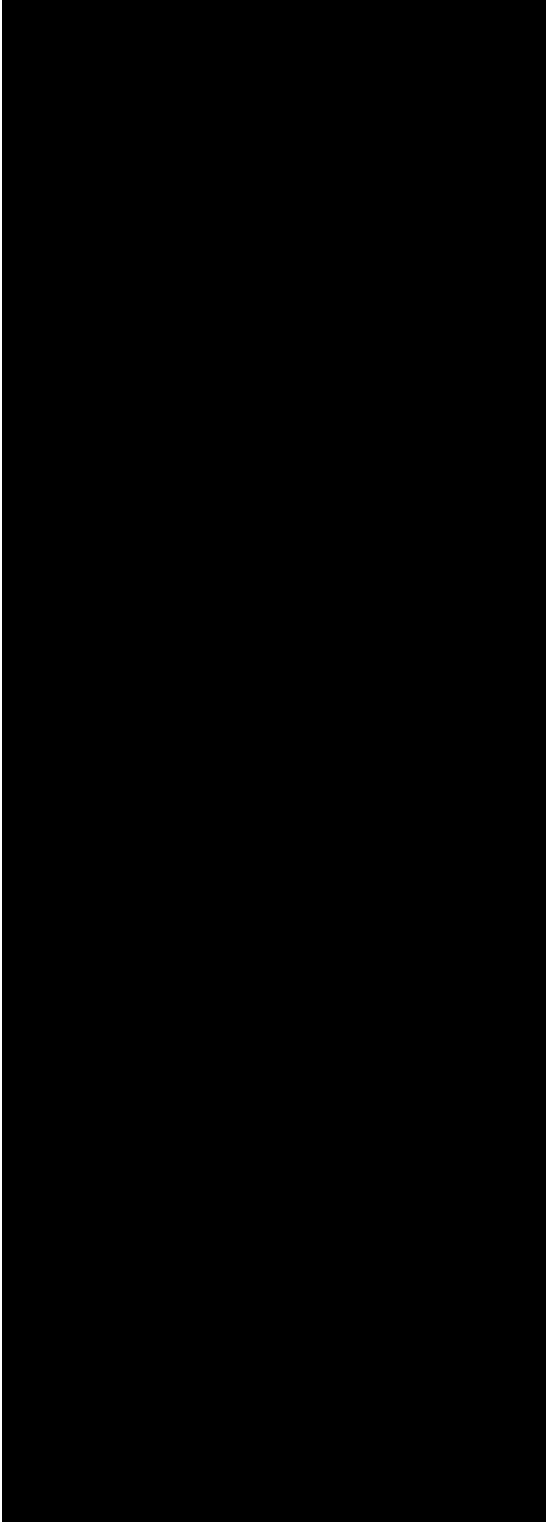


VIN (a)	Report # (b)	Door Position (c)
		Front RH
		Front LH
		Front LH
		Front LH

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Front LH

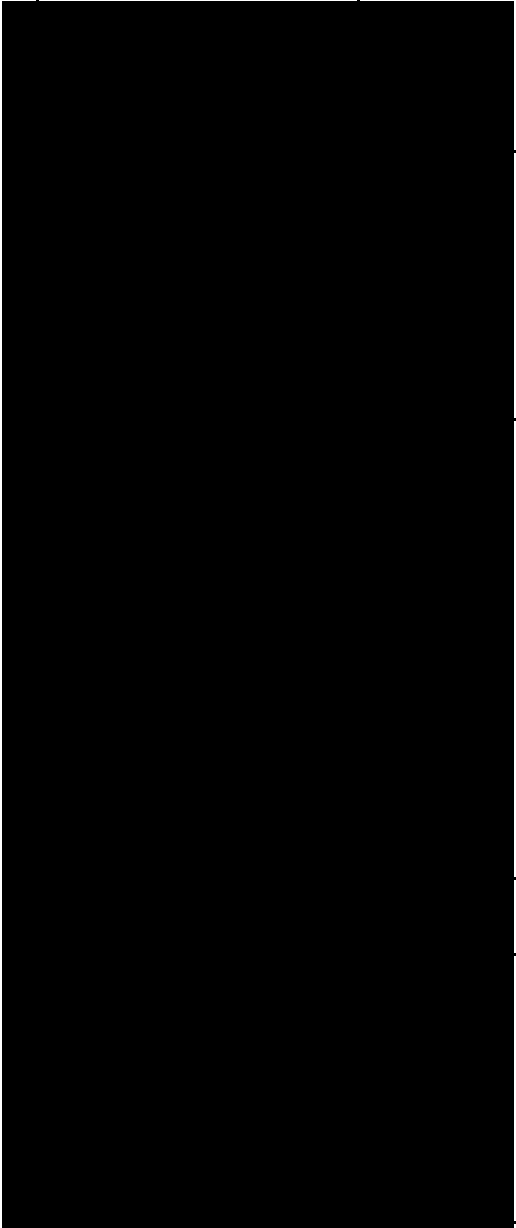
Front LH

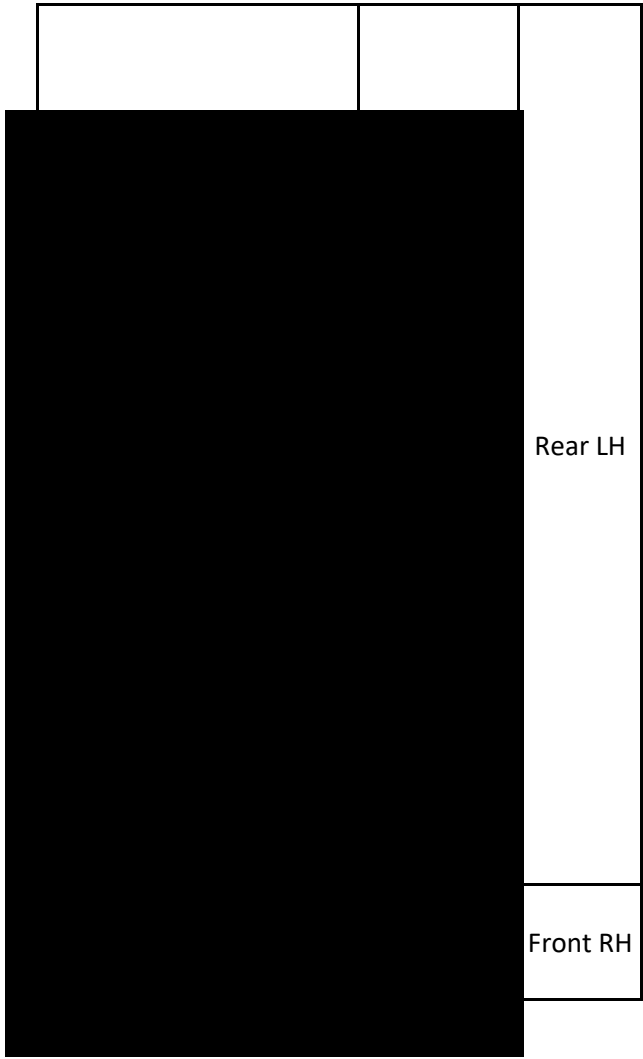
Rear LH

Front LH

Front RH

		Front LH
		Front LH
		Rear RH
		Front RH
		Front RH
		Front RH

		Front RH
		Front LH
		Front LH
		Front LH
		Front LH



Summary of Customer Concern (d)	JLR Assessment of Failure Cause (e )
<p>Concern: Issue: Customer statement: On September 18, 2018 at 9:45 am. Customer was driving South towards Dallas at approximately 25 mph when passenger door opened unexpectedly. No warning lamps were illuminated on dashboard before and after occurrence. Weather conditions were dry clear and 98 degrees. Road conditions were even, smooth and paved. The vehicle remained operational. Customer was able pull into repair tires shop parking lot where she took a shirt and attached it to handle to secure door until she returned home. Customer was the only occupant of vehicle at the time of incident. No emergency services were called. Vehicle was towed to retailer the following morning.</p> <p>Investigation: TBC, Vehicle allegedly towed to LR Grapevine  Repair: TBC, No assistance necessary at this time</p>	<p>Corrosion of Motor</p>
<p>Concern: Issue: Customer statement: Customer stated that she was driving on 9/14/18 at 2:30pm on Bethlehem Pike in Fort Washington, PA when the driver's door opened. She was not able to properly close the door, but as she was a few blocks from home, drove slowly home. Customer stated that the door will not latch.</p> <p>Investigation: TBC  Repair: Latch was replaced</p>	
<p>Concern: Issue: Customer statement: Customer was driving in town about 2 miles from home at roughly 25-30 miles per hour and his driver side door latch broke and the door swung open. The door would not re-close. It was around 2pm in the afternoon on a clear day in [REDACTED], Ohio.</p> <p>Investigation: TBC  Repair: TBD, No assistance necessary at this time</p>	
<p>Concern: Customer states that the front driver and rear driver side doors will randomly come open while driving.</p> <p>Difficulty: The door latches appear fine physically. I have not been able to duplicate this problem after many miles of test driving. The door latch update recall has been done for over a year. Is this a known issue?</p>	

<p>Concern: Issue: Consign Media Alert ref 951 - Inadvertent door opening whilst vehicle in motion - post P068 Recall Action - NHTSA ID Number: [REDACTED] - WHILE DRIVING HOME YESTERDAY MY DRIVER DOOR FLEW OPEN WHILE GOING DOWN HWY 167 SOUTH. ( I KNOW THE DOOR WAS SHUT! IT WAS LOCKED WHEN I GOT IN THE CAR) WHILE DRIVING THE REST OF THE WAY HOME HOLDING THE DRIVER DOOR SHUT ! BECAUSE IT WOULDN'T CLOSE!( NOT EVEN THE SOFT SHUT DOOR CLOSE) I GOT HOME AND RESEARCH FOR RECALLS OR SAFETY ISSUES... THERE IS A RECALL BUT, SAYS IT WAS DONE A YEAR AGO! BUT, APPARENTLY THE RECALL PART OR SOFTWARE DIDN'T WORK! I ALMOST FELL OUT OF THE SUV YESTERDAY WHILE DRIVING!</p> <p>Investigation: TBA</p> <p>Repair: TBA</p> <p>This case should not be progressed through EWR. Please select "Send to TSE" option.</p>	
<p>Concern: CUSTOMER STATES DRIVER SIDE DOOR DOES NOT LATCH, AS PER CUSTOMER HE FELL OFF THE VEHICLE</p> <p>Diagnosis: AS PER SERVICE MANAGER WAS TOLD TO OPEN TA TO ADDRESS THIS PROBLEM AND TO INVESTIGATE</p>	
<p>Concern: Issue: L/R door came open when driving around a Right turn, has happened 5 times. At time of failure, door will not latch closed, must attempt several times, then door will eventually latch closed.</p> <p>Investigation: On arrival door was latching normally, soft close feature was functioning normally, unable to duplicate failure.</p> <p>Repair: Reviewed SSM #72130, replaced L/R latch with safe date code part. Submitting EPQR per SSM recommendation.</p>	<p>Latch ok</p>
<p>Concern: Issue: DRIVER'S DOOR DOES NOT LATCH CLOSED</p> <p>Investigation: VERIFIED CONCERN, VERIFIED CABLES NOT BINDING.</p> <p>Repair: REPLACED LATCH W/ PART MEETING DATE CODE REQ'S IN SSM72130.</p>	<p>Cannot confirm</p>
<p>Concern: passenger door opened while driving was unable to close would not latch. Difficulty: after being towed in door is working now. p068 was just done on 6/6 not sure where to go on this any help would be great thank you</p>	

<p>Concern: Cust states the drivers door would not close (cust needed to hold door closed while driving so it would not open  Diagnosis: Our driver attempted to drive vehicle to shop as result but door kept swinging open so truck was towed. When I went out to vehicle door was closed and working fine however truck has been here a few days and moved around quite a few times. Checking history found previous customer had same complaint during 9/15 visit and p068 was performed that visit. I checked KVM software this visit is at latest but I suspect KVM. This is a a safety issue hence the T/A.</p>	<p>Cannot confirm</p>
<p>Concern: Customer states the drivers door comes open while driving. Diagnosis: Latch working at this time, latch was replaced 10/20/14 and P068 was done 9/8/15. We had another issue like this and all latches were replaced at the same time. What is the correct repair at this time?</p>	<p>Cannot confirm</p>
<p>Concern: Customer states R/R door will open on its own while driving. Child locks are enabled due to grandson being in back seat.</p> <p>Difficulty: Unable to verify customer concern. Ran vehicle for faults, found code b10cf-23 right rear latch clutch switch - signal stuck low. Checked for short to ground on c8pk11-1 and found wiring shorted inside passenger side b-pillar. Also found wire c8pk-11-6 shorted in same area. Could either of these wires cause the door to open on its own.</p>	<p>Latch ok</p>
<p>Concern: Issue: RH FRONT DOOR WILL NOT LATCH CLOSED  Investigation: REMOVED RH FRONT DOOR INNER PANEL AND DISCONNECTED ELECTRICAL CONNECTORS FROM LATCH ASSEMBLY AND CHECKED OPERATION  Repair: REPLACED RH FRONT DOOR LATCH ASSEMBLY</p>	<p>Cannot confirm</p>
<p>Concern: "Customer states that while driving the passenger door swung open while the vehicle was in motion check and advice see history didn't duplicate concern. Replaced door latch for customer assurance." Difficulty: Attempt to reproduce fault, inspect and verify operation of door latch, replace door latch unit per manager's conversation with customer.</p>	<p>Latch ok</p>
<p>Concern: car came in with passengers front door not latching and safety recall p068. Diagnosis: performed p068 door will not close still, replaced latch ok now. was told to do this ta. part number of latch is LR064792, ro number is 77559 repair line F contact info is the same as ta i just closed for another latch issue</p>	<p>Cannot confirm</p>

<p>Concern: doing this ta per john rock, customer came in with right front door not latching and recall p068. Diagnosis: performed recall p068 and passengers front door will still not latch, will need latch replaced. doing this ta per [REDACTED], anything else i should look at before replacing latch?</p>	<p>Cannot confirm</p>
<p>Concern: Customer States Right front door came open while driving. Customer states perform open recall P068. Diagnosis: Performed open recall P068, issue was not resolved by software download to the KVM. Door still acts the same way, will not latch when closed, just bounces back, Suspect failed Door Latch assembly.</p>	<p>Cannot confirm</p>
<p>Concern: CUST CAME IN ON 6/20/15 LEFT DOOR WILL NOT CLOSE OPENED WHILE DRIVING. Diagnosis: ADVISE TO WAIT TILL P068. ON FRIDAY 7/17/15 P068 S/W WAS AVAIL UPON REQUESTING SOFTWARE "NO SOFTWARE REQUIRED" WAS PRESENT. WE RAN THE SOFTWARE ANYWAYS ON FRIDAY. TODAY I CREATED SESSION WITH PHOTO OF SOFTWARE UNDER NETWORK INTEGRITY. I AM ALSO PRESENT YOU WITH A PHOTO OF A DDW OF ANOTHER VEHICLE THAT DID NEED SOFTWARE AND THE QUESTION IS DID THAT CAR GET AN UPDATE WITH CORRECT SOFTWARE OR DID IT JUST GET AN UPDATE TO THE LASTEST IN SDD?????</p>	
<p>DRIVERS DOOR WILL NOT CLOSE</p>	
<p>Issue: Driver's door will not stay closed Investigation: Checked for bulletins - found SSM73972. Checked for signs of silicone lubricant - none visible. Check history - vehicle is serviced here so latches would not have had lube applied to them. Remove door latch and inspect - no signs of damage externally visible. Repair: Replace LF door latch. Check operation afterwards - OK.</p>	

<p>Concern: Issue: On August 8, 2017 late afternoon customer's wife was driving on Route 43 in Coaler, WI. As she was turning to exit off the highway ramp the rear driver's side door opened as she was turning. She stated they almost lost their pet when the door opened. She then pulled off the highway closed the door and drove to the nearest retailer.</p> <p>Investigation: Retailer diagnosed the vehicle door latch needed to be replaced</p> <p>Repair: LHR door latch is being replaced and will be retained. Retailer has been asked to open a TA case to capture any additional information including a session file and screen capture to show current KVM (RFA) software level. Further information will be forwarded when received.</p> <p>Please note that in July 2016 the customer alleges two other doors opened while driving. LHF and RHR door latches were replaced. Please see repairs detailed in attached AWS report. There is a claim for P068 recall dated Jan 27th 2016.</p>	
<p>CUSTOMER STATES SINCE RECALLS PREFORMED VEHICLE HAS HAD CONSTANT ISSUES DOOR WILL NOT LATCH OR LOCK MUST BE HELD CLOSED WHEN DRIVING ADVISE</p>	

Status of Parts Analysis (f)	Summary Result 1 (g)	Summary results 2 (g)
Complete	front corrosion	corrosion
Complete	Front grey corrosion	red corrosion
Complete	Front bearing corrosion	Corrosion on housing
Complete	Sinter bearing grey corroded.	Corrosion on motor housing visible

Incomplete	Sinter bearing grey corroded.	Corrosion on motor housing visible
Incomplete	Sinter bearing grey corroded.	Corrosion on motor housing visible
Incomplete	Sinter bearing shiny	No corrosion on motor housing visible
Incomplete	Sinter bearing grey corroded.	Corrosion on motor housing visible
Incomplete	Sinter bearing grey corroded.	Corrosion on motor housing visible

Complete	Sinter bearing grey corroded.	Corrosion on motor housing visible
Complete	Sinter bearing shiny	No corrosion on motor housing visible
Complete	Sinter bearing shiny	No corrosion on motor housing visible
Complete	Sinter bearing grey corroded.	Corrosion on motor housing visible
Complete	Sinter bearing greased	No corrosion on motor housing visible
Complete	Sinter bearing grey corroded.	Corrosion on motor housing visible

Complete	Sinter bearing grey corroded.	Corrosion on motor housing visible
Complete	Corrosion	Corrosion
Complete	Corrosion	Corrosion
Complete	NA	NA
Complete	Corrosion	Corrosion

Complete	Corrosion	Corrosion
Complete	Corrosion	Corrosion

JLR's Assessment of Cause of Failure (h)	Replated Reports Reference (see Response to Q7)
See e	20180906_6Panel_Will_not_latch_ROZ_20022019_US_1
	20180906_6Panel_Will_not_latch_ROZ_20022019_US_1
	20180906_6Panel_Will_not_latch_ROZ_20022019_US_1
	20180810_6Panel_Will_not_latch_US_part1

See e	No report provided
See e	No report provided
See e	No report provided
See e	No report provided
See e	No report provided



See e	20170915_6Panel_Will_not_latch_excerpt slide 1-130_US
See e	20170915_6Panel_Will_not_latch_excerpt slide 1-130_US
See e	20170915_6Panel_Will_not_latch_excerpt slide 1-130_US
See e	20180810_6Panel_Will_not_latch_US_part1 (part used for test purposes)
See e	20180906_6Panel_Will_not_latch_ROZ_20022019_US_1

See e	20180810_6Panel_Will_not_latch_US_part1
See e	20170915_6Panel_Will_not_latch_excerpt slide 1-130_US