

# SAFETY RECALL N335 (NHTSA 19V-392) - VEHICLE DOOR MAY NOT LATCH AND MAY OPEN WHILE DRIVING



NAS19.07.013 | RECALL

USA

AFTERSALES BULLETIN

JULY 22, 2019

***Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall on certain 2014-2016 model year Land Rover Range Rover Sport and 2013-2016 Model Year Land Rover Range Rover vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.***

***United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.***

***United States Federal law requires retailers to complete any outstanding 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 \$21,780.00 per vehicle.***

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

**NOTE: this bulletin updates [NAS19.06.007](#).**

## DESCRIPTION OF DEFECT

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where there is the possibility that the front and/or rear door may not latch when in the closed position, without an indication of being in an unlatched condition. An unlatched front and/or rear door could open while the vehicle is in motion, increasing the risk of injury or a crash.

## AFFECTED VEHICLE RANGE

### Range Rover Sport (L494)

Model Year: ..... 2014-2015

VIN: ..... SALWR2WF0EA [REDACTED] -SALWR2VF5FA [REDACTED]

..... SALWV2TF3FA [REDACTED] -SALWG2VF0FA [REDACTED]

Model Year: ..... 2016

VIN: ..... SALWR2KF8GA [REDACTED] -SALWR2KF6GA [REDACTED]

..... SALWR2KFXGA [REDACTED] -SALWR2KF6GA [REDACTED]

### Range Rover (L405)

Model Year: ..... 2013-2015

VIN: ..... SALGS2DF4DA [REDACTED] -SALGS3KFXGA [REDACTED]

Model Year: ..... 2016

VIN: ..... SALGS2KF2GA [REDACTED] -SALGS3KFXGA [REDACTED]

A total of 65,385 vehicles are potentially involved in the USA and Federalized Territories. After the recall repair is launched, visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

## EFFECT ON VEHICLE OPERATION

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

Jaguar Land Rover North America, LLC  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

## **SERVICE PROGRAM / REWORK ACTION**

Owners will be notified by mail and instructed to take their vehicle to an authorized retailer who will perform a test of the front and rear door latches. Any door latch that fails the test will be modified. Retailers will also update the software in the Remote Function Actuator (RFA) for the keyless vehicle entry function on the vehicle.

There will be no charge to owners for this action.

## **OWNER NOTIFICATION**

Owner notification occurred on July 17, 2019.

## **ACTION TO BE TAKEN**

Check DDW to ensure that the vehicle is affected by this Program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin N335NAS, *SAFETY RECALL: Vehicle Door May Not Latch and May Open While Driving*, for detailed repair instructions.

## **PARTS**

No parts required.

## **TOOLS**

Refer to the Technical Bulletin referenced above for any required special tools.

## **WARRANTY**

**NOTE: use the [Jaguar Land Rover claims submission system](#) to make sure that a vehicle is affected by this program prior to undertaking any rework action.**

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

<b>RANGE ROVER SPORT</b>				
<b>PROGRAM CODE</b>	<b>OPTION CODE</b>	<b>DESCRIPTION</b>	<b>SRO</b>	<b>TIME (HOURS)</b>
<b>N335</b>	<b>X</b>	N335 - Inline Diagnostic Unit 2 (IDU2) Application - Remote Function Actuator (RFA) software update - ECU	85.99.10	0.3
<b>N335</b>	<b>X</b>	Door latch - Front - Modification - Single	76.37.06	0.9
<b>N335</b>	<b>X</b>	Door latch - Front - Modification - Pair	76.37.89.57	1.6
<b>N335</b>	<b>X</b>	Door latch - Rear - Modification - Single	76.37.07	0.7
<b>N335</b>	<b>X</b>	Door latch - Rear - Modification - Pair	76.37.13.99	1.3
<b>N335</b>	<b>X</b>	Drive in/drive out	02.02.02	0.2

<b>RANGE ROVER - STANDARD WHEELBASE</b>				
<b>PROGRAM CODE</b>	<b>OPTION CODE</b>	<b>DESCRIPTION</b>	<b>SRO</b>	<b>TIME (HOURS)</b>
<b>N335</b>	<b>X</b>	N335 - Inline Diagnostic Unit 2 (IDU2) Application - Remote Function Actuator (RFA) software update - ECU	85.99.10	0.3
<b>N335</b>	<b>X</b>	Door latch - Front - Modification - Single	76.37.06	0.9
<b>N335</b>	<b>X</b>	Door latch - Front - Modification - Pair	76.37.89.57	1.6
<b>N335</b>	<b>X</b>	Door latch - Rear - Modification - Single	76.37.07	0.8
<b>N335</b>	<b>X</b>	Door latch - Rear - Modification - Pair	76.37.13.99	1.4
<b>N335</b>	<b>X</b>	Drive in/drive out	02.02.02	0.2

<b>RANGE ROVER - LONG WHEELBASE</b>				
<b>PROGRAM CODE</b>	<b>OPTION CODE</b>	<b>DESCRIPTION</b>	<b>SRO</b>	<b>TIME (HOURS)</b>
<b>N335</b>	<b>X</b>	N335 - Inline Diagnostic Unit 2 (IDU2) Application - Remote Function Actuator (RFA) software update - ECU	85.99.10	0.3
<b>N335</b>	<b>X</b>	Door latch - Front - Modification - Single	76.37.06	0.9
<b>N335</b>	<b>X</b>	Door latch - Front - Modification - Pair	76.37.89.57	1.6
<b>N335</b>	<b>X</b>	Door latch - Rear - Modification - Single	76.37.07	1.2
<b>N335</b>	<b>X</b>	Door latch - Rear - Modification - Pair	76.37.13.99	2.2
<b>N335</b>	<b>X</b>	Drive in/drive out	02.02.02	0.2

*Normal Warranty policies and procedures apply.*

**CUSTOMER RE-IMBURSEMENT FOR PREVIOUS REPAIRS**

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once the Recall claim has been paid and accepted. Only repairs performed using approved Jaguar parts are eligible for reimbursement.

Submit claims quoting Program Code 'H0' and by clicking the 'Related Damage' radio button on the claim submission screen. Use Option Code 'X' as detailed below and enter the cost to be reimbursed against the sundry code of 'ZZZ999'. All costs are to be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SUNDRY CODE	MISCELLANEOUS EXPENSE (\$)
<b>N355</b>	<b>X</b>	Re-imburement to owner	ZZZ999	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty Audit purposes and Warranty Specialist review. Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for this Safety Recall are included in this process. Only one claim per vehicle for related damages will be accepted.

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle SALXXXXXXXXXXXXXX

July 2019

**SAFETY RECALL N335 - Vehicle Door May Not Latch and May Open While Driving**

**Model Year / Vehicle Affected: 2014-2016 Land Rover Range Rover Sport;  
2013-2016 Land Rover Range Rover**

**National Highway Traffic Safety Administration (NHTSA) Recall Number 9V-392**

**Dear Range Rover Owner,**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2014-2016 model year Range Rover Sport and 2013-2016 model year Range Rover vehicles previously included as part of Safety Recall P068.

Your vehicle is included in this Recall action.

**What is the reason for this program?**

There is the possibility that the front and/or rear door may not latch when in the closed position, without an indication of being in an unlatched condition. An unlatched front and/or rear door could open while the vehicle is in motion, increasing the risk of injury or a crash.

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

**What will Land Rover and your authorized Land Rover retailer do?**

Land Rover is carrying out a recall of the vehicles mentioned above. Owners will be notified by mail and instructed to take their vehicle to an authorized retailer who will perform a test of the front and rear door latches. Any door latch that fails the test will be modified. Retailers will also update the software for the keyless vehicle entry function on the vehicle. To optimize the passive entry system operation, please ensure that the exterior door or handle is firmly grasped.

There will be no charge for this repair under this program.

**What should you do?**

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'N335'. Your vehicle may have previously had a similar repair performed as part of Safety Recall P068. ***Even if previously repaired, it is still necessary to have your vehicle repaired under this new Safety Recall (N335).***

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 check the instrument cluster for any 'door ajar' warnings before you drive away. If you have any questions or concerns, please contact your Land Rover retailer for assistance.

**Attention Leasing Agencies:** if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

**How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience and is expected to take up to three hours, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

**What if I have previously paid for this concern?**

If you have already paid for this concern to be repaired prior to the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America.

**Moved or no longer own this Land Rover vehicle?**

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

**What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 1-800-637-6837, Option 2 and one of our representatives will be happy to assist you. You may also contact us by using the following address: [lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com).

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wish to do everything we can retain that confidence. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Rory Pattie  
Vice President, Customer Service  
Jaguar Land Rover North America, LLC

## TECHNICAL Q & A - SAFETY RECALL N355

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**Main Message:** an issue has been identified where there is the possibility that the front and/or rear door may not latch when in the closed position, without an indication of being in an unlatched condition. An unlatched front and/or rear door could open while the vehicle is in motion, increasing the risk of injury or a crash.

Vehicle doors which are not latched in either the primary or secondary state may open while driving. 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 Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:

Stuart Schorr

Vice President, Communications & Public Affairs

Jaguar Land Rover North America, LLC

[sschorr@jaguarlandrover.com](mailto:sschorr@jaguarlandrover.com)

Office: +1-201-760-8561

Cell: +1-201-739-2964

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

**A** Customers have reported a door is unlatched when in the closed position and no indication provided of an unlatched condition. Some customers have reported a door has opened while the vehicle was in motion.

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

**A** An investigation was opened 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 Safety Recall P068 population. The investigation was conducted to understand the nature of the error state and the scope of the issue.

Discussions with the door latch supplier were held in regards to the prior investigation that led to recall P068 and other potential concerns with the door latch which may impact the ability of the unlatch keyless vehicle doors to correctly latch for vehicles included in the P068 recall campaign. This data analysis indicated the P068 recall remedy did resolve the issue known to cause failure to correctly latch, but there are further issues that affect the keyless vehicle mechanism which the prior remedy did not address.

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

**A** Customers may notice a door may not latch in either the primary or secondary state and bounce back when push closed. Jaguar Land Rover retailers will also inform the owners of affected vehicles.

**Q5 Does this concern affect vehicle safety?**

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

**Q6 Has Jaguar Land Rover Limited received many complaints?**

**A** Jaguar Land Rover has received a number of reports of this issue.

**Q7 Have there been any accidents or injuries?**

**A** Jaguar Land Rover is not aware of any accidents or injuries which have been attributed to this issue.

**Q8 How was the condition discovered?**

**A** An engineering analysis was issued from the US National Highway Traffic Safety Administration (NHTSA) to review in detail reports of unlatched doors while in motion post recall repair relating to vehicle included in the P068 recall population

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

**A** NHTSA issued their Inquiry Letter March 26, 2019.

**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** Production vehicles are manufactured with quality assured door latches.

**Q12 What will an authorized Land Rover retailer do to the vehicles?**

**A** Authorized Land Rover retailers will perform a test of the front and rear door latches. Any door latch that fails the test will be modified. Retailers will also update the software in the Remote Function Actuator (RFA) for the keyless vehicle entry function on the vehicle. To optimize the passive entry system operation, customers are advised to ensure that the exterior door handle is firmly grasped.

**Q13 Which vehicles are affected by this recall?**

**A** The following vehicles manufactured between May 9, 2012 through March 12, 2015 are affected:

Range Rover Sport (L494)

Model Year: ..... 2014-2016

VIN: ..... SALWR2WF0EA [REDACTED] -SALWR2VF5FA [REDACTED]

..... SALWV2TF3FA [REDACTED] -SALWG2VF0FA [REDACTED]

..... SALWR2KF8GA [REDACTED] -SALWR2KF6GA [REDACTED]

..... SALWR2KFXGA [REDACTED] -SALWR2KF6GA [REDACTED]

Range Rover (L405)

Model Year: ..... 2013-2016

VIN: ..... SALGS2DF4DA [REDACTED] -SALGS3KFXGA [REDACTED]

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

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

**Q15 Is the repair available to rework vehicles?**

**A** Yes.

**Q16 How much will the 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 an authorized Land Rover retailer 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. The minimum time required is approximately 30 minutes. The maximum is 4.5 hours, although this is considered exceptional. The time required depends on the outcome of the latch operational inspection.

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

**A** Customers are advised to contact an authorized Land Rover retailer should they have any concerns regarding their vehicles.