



SAFETY RELATED RECALL

Recall Action
Number: N336v4

Changes are highlighted in blue

| | |
|--------------------------------|-------------------------------|
| Door Will Not Latch | Publication No.: N336v4 |
| | Model: Range Rover (LG) |
| | Model Year: 2016 |
| | Model: Range Rover Sport (LW) |
| | Model Year: 2016 |
| | Model: Range Rover Sport (LW) |
| | Model Year: 2016 |
| Date of Issue: 06 October 2022 | |

| | |
|------------------------------|---|
| To: | Jaguar Land Rover North America, LLC |
| For the Attention of: | The approved Jaguar Land Rover (JLR) retailer/authorized repairer |
| Important | NOTE: The information in this campaign is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects your vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle. This campaign has been re-issued to update the SRO section to include SROs for long wheelbase vehicles. The minimum required SDD software level has also been updated. |

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

A concern has been identified where customers have reported that a door on the left of the vehicle is unlatched when in the closed position and there is no indication provided of an unlatched condition. Some customers have reported that a door on the left of the vehicle has opened while the vehicle was in motion.

A spring in the keyless vehicle latching system may jam between the outside transmission lever and chamfer bush. With the spring trapped, the latch assembly cannot return to its correct position and the latch assembly will not fully latch the door.

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.

REGULATORY INFORMATION

JLR North America, LLC have informed the National Highway Traffic Safety Administration (NHTSA) of their intent to perform a Safety Recall on certain 2016 model year Range Rover and Range Rover Sport vehicles imported into the United States. Information relating to this Safety Recall will be posted on the NHTSA website. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer could result in a maximum civil penalty of up to the equivalent of \$24,423.00 USD per violation and the equivalent of \$122,106,996.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed. Jaguar Land Rover North America, LLC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

ACTION TO BE TAKEN

Jaguar Land Rover (JLR) Limited has taken the decision to recall affected vehicles for the latest software to be downloaded. This software will disable the Unilatch Keyless Vehicle entry function on the vehicle. Prior to latest software update be applied, a check of the Keyless Vehicle mechanism on the left front and rear door latches will be completed to determine if the mechanism freely operates. Should free operation not be detected, the malfunctioning door latch assembly will be replaced with a correctly manufactured latch.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this Safety Recall for details of the reimbursement process.

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer.

At the time of confirming a booking for a vehicle repair, make sure you check the Jaguar Land Rover claims submission system and that all other outstanding bulletins are identified to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Check the Warranty Portal to make sure that the vehicle is affected by this bulletin prior to starting this service instruction. The Warranty Portal will be updated to reflect only those vehicles affected. Should you require a list of the affected vehicles, please contact the JLR Field Actions team by email at jlrcamp@jaguarlandrover.com. All overseas requests should be forwarded via the NSC / Regional Office only.

Retailer/authorized repairers are reminded that they must not sell vehicles identified as affected by this bulletin until such time as the repair has been successfully completed.

For information purposes, a Technical Question and Answer document is attached.

Yours faithfully

Steve Oldham

Global Customer Service Quality Director

SERVICE INSTRUCTION - N336V4

Changes are highlighted in blue

Parts Information

The parts below should be ordered through [Jaguar Land Rover \(JLR\)](#) in the normal manner.

Range Rover

| Description | Part Number | Qty | % Of Vehicles Requiring This Part* |
|---|-------------|-----|------------------------------------|
| Front left door latch - With soft close | LR078729 | 1 | 5% |
| Front left door latch - Without soft close | LR078731 | 1 | 5% |
| Rear left door latch - With soft close | LR078749 | 1 | 2% |
| Rear left door latch - Without soft close | LR078752 | 1 | 2% |
| Front door - Door trim panel clip | LR036935 | 5 | 5% |
| Front door - Door trim panel clip | LR013135 | 10 | 5% |
| Rear door - Door trim panel clip | LR036935 | 5 | 2% |
| Rear door - Door trim panel clip | LR013135 | 9 | 2% |
| Rear door - Door trim panel clip - Long wheelbase vehicles only | LR036129 | 6 | 2% |
| Rear door - Door trim panel clip - Long wheelbase vehicles only | LR013135 | 11 | 2% |

Range Rover Sport

| Description | Part Number | Qty | % Of Vehicles Requiring This Part* |
|--|-------------|-----|------------------------------------|
| Front left door latch - With soft close | LR078729 | 1 | 5% |
| Front left door latch - Without soft close | LR078731 | 1 | 5% |
| Rear left door latch - With soft close | LR078749 | 1 | 2% |
| Rear left door latch - Without soft close | LR078752 | 1 | 2% |
| Front door - Door trim panel clip | LR036935 | 5 | 5% |
| Front door - Door trim panel clip | LR013135 | 11 | 5% |
| Rear door - Door trim panel clip | LR036935 | 5 | 2% |
| Rear door - Door trim panel clip | LR013135 | 9 | 2% |

* When ordering parts, order no more than the expected percentage failure rate of parts identified

SROs

Range Rover Sport

| Description | SRO | Time |
|--|-------------|------|
| Disable fast unlock/open actuator - Complete application | 05.10.20 | 0.2 |
| Front left - Door latch - Renew | 76.37.06 | 0.9 |
| Rear left - Door latch - Renew | 76.37.07 | 0.8 |
| Door latch - Pair - Renew | 76.37.89.66 | 1.6 |
| Drive in/drive out | 02.02.02 | 0.2 |

Range Rover Standard Wheelbase

| Description | SRO | Time |
|--|-------------|------|
| Disable fast unlock/open actuator - Complete application | 05.10.20 | 0.2 |
| Front left - Door latch - Renew | 76.37.06 | 0.9 |
| Rear left - Door latch - Renew | 76.37.07 | 0.8 |
| Door latch - Pair - Renew | 76.37.89.66 | 1.6 |

| Description | SRO | Time |
|--------------------|----------|------|
| Drive in/drive out | 02.02.02 | 0.2 |

Range Rover Long Wheelbase

| Description | SRO | Time |
|--|-------------|------|
| Disable fast unlock/open actuator - Complete application | 05.10.20 | 0.2 |
| Front left - Door latch - Renew | 76.37.06 | 0.9 |
| Rear left - Door latch - Renew | 76.37.07 | 1.0 |
| Door latch - Pair - Renew | 76.37.89.66 | 1.8 |
| Drive in/drive out | 02.02.02 | 0.2 |



NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code N336 together with option code X. In this instance it will also be necessary to enter the relevant SROs from the table above.

Warranty claims should be submitted in accordance with the current [JLR](#) Global Warranty Compliance and Procedures Manual, and its amendments, unless stated otherwise in this bulletin.

Customer Reimbursement and Related Damage Process

If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box search for 'Related Damage Claim' and open the related bulletin link).



NOTE: The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

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| REMOVAL AND INSTALLATION: Service Instruction A |
| REMOVAL AND INSTALLATION: Service Instruction B |

DIAGNOSTIC INSTRUCTION

1.



CAUTION: This procedure requires a minimum of SDD 163.00 and Software Management Pack 346 installed or later.

NOTES:



The [JLR](#) approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.



All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.

Connect the [JLR](#) approved battery support unit.

Service instruction

2. Connect the [JLR](#) approved diagnostic equipment to the vehicle and begin a new session.
3. Follow the [JLR](#) approved diagnostic equipment prompts.
4. If the hyperlink is not available, the application can be found as follows:
 - Select the 'Service Functions' Session Type.
 - Run 'Security - Disable Fast Unlock/Open Actuator'.
5. When all of the tasks are complete, exit the session.
6. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

SERVICE INFORMATION

1.



NOTE: This video must be viewed with the sound switched ON.

Watch the video demonstration of how to perform the door latch test procedure.

- Pay particular attention to the speed of operation of the door handle.

0:00

SERVICE INSTRUCTION A

Front left door

1. Open the front left door.
2. With the door open, use a suitable tool to close the door latch.
3. Lock the vehicle by pressing the dimple on the exterior door handle and wait a minimum of 3 seconds before continuing to step 4.

4. NOTES:



When performing step 4, the exterior door handle must be pulled quickly (less than 0.25 seconds from the time a hand is sensed between the door and the exterior door handle and the handle is pulled) as shown in the Service Information video.



Do not return the exterior door handle to its original position after opening the door.



If the vehicle unlocks and door mirrors unfold before the exterior door handle is fully open/extended position, the exterior door handle was not pulled fast enough from the point that your hand reached into the exterior door handle opening.

Use a quick and smooth motion to grasp and pull the exterior door handle, hold the handle in the open/extended position, and observe the position of the door latch lever.

- If the door latch is in the latched position **GREEN (✓)**, continue to step 5.
- If the door latch is **not** in the latched position **RED (X)**, return to step 2.



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If necessary, watch the Service Information video again and pay particular attention to the speed of operation of the door handle.

5. Slowly return the exterior door handle to its original position until a 'click' is heard.

6. Pull the exterior door handle to open the door.

7. Observe the position of the door latch lever.

- If the door latch lever is in the unlatched position, as shown by the **GREEN (✓)** in the illustration, the front left door latch has passed the functionality test, **go to Service Instruction 'B'**.
- If the door latch lever is still in the latched position, as shown by the **RED (X)** in the illustration, **go to step 8**.



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8. Renew the front left door latch (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Front Door Latch).

SERVICE INSTRUCTION B

Rear left door

1. Open the rear left door.
2. With the door open, use a suitable tool to close the door latch.
3. Lock the vehicle by pressing the dimple on the exterior door handle and wait a minimum of 3 seconds before continuing to step 4.

4. NOTES:



When performing step 4, the exterior door handle must be pulled quickly (less than 0.25 seconds from the time a hand is sensed between the door and the exterior door handle and the handle is pulled) as shown in the Service Information video.



Do not return the exterior door handle to its original position after opening the door.



If the vehicle unlocks and door mirrors unfold before the exterior door handle is fully open/extended position, the exterior door handle was not pulled fast enough from the point that your hand reached into the exterior door handle opening.

Use a quick and smooth motion to grasp and pull the exterior door handle, hold the handle in the open/extended position, and observe the position of the door latch lever.

- If the door latch is in the latched position **GREEN (✓)**, go to step 5.
- If the door latch is **not** in the latched position **RED (✗)**, return to step 2.



E258158

If necessary, watch the Service Information video again and pay particular attention to the speed of operation of the door handle.

5. Slowly return the exterior door handle to its original position until a 'click' is heard.

6. Pull the exterior door handle to open the door.

7. Observe the position of the door latch lever.

- If the door latch lever is in the unlatched position, as shown by the **GREEN (✓)** in the illustration, the rear left door latch has passed the functionality test, **return the vehicle to the customer.**
- If the door latch lever is still in the latched position, as shown by the **RED (X)** in the illustration, **go to step 8.**



E258160

8. Renew the rear left door latch:

- **Range Rover Sport** - (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Rear Door Latch).
- **Range Rover - Standard wheelbase** - (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Rear Door Latch - Standard Wheelbase).
- **Range Rover - Long wheelbase** - (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Rear Door Latch - Long Wheelbase).
- When all tasks are complete, **return the vehicle to the customer.**

Sample Customer Letter

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):

Registration Number:

Bulletin Number: N336

Date: month/year

SAFETY RELATED RECALL - Range Rover and Range Rover Sport - Door Will Not Latch

Dear

Jaguar Land Rover Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain Land Rover vehicles within a specific production range. Please read the information below, this will explain the actions we intend to take and what you will need to do.

Reason for this bulletin

A concern has been identified where customers have reported a door on the left of the vehicle is unlatched when in the closed position and no indication provided of an unlatched condition. Some customers have reported that a door on the left side of the vehicle 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.

What Jaguar Land Rover Limited and your Jaguar Land Rover retailer/authorized repairer will do

At your visit, your preferred Jaguar Land Rover retailer/authorized repairer will install software that will disable the Unilatch Keyless Vehicle entry function on the vehicle. After the latest software update is applied, a check of the Keyless Vehicle entry function mechanism on the left front and rear door latches will be completed to determine if the mechanism freely operates. Should free operation not be detected, the malfunctioning door latch assembly will be replaced with a new latch.

If you have already paid for this concern

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. For the refund, please give your paid original receipt to your retailer. To avoid delays, do not send receipts to Land Rover.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Please contact your preferred Jaguar Land Rover retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle
- The Recall number for the action

If you do not have a retailer/authorized repairer, please access www.landrover.co.uk or www.landrover.com for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the Jaguar Land Rover Limited Customer Relationship Centre. Please use phone number 0370 5000 500.


This Recall Action will be completed on your vehicle free of charge, in accordance with the legislative or industry requirements concerning vehicle defects.

Please treat this matter with the urgency it requires, Jaguar Land Rover Limited apologize for any inconvenience this bulletin may cause and thank you in advance for your co-operation.

Yours sincerely

[Enter Name]

[Enter Job Title]

| | |
|---|---|
| Technical Questions And Answers |  |
| FOR USE ON INQUIRY | |
| Jaguar Land Rover Compliance Recall N336 | |
| Certain 2016 model year Range Rover and Range Rover Sport vehicles for customers reporting front or rear left doors unlatched in a closed position | |

A concern has been identified on certain 2016 model year Range Rover and Range Rover Sport with passive entry system where reports of left front or rear door being unlatched when thought to be in the closed position and no indication provided of an unlatched condition.

Question 1

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

Answer

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

Question 2

Why is JLR Limited recalling these vehicles?

Answer

A concern has been identified on certain 2016 model year Land Rover Range Rover and Range Rover Sport vehicles where customers have reported a front or rear left door is unlatched when in the closed position and no indication provided of an unlatched condition. Some customers have reported that a door on the left of the vehicle has opened while the vehicle was in motion. The Keyless Vehicle mechanism which forms part of the door latch system can become jammed. In a jammed condition, the Keyless Vehicle mechanism does not permit the latch assembly to return to its correct position so allowing the latch claw to rotate freely. 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.

Question 3

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

Answer

An investigation was opened following an Engineering Analysis request from the US National Highway Traffic Safety Administration (NHTSA) to review reports of unlatched doors whilst in motion on vehicles outside of the previous P068 recall Vehicle Identification Number (VIN) range. 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 potential issues which may impact the ability of the Unilatch Keyless Vehicle door latch to correctly operate. Data analysis indicated a pattern and trend for doors not latching on the left of the vehicle for a discreet population of vehicles manufactured from October 1, 2015 to May 27, 2016. From component analysis conducted with the supplier it was revealed that the front and rear left door latch outside transmission lever and bush chamfer components within the Keyless Vehicle mechanism were not manufactured to the designed dimensional specifications and tolerances. With use, over time a return spring in the Keyless Vehicle mechanism can get trapped so jamming the Keyless Vehicle mechanism in the door unlatch state. Where left door latches contain both out of specification transmission lever and bush chamfer components, there is a risk that over time the defect will occur.

Question 4

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

Answer

Customers may notice the front or rear left doors of the vehicle may not latch in either the primary or secondary state and bounce back when push closed. JLR retailers will also inform the owners of affected vehicles.

Question 5

Does this concern affect vehicle safety?

Answer

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.

Question 6

Has JLR received many complaints?

Answer

Yes, there have been a number of reports of this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

There are no accidents, injuries or fires known to be related to this issue.

Question 8

How was the concern discovered?

Answer

An Engineering Analysis was issued from the US National Highway Traffic Safety Administration (NHTSA) to review in detail reports of unlatched doors whilst in motion for vehicles outside of the P068 recall VIN range.

Question 9

How long has JLR known about this concern?

Answer

NHTSA issued their Inquiry Letter 26 March 2019.

Question 10

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?

Answer

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.

Question 11

What has JLR done in production?

Answer

Production vehicles are manufactured with assured quality door latches.

Question 12

What will retailer/authorized repairers do to the vehicles?

Answer

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 entry function on the vehicle. Prior to latest software update be applied, a check of the Keyless Vehicle mechanism on the front and rear left door latches will be completed to determine if the mechanism freely operates. Should free operation not be detected, the malfunctioning door latch assembly will be replaced with a correctly manufactured latch.

Question 13

Which vehicles are affected by this recall?

Answer

Range Rover SALGS2EF3GA258138 to SALGS2PF8GA298504 (Selected vehicles within VIN ranges) Manufactured from October 1, 2015 to May 27, 2016 Range Rover Sport Final Assembly 1 Build Hall: SALWG2VF0GA556983 to SALWR2EF6GA599458 Range Rover Sport Final Assembly 2 Build Hall: SALWR2VF5GA636516 to SALWG2PFXGA657901 (Selected vehicles within VIN ranges) Manufactured from October 1, 2015 to May 27, 2016

Question 14

Are other JLR models affected by this concern?

Answer

No, no other vehicles are affected by this concern.

Question 15

Is the repair available to rework vehicles?

Answer

Yes.

Question 16

How much will the recall cost JLR?

Answer

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

Question 17

How do I know if my vehicle is affected?

Answer

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a retailer/authorized repairer for the work to be completed.

Question 18

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

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers. The actual repair takes approximately 4 hours.

Question 19

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

Answer

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

Note:

Please make sure that any press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.