driving in a curve. Concern has not been duplicated by retailer. No repairs are to be made until further information has been received from Engineering. Thank you. <<<Sep 21 2017 3 27 46 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>GCM Local Escalation (New) Request Assistance For Land Rover TA 2426308 Reason Door closing/latching concern. Message George, please review the information in this TA. Customer reported an issue with the left front door not closing or latching properly. Technician has been unable to verify. Please advise. Thank you. Mike From mmaskal2 To gkrzyzan CC jgranato, tkomuves <<<Sep 21 2017 1 56 27 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Owner changed from Not Set to [REDACTED]al2 <<<Sep 22 2017 3 42 41 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>GCM Case ID [REDACTED] Technician Name lara david VIN [REDACTED] Model Range Rover Supercharged Year 2016 Country USA Customer Concern B) CUSTOMER STATES D/S FRONT DOOR DOES NOT CLOSE OR LATCH INSPECT AND ADVISE Detail Diagnosis Dealer Difficulty complete visual inspection of l/f door latch found no faults with latch door closes and latches every time, soft close works and have found no difficulty to latch l/f door latchwhen door is closed applied pressure on door and door will not opencheck latch mounting bolts and found all torqued to spec. sdd system test found no faults stored for l/f door latchplease help with any info you might have thanks [REDACTED] Reported Customer Symptom Door difficult to close Suspected Causal Part Motor Door Mirror LH Condition Broken Modification No Vehicle Off Road No <<<Sep 22 2017 9 19 20 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>David, Since it is outside normal retailer hours of operation, a call was not placed to the number provided. Response received and the following action is requested. Replace the latch assembly for the affected door (Left front, based on customer information). The vehicle can then be released to the customer. The latch assembly must be held for Parts Return. Please provide the following information once the latch has been replaced Parts Manager Name Parts Manager Direct Phone Number Parts Manager Email Address Repair Order Number Repair Order Line Identifier Part NumberThank you. <<<Sep 22 2017 3 13 27 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Changed report status to 'Investigating' <<<Sep 26 2017 10 18 48 000AM entered by [REDACTED] Product Diagnostics/Specialist>>>closure accepted <<<Sep 26 2017 10 15 13 000AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>please close case <<<Sep 25 2017 7 35 07 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>thanks <<<Sep 25 2017 7 24 44 000AM entered by [REDACTED] Product Diagnostics/Specialist>>>closure accepted <<<Sep 22 2017 5 58 27 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>L/F DOOR LATCH HASS BEEN REPLACED AND A 20MILE ROAD TEST HAS BEEN COMPLETED. STOPPED SEVERAL TIMES AND OPEN AND CLOSED DOOR APPLIED PRESSURE ON DOOR AND IT NEVER OPENED. THANKS FOR YOUR HELP DAVID
CQIS Recommendations	

Tire Information			
Tire Manufacturer	GOODYEAR TYRE VENDOR	Tire Size	Unknown

Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN		Engine Serial Number	16032410141508PS
Model Year	2016	Engine Description	5.0L OHC SGDI SC V8 GAS AJ133
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER L405
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	31-Mar-2016	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Required Vehicle	
Build Region		Warranty Start Date	12-Aug-2016
Build Country Code		Transmission Serial Number	
Mileage	12002	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated. Fields will be populated during the remainder of the 2004 quarterly releases.

ECI Record		Source Code	CAIS
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Commodity Assignment			
Commodity	body-locks/latches-power locks/rke-	Symptom	damage
Commodity	body-locks/latches-power locks/rke-	Symptom	damage-cracked/fractured/split
Commodity	body-locks/latches-power locks/rke-	Symptom	excessive closing force
Commodity	body-locks/latches-power locks/rke-	Symptom	function-malfunction/inoperative
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not latch/close
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-does not release/open
Commodity	body-locks/latches-power locks/rke-	Symptom	latching-unlatch/latch opens
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	body-locks/latches-power locks/rke-	Symptom	mod-intermittent/random
Commodity	body-locks/latches-power locks/rke-	Symptom	no keyword found
Commodity	body-locks/latches-power locks/rke-	Symptom	part-wrong part
Significant Event		Verified	N

Tread Information

Report Details

Source Claim Key		Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	27-Sep-2017
Version Series Code		Load Date	28-Sep-2017
Causal Part Prefix- Base - Suffix	- -	Dealer Code	R0314
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LAND ROVER NEWPORT BEACH
Non Causal Part Prefix-Base-Suffix		Dealer City	NEWPORT BEACH
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code	674	Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9496406445
Labor Operation Code		Attachment	Y
Communication Type	null	VOQ Component Description Code	

Customer Comment	
Technician Comment	<p><<<Sep 28 2017 3 36 58 500AM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>GCM Case ID [redacted] Technician Name Iara david VIN [redacted] Model Range Rover Sport Diesel Year 2016 Country USA Customer Concern CUSTOMER STATES DRIVER SIDE DOOR WOULD NOT CLOSE OR LATCH INSPECT AND ADVISE Detail Diagnosis Dealer Difficulty INSPECT L/F DOOR LATCH FOUND NOT DAMAGE, VEHICLE LATCH WORKED WHEN VEHICLE ARRIVED AT SERVICE. INSPECT EXT DOOR HANDLE AND INT. RELEASE CABLE FOUND NO ISSUES. GOT MORE INFO FRONT CUSTOMER SHE SAID THAT EVERY TIME SHE WOULD CLOSE THE DOOR THE DOOR WOULD JUST BOUNCE OPEN AND WOULD NOT STAY CLOSED. AFTER 20MINS SHE PRESSED THE SOS BUTTON AND BETWEEN THAT AND THE TOW TRUCK SHOWING UP THE DOOR LATCH STARTED TO WORK. I HAVE TRIED SEVERAL TIMES TO GET THE LATCH TO FAIL WITH NO LUCK. NO FAULTS STORED I HAVE ATTACHED A SESSION FILE THANKS [redacted] Reported Customer Symptom Door difficult to close Suspected Causal Part Check Strap Door Condition Broken Modification No Vehicle Off Road No <<<Sep 27 2017 5 50 25 000PM entered by Rich Watkins Tech Hotline/Representative>>>Owner changed from Not Set to [redacted]<<<Sep 27 2017 6 23 55 000PM entered by Rich Watkins Tech Hotline/Representative>>> [redacted] Thanks for the time on the phone As discussed Try to reproduce the concern. Determine if the fault is mechanical or electrical. Refer to 501 14 Handles, Locks, Latches and Entry Systems Diagnosis and Testing Perform Pinpoint test G. While the latch is removed, inspect it for damage. Update the TA with results. Thanks. <<<Sep 28 2017 6 19 34 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>Changed report status to 'Investigating' <<<Sep 28 2017 6 24 57 000PM entered by GCM From TA or FSE Report Tech Hotline/Representative>>>completed pinpoint step G spring is in correct location and installed new l/f door latch door still working as designed <<<Sep 29 2017 9 16 53 000AM entered by [redacted] Tech Hotline/Representative>>> [redacted] I would have called however, it is outside of your normal working hours. Results of Investigation Customer states that the drivers side door would not close or latch. When she tried to close the door, it would just bounce open. Unable to reproduce the concern. Unable to determine if it is an electrical or mechanical failure. The session file shows no related DTC's. DDW shows no prior work done to the drivers door. Replaced the door latch. Function tested the door. It is operating as designed at this time. Actions Return the vehicle to the customer and close the TA. Regards. <<<Sep 29 2017 11 27 25 000AM entered by [redacted] Tech Hotline/Representative>>>completed pinpoint step G spring is in correct location and installed new l/f door latch door still working as designed</p>
CQIS Recommendations	

Tire Information

Tire Manufacturer	MICHELIN TYRE VENDOR	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN		Engine Serial Number	0987249306DTC
Model Year	2016	Engine Description	3.0 V6 DSL MONO TURBO/LP EGR
Transmission	AUTO 8 SPD ZF 8HP70 TRANS(AWD)	Vehicle Description	RANGE ROVER SPORT L494
Body Cab Style	Unknown	Drive Line	4 WHL L/H FULL TIME DRIVE
Production Date	22-Oct-2015	Retail Sale Indicator Code	
Plant Description	SOLIHULL ASSEMBLY (UK)	Required Vehicle	
Build Region		Warranty Start Date	03-Dec-2015
Build Country Code		Transmission Serial Number	
Mileage	30081	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

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