



## **SAFETY RECALL N336**

### **LAUNCH CARE POINTS**

By: Jerry Bennett  
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# Safety Recall N336NAS1

## CARE POINTS



N336NAS1

### TECHNICAL BULLETIN

22 NOV 2019



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NOTE: The information in Technical Bulletins 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 Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

#### SECTION:

501-14

#### SUBJECT/CONCERN:

SAFETY RECALL - Door Will Not Latch

#### AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Range Rover Sport (LW)	2016	
Range Rover Sport (LW)	2016	
Range Rover (LG)	2016	

This procedure consists of both a software update and a mechanical test of both the LH front and LH rear door latches.

#### MARKETS:

USA

#### CONDITION SUMMARY:

##### SITUATION:

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where customers have reported a front and/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 front and/or rear 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 which are not latched in either the primary or secondary state may, while driving, open. This can increase the risk of a vehicle crash or compromise the safety of vehicle occupants.

##### 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 procedure(s) detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but must have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

#### PARTS:



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2.

### CAUTION:

This procedure requires a minimum of SDD 158.06 and Software Management Pack v331 (or later).

### NOTE:

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

Connect the JLR-approved diagnostic equipment to the vehicle and begin a new session.

3. Follow the diagnostic equipment prompts.

If the hyperlink is not available:

1. Select the 'Diagnosis' Session Type.
2. Select the following symptom:
  - Body - Security and locking - Handles locks and latches
3. Run and close the 'Datalogger' tool to reveal the 'Extras' tab.
4. Select the 'Extras' tab.
5. Run 'Configure existing module - Keyless Vehicle Module'.
  - Follow the on-screen instructions until the application finishes successfully.

If the hyperlink is not available:

1. Select the 'Service Functions' Session Type.
2. Run 'Security - Disable Fast Unlock/Open Actuator'.
  - Follow the on-screen instructions until the application finishes successfully.

SDD 158.06 is required for this procedure.

The KVM software must be updated first.

The 'Disable Fast Unlock/Open Actuator' routine is to be performed after the KVM software update.

1.

### NOTE:

This video must be viewed with the sound switched ON.



E250076

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.
- When you have watched the video, go to Service Instruction 'A'.

SERVICE INSTRUCTION 'A' - FRONT LEFT DOOR:



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2.

### CAUTION:

This procedure requires a minimum of SDD 158.06 and Software Management Pack v331 (or later).

### NOTE:

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

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3. Follow the diagnostic equipment prompts.

If the hyperlink is not available:

1. Select the 'Diagnosis' Session Type.
2. Select the following symptom:
  - **Body - Security and locking - Handles locks and latches**
3. Run and close the 'Datalogger' tool to reveal the 'Extras' tab.
4. Select the 'Extras' tab.
5. Run 'Configure existing module - Keyless Vehicle Module'.
  - Follow the on-screen instructions until the application finishes successfully.

If the hyperlink is not available:

1. Select the 'Service Functions' Session Type.
2. Run 'Security - Disable Fast Unlock/Open Actuator'.
  - Follow the on-screen instructions until the application finishes successfully.

Please ensure the embedded video is reviewed and understood before performing Service Instructions A & B.

1.

### NOTE:

This video must be viewed with the sound switched ON.



E250076

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.
- When you have watched the video, **go to Service Instruction 'A'**.

SERVICE INSTRUCTION 'A' - FRONT LEFT DOOR:

The time taken to reach for the door handle to fully deploying the door handle is very important.





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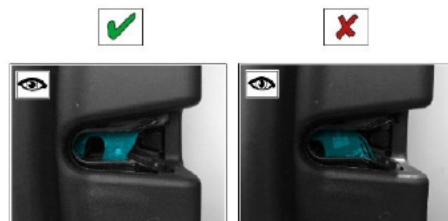
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### 4. ■ NOTES:

- 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.

Q



6258158

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 still in the latched position, as shown by the GREEN '✓' in the illustration, go to step 5.

A minimum of 3 second needs to elapse after step 3 before performing step 4.

If the time taken to reach for the handle through to fully deploying the handle is too slow, the doors will unlock before the handle is pulled and the door latch will unlatch while performing this step.

If the door latch unlatches at this point, you must repeat the test starting at step 2.

- If the door latch is in the unlatched position, as shown by the RED 'X' in the illustration, return to step 2.

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

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

- Pull the exterior door handle to open the door.

7 ■

Q



6258158

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.



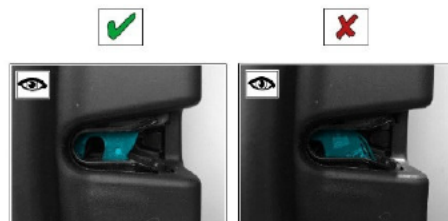
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6258198

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 still in the latched position, as shown by the GREEN '✓' in the illustration, go to step 5.

After the door handle is fully deployed and the door latch remained in the latched state, slowly return the door handle to the non deployed state. An audible 'click' should be observed.

Upon the second deployment of the door handle, the door latch should move to the unlatched position.

- If the door latch is in the unlatched position, as shown by the RED 'X' in the illustration, return to step 2.

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

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

- Pull the exterior door handle to open the door.



6258198

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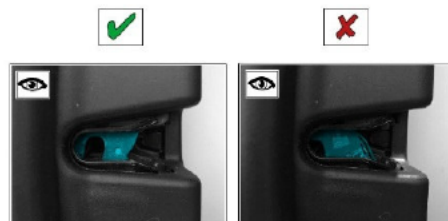
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Use a quick and smooth motion to grasp and pull the exterior door handle, hold the handle in the open/extended position, and observe the position of the door latch lever.

- If the door latch is still in the latched position, as shown by the GREEN '✓' in the illustration, go to step 5.

Upon the second deployment of the door handle, the door latch should move to the unlatched position.

Any latch that does not move from the latched position to the unlatched position during this step must be replaced.

- If the door latch is in the unlatched position, as shown by the RED 'X' in the illustration, return to step 2.

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

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



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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.



# Safety Recall N336NAS1

## WEBINAR QUESTIONS & ANSWERS



Question #	Event Title	Question	Answer	First Name	Last Name	Company
1	Safety Recall N336 Launch Webinar	Are we going to run into any KVMs that will need replacement as we are attempting the software update on any of these vehicles?	No, the updated KVM software eliminates the need to replace the KVM. The KVM software must first be updated using the 'Configure Existing Module - Keyless Vehicle Module' routine, then the 'Disable Fast Unlock/Open Actuator' routine must be run. It needs to be performed in that order for every vehicle.			JAGUAR TYSONS CORNER
2	Safety Recall N336 Launch Webinar	After the recall, you will have to pull the handle twice to open it, will that be the correct operation?	For a locked vehicle, if the door handle is pulled quickly (from the point of reaching for the handle) then it will require two pulls on the handle to open the door. One to unlock and the second to open the door. If the door handle is pulled more slowly or slightly delayed from the point the door handle is reach for and or touched to the point it is pulled, the doors will unlock prior to pulling the handle and only one pull of the door handle would be required to open the door.			South Shore Jaguar Land Rover
3	Safety Recall N336 Launch Webinar	Where are these care points published?	These care points will be published to the GRP 2.0 site.			Haron Jaguar Land Rover
4	Safety Recall N336 Launch Webinar	When can we start perform the Safety Recall N336NAS1? We have a few vehicles that need it that are pre-sold to customers.	The technical repair bulletin has been published to TOPIx and SDD Patch 6 has been released. If your SDD machine has been updated to 158.06 and software management pack 331, then you can start repairing vehicles immediately.			Fields Auto Group Waukesha & Madison
5	Safety Recall N336 Launch Webinar	Why does it only apply to LHS?	There is a difference in the internal spring orientation within the latch that leads to the concern, as such only LH door latches are affected.			JLR Bluff City
6	Safety Recall N336 Launch Webinar	What's the parts availability for the latches if they require replacement?	There is adequate initial part stock to meet the expected failure rate demand in the parts distribution centers.			Landover Princeton
7	Safety Recall N336 Launch Webinar	Will a second round of notifications go out to customers?	Yes, letters to customers are scheduled to be sent the week of December 9.			Land Rover North Hills
8	Safety Recall N336 Launch Webinar	Will parts be ordered per Vin#	No, there is not a requirement for a VIN to be able to order parts. Though if you have a customer vehicle off the road for this concern, then it would be required for Critical VOR orders. Normal parts ordering processes apply.			Jaguar Land Rover Ventura
9	Safety Recall N336 Launch Webinar	Can you please post the video of incorrect operation so we can show that to techs as "what not to do?"	We will post two separate videos, one correct and one incorrect to the GRP 2.0 site to assist technicians in performing the latch test.			Land Rover Larchmont

