

Part 573 Safety Recall Report

20V-325

Manufacturer Name : Jaguar Land Rover North America, LLC

Submission Date : JUN 04, 2020

NHTSA Recall No. : 20V-325

Manufacturer Recall No. : N459



Manufacturer Information :

Population :

Manufacturer Name : Jaguar Land Rover North America, LLC

Address : 100 Jaguar Land Rover Way

Mahwah NJ 07495

Company phone : 8188500

Number of potentially involved : 785

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2016-2016 LAND ROVER RANGE ROVER SPORT

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Certain 2016 Model Year Land Rover Range Rover Sport vehicles built at the Solihull (UK) Assembly Plant from October 1, 2015 to May 27, 2016, where, after recall N336 was completed, customers have reported the left hand door is unlatched when in the closed position and no reported indication provided of an unlatched condition. Some customers have reported that a door on the left hand side of the vehicle has opened while the vehicle was in motion .A spring in the Keyless Vehicle Latching System (KV Latch) 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. Recall N336 was launched to check the condition of each door latch system and then disable the pre-engagement mechanism to prevent further wear occurring.

Production Dates : OCT 01, 2015 - MAY 27, 2016

VIN Range 1 : Begin : SALWG2KF0GA597182 **End :** SALWZ2EFXGA578953 Not sequential

Vehicle 2 : 2016-2016 LAND ROVER RANGE ROVER

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Certain 2016 Model Year Land Rover Range Rover vehicles built at the Solihull (UK) Assembly Plant from October 1, 2015 to May 27, 2016, where, after recall N336 was completed, customers have reported the left hand door is unlatched when in the closed position and no reported indication provided of an unlatched condition. Some customers have reported that a door on the left hand side of the vehicle has opened while the vehicle was in motion .A spring in the Keyless Vehicle Latching System (KV Latch) 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. Recall N336 was launched to check the condition of each door latch system and then disable the pre-engagement mechanism to prevent further wear occurring.

Production Dates : OCT 01, 2015 - MAY 27, 2016

VIN Range 1 : Begin : SALGR2KFOGA297480 **End :** SALGW3EFXGA264092 Not sequential

Description of Defect :

Description of the Defect : A concern has been identified on certain 2016 Model Year Land Rover Range Rover and Range Rover Sport vehicles where, after recall N336 was completed, customers have reported the left hand door is unlatched when in the closed position and no reported indication provided of an unlatched condition. Some customers have reported that a door on the left hand side of the vehicle has opened while the vehicle was in motion.

A spring in the Keyless Vehicle Latching System (KV Latch) 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. Recall N336 was launched to check the condition of each door latch system and then disable the pre-engagement mechanism to prevent further wear occurring.

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

Involved Components :

Component Name 1 : LH Rear Latch

Component Description : Soft Close

Component Part Number : LR078749

Component Name 2 : LH Front Latch

Component Description : Soft Close

Component Part Number : LR078729

Component Name 3 : LH Rear Latch

Component Description : Standard

Component Part Number : LR078752

Component Name 4 : LH Front Latch

Component Description : Standard

Component Part Number : LR078731

Supplier Identification :**Component Manufacturer**

Name : Brose Schließsysteme GmbH & Co. KG

Address : Otto-Hahn-Straße 34

Wuppertal-Ronsdorf FOREIGN STATES 42369

Country : Germany

Chronology :

An investigation was opened on February 25, 2020 following field reports of doors opening while in motion after vehicles had been repaired for the N336 recall campaign. The PSCC directed an engineering team to conduct an in-depth analysis in order to determine the cause and scope of post-N336 recall doors opening while in motion.

On March 24, 2020, the engineering team reported back to the PSCC the preliminary results of the investigation found an anomaly on a small percentage of vehicles in the feedback data from vehicles reported to have been fully repaired where data indicated they did not receive the complete N336 repair as dictated in the remedy instruction issued to authorised repairers. The PSCC requested more investigation into the root cause and the scope of vehicles with an incomplete N336 repair.

The engineering team returned to the PSCC throughout April to report on their findings. The analysis showed the N336 recall remedy instruction comprised of two parts; the first being a mechanical check of the door latches to ensure full function, and the second, a software download to disable the pre-engagement KV Latch system.

In May 2020 it was determined that repairers had occasionally failed to fully follow both sets of the N336 recall remedy instructions required for a complete full corrective action for affected vehicles. The PSCC directed a deep dive into all N336 repairs conducted to determine the scope of vehicles which may not have received a complete repair.

On May 19, 2020, the full scope of vehicles which may not have received the full N336 recall repair was validated. The PSCC concluded this issue be progressed to the RDC for consideration on May 28, 2020. The RDC concluded that the concern represented an unreasonable risk to safety. A 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 using the latest repair procedure validated to ensure a complete repair. This software will disable the Unilatch Keyless Vehicle (KV) entry function on the vehicle.

Prior to latest software update be applied, a check of the KV mechanism on the left hand 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.

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 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 24, 2020.
Notifications to dealers will occur on June 18, 2020.

Planned Dealer Notification Date : JUN 18, 2020 - JUN 18, 2020

Planned Owner Notification Date : JUL 24, 2020 - JUL 24, 2020

* NR - Not Reported