

Part 573 Safety Recall Report

19V-392

Manufacturer Name : Jaguar Land Rover North America, LLC**Submission Date :** MAY 24, 2019**NHTSA Recall No. :** 19V-392**Manufacturer Recall No. :** N335**Manufacturer Information :****Population :**

Manufacturer Name : Jaguar Land Rover North America, LLC

Number of potentially involved : 65,385

Address : 100 Jaguar Land Rover Way

Estimated percentage with defect : 100 %

Mahwah NJ 07495

Company phone : 8188500

Vehicle Information :

Vehicle 1 : 2014-2016 LAND ROVER RANGE ROVER SPORT

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Certain 2014, 2015 and 2016 Model Year Range Rover Sport vehicles where 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. 33,498 total Range Rover Sport vehicles.

Production Dates : MAY 09, 2012 - MAR 05, 2015VIN Range 1 : Begin : SALWR2WF0EA000002 End : SALWR2KF6GA619695 Not sequential

Vehicle 2 : 2013-2016 LAND ROVER RANGE ROVER

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Certain 2013, 2014, 2015 and 2016 Model Year Range Rover vehicles where 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. 31,887 total Range Rover vehicles.

Production Dates : MAY 09, 2012 - MAR 05, 2015VIN Range 1 : Begin : SALGS2DF4DA000157 End : SALGS3KFXGA222280 Not sequential

Description of Defect :

Description of the Defect : 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : 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.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : Brose Schließsysteme GmbH & Co. KG

Address : Otto-Hahn-Straße 34
Wuppertal-Ronsdorf FOREIGN STATES 42369

Country : Germany

Chronology :

A Product Safety and Compliance Committee (PSCC) investigation was opened on March 26, 2019, following an Engineering Analysis request from the National Highway Traffic Safety Administration (NHTSA) to review further claims of unlatched doors while in motion from the previous P068 recall population.

A Jaguar Land Rover Engineering investigation was conducted to understand the nature of the error state in the door latches and the scope of the issue.

During the investigation in April, 2019, the engineering team reviewed all available data including assessment of field return components. The engineering team conducted ongoing discussion with the door latch supplier in regards to the prior investigation and other potential issues which may impact the ability of the Unilatch Keyless Vehicle (KV) door latch to correctly operate.

In late April 2019, detailed analysis of reports relating to vehicles repaired previously in the P068 recall campaign was conducted. This detailed analysis engendered a detailed assessment of post-P068 repaired vehicles and causes of the post-P068 recall failures.

This data analysis was reviewed at the PSCC on April 30, 2019, along with the reasons why the P068 recall

remedy did not prevent the failure mode for which it was launched. Based on the information and data presented, the matter was progressed to the Recall Determination Committee (RDC).

The RDC reviewed the investigation on May 16, 2019, and concluded that there is a pattern and trend related to vehicles where failure to latch is occurring in vehicles repaired after the P068 recall had been completed. RDC agreed the issue represented an unreasonable risk to safety and that a voluntarily safety recall be conducted.

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

Description of Remedy :

Description of Remedy Program : Owners will be notified and instructed to take their vehicle to Land Rover approved repairer who will download the latest software. This software will disable the Unilatch Keyless Vehicle (KV) entry function on the vehicle.

A check of the KV system (motor operation) will indicate if the KV system has no pre-existing error state prior to latest software update being applied. Should any issue be detected, affected KV mechanisms will be mechanically disabled.

There will be no charge to owners for this repair.

Customers who have paid for a repair of this defect will be reimbursed by the Jaguar Land Rover reimbursement plan, subject to the usual terms and conditions.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Mailing of owner notification letters will occur on or before July 19, 2019. Notifications to dealers will occur on June 6, 2019.

Planned Dealer Notification Date : JUN 06, 2019 - JUN 06, 2019

Planned Owner Notification Date : JUL 19, 2019 - JUL 19, 2019

* NR - Not Reported