



ABOVE & BEYOND

NOTIFICATION OF SAFETY RECALL P068 (NHTSA# 15V-385): VEHICLE DOOR MAY NOT LATCH - UPDATED

SERVICE BULLETIN

15-JUL-15	NO.: SRE15-12 [issue 2]	SECTION: RECALL	MARKET: USA
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Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall involving 2014-2016 model year Land Rover Range Rover Sport and 2013-2016 model year Range Rover vehicles imported into the United States market. Information relating to the proposed Recall will be posted on the NHTSA website.

United States Federal regulations require that retailers must be advised of this Recall notification within three working days after government notification.

United States Federal law requires retailers to complete any outstanding safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$7,000.00 per vehicle.

This Recall Service Bulletin serves as notification to all Land Rover retailers in the United States that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

AFFECTED VEHICLES

A total of 65,352 vehicles are affected. The VIN ranges of affected vehicles are:

- Range Rover Sport (L494) SALWR2WFOEA000002-SALWR2KF6GA619695
- Range Rover (L405) SALGS2DF4DA000157-SALGS3KFXGA222280

DESCRIPTION OF DEFECT

A concern has been identified on 2014-2016 model year Range Rover Sport (L494) and 2013-2016 model year Range Rover (L405) vehicles where customers have reported the door is unlatched when in the closed position and no indication provided of an unlatched condition. Some customers have reported that one door has opened while the vehicle was in motion.

EFFECT ON VEHICLE OPERATION

Vehicle doors not latched in either the primary or secondary state may, during driving, open. This can increase the risk of a vehicle crash or compromise the safety of vehicle occupants.

SERVICE PROGRAM / REWORK ACTION

Owners will be instructed to take their vehicle to an approved Land Rover retailer who will download the latest software. There will be no charge to owners for this repair.

Customers who have paid for a repair of this defect will be eligible for reimbursement subject to the Jaguar Land Rover reimbursement plan subject to meeting the current terms and conditions.

Further communication will be published once the necessary rework action required for affected vehicles is finalized.

Please find the Technical Q & A attached to assist with any customer inquiries.

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 7 August 2015.

ACTION TO BE TAKEN

Check DDW to ensure that a vehicle is affected by this program **(P068)** prior to undertaking any rework action.

Retailers are required to HOLD only affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action.

Sold vehicles will be subject to the standard Recall notification and Recall bulletin process detailing the action required for vehicles in the hands of owners.

Retailers are advised that the use of affected vehicles as Sales Demonstrator or Service Loaner vehicles may be considered a violation of Federal legislation. Jaguar Land Rover North America, LLC recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.

Thank you for your cooperation in this matter. Jaguar Land Rover North America apologizes for any inconvenience this may cause.

SAFETY RECALL P068: TECHNICAL Q & A

Main Message: A concern has been identified where customers have reported the door is unlatched when in the closed position and no indication provided of an unlatched condition. Some customers have reported that one door has opened while the vehicle was in motion. Vehicle doors not latched in either the primary or secondary state may, during driving, open. This can increase the risk of a vehicle crash or compromise the safety of vehicle occupants.

Q1 Who do I contact if a member of the press contacts me about this recall?

A Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.

Q2 Why is Jaguar Land Rover Limited recalling certain Land Rover vehicles?

A Customers have reported doors opening while the vehicle is in motion and no warning of an unlatched condition on the instrument cluster. This is considered to be a safety issue and a recall is required to remedy the defect.

Q3 Can you tell me more about what is wrong with the vehicles?

A In late January 2015 an electrical system specification difference was identified where a short circuit was applied to the keyless vehicle release motor directly after energizing for a keyless vehicle passive entry actuation whereas the latch supplier specification stated a preference for open circuit. This short circuit effectively turns the motor into a brake, slowing or in some cases stopping the keyless vehicle lever from returning to its home position. If the keyless vehicle lever is held away from its home position then the pawl is constantly in a state of clearance to the claw - the claw is free to rotate, and release. This means that during a standard door closure operation the latch appears to take the striker and the door can be closed with the side of the vehicle but the door is not securely retained by the latch.

Q4 How would the customer become aware of potentially having this concern?

A It is possible that in the condition described, the door will not close and latch bouncing back so illuminating the door ajar switch, but there are cases where the door can appear closed although not latched at which point there is little obvious indication of the issue.

Q5 Does this concern affect vehicle safety?

A Yes. Jaguar Land Rover has determined that this condition does pose a safety risk which is why a safety recall is being conducted.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received a number of customer complaints relating to this issue.

Q7 Have there been any accidents or injuries or fires?

A Jaguar Land Rover is unaware of any accident, injuries or fires which have been attributed to this issue.

Q8 How was the condition discovered?

A Jaguar Land Rover was alerted to this concern through quality data reporting systems.

Q9 How long has Jaguar Land Rover known about this problem?

A Jaguar Land Rover began investigating the issue in October 2014.

Q10 Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?

A We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.

Q11 What has Jaguar Land Rover done in production?

A Modifications have been made to remove the sensitivity of the door latch and associated mechanisms to the condition mentioned above.

Q12 What is the repair for this issue?

A Jaguar Land Rover will mail affected owners asking them to bring their vehicle to a Jaguar retailers of their choice to download the latest software making the motor open circuit in line with the latch manufacturers specification preference.

Q13 Which vehicles are affected by this recall?

A Certain 2013 to 2016 Model Year Land Rover Range Rover vehicles and certain 2014 to 2016 Model Year Land Rover Range Rover Sport vehicles built at the Solihull (UK) Assembly Plant from May 9, 2012 to March 12, 2015.

Q14 Are other Jaguar Land Rover models affected by these actions?

A No other models are known to be affected by this condition, other than those listed on this document.

Q15 Are parts available to rework vehicles?

A Vehicle software will be available for the rework when the repair instructions are issued.

Q16 How much will this recall cost Jaguar Land Rover?

A Cost was not a factor in deciding to recall these vehicles.

Q17 How do I know if my vehicle is affected?

A All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Land Rover authorized repairer for the work to be carried out.

Q18 How long does it take for the vehicle to be inspected and repaired?

A The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take 30 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

Q19 Can I continue to drive my vehicle safely until it has been recalled?

A Customers are advised to contact a Land Rover authorized repairer should they have any concerns regarding their vehicles. Until such time as your vehicle is repaired, Jaguar Land Rover strongly recommend that all vehicle occupants are secured using the vehicle seat belts and that the driver observe any door open warnings displayed in the instrument pack.

Note: Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.