



# SAFETY RELATED RECALL

Global Recall Action  
Number: N459v2

<b>Door Will Not Close</b>	Subject:	Publication No.: N459v2
		Model: Range Rover (LG)
		Model Year: 2016
		Model: Range Rover Sport (LW)
		Model Year: 2016
		Date of Issue: 07 October 2022

<b>To:</b>	Jaguar Land Rover North America, LLC.
<b>For the Attention of:</b>	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
<b>Important:</b>	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.

## 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 on certain 2016 model year Range Rover and Range Rover Sport vehicles where, after recall N336 was completed, customers have reported the front left and/or rear left doors of affected vehicles can become unlatched, without alerting the driver, and potentially open when the vehicle is in motion.

An investigation analysis showed the N336 recall remedy instruction comprised of two parts; the first being a mechanical inspection of the door latches, and the second, a software download to disable the pre-engagement KVM latch system. It was determined that repairers had occasionally failed to fully follow both parts of the N336 recall remedy instructions required for a complete full corrective action for affected vehicles.

## REGULATORY INFORMATION

Jaguar Land Rover 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 markets. 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.

## ACTION TO BE TAKEN

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 Customer Reimbursement Process.

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

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected. 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 [jircamp@jaguarlandrover.com](mailto:jircamp@jaguarlandrover.com). All overseas requests should be forwarded through the NSC / Regional Office only.

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.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign 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 - N459V2

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	10	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

Description	SRO	Time
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 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 N459 together with option code X. In this instance it will also be necessary to enter the relevant SROs and parts from the tables above.



NOTE: 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.

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.

Table of Contents
<a href="#">REMOVAL AND INSTALLATION: Diagnostic Instruction</a>
<a href="#">REMOVAL AND INSTALLATION: Service Information</a>
<a href="#">REMOVAL AND INSTALLATION: Service Instruction A</a>
<a href="#">REMOVAL AND INSTALLATION: Service Instruction B</a>

**DIAGNOSTIC INSTRUCTION**

**1. CAUTIONS:**

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



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



NOTE: 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.

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

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.

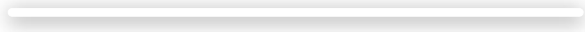


NOTE: This video must be viewed with the sound switched ON.

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.



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 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**.



E258160

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 (X)**, 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 - FOR INFORMATION ONLY**

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

Vehicle Identification Number (VIN):  
Registration Number:  
Program Number: N459

Date: month/year

**SAFETY RELATED RECALL - 2016 Range Rover and Range Rover Sport - Door Will Not Close**

Dear

Jaguar Land Rover Limited would like to advise you 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 that we intend to take and what you will need to do.

**Reason for this bulletin**

A concern has been identified on certain 2016 model year Range Rover and Range Rover Sport vehicles where, after completion of recall N336, the front left and/or rear left doors of affected vehicles can become unlatched, without alerting the driver, and potentially open when the vehicle is 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 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 Module entry function on the vehicle. After the latest software update is applied, a check of the Keyless Vehicle entry function mechanism on the 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 renewed.

**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 program code for the action.

If you do not have a retailer/authorized repairer, please access [www.landrover.co.uk](http://www.landrover.co.uk) or [www.landrover.com](http://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 have concerns**


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience 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, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

<b>Technical Questions And Answers</b>	
<b>FOR USE ON ENQUIRY</b>	
<b>Jaguar Land Rover N459</b>	
<b>Certain 2016 model year Range Rover and Range Rover Sport vehicles front left and/or rear left doors of affected vehicles can become unlatched.</b>	

A concern has been identified on certain 2016 model year Range Rover and Range Rover Sport vehicles where, sometime after the completion of recall N336, the front left and/or rear left doors of affected vehicles can become unlatched, without alerting the driver, and potentially open when the vehicle is in motion.

### **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*

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 on 25 February, 2020 following reports of doors opening when in motion, sometime after vehicles had been repaired for the N336 recall campaign. The investigation showed the N336 recall remedy instruction comprised of two parts; the first being a mechanical inspection of the door latches, and the second, a software update to switch off the pre-engagement KVM Latch system. It was determined that repairers had occasionally failed to fully follow both parts of the N336 recall remedy instructions required for a complete full corrective action for affected vehicles.

### **Question 4**

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

*Answer*

Customers may notice the doors on the left side of the vehicle may not latch in either the primary or secondary state, or bounce back when closed. JLR retailers/authorized repairers will also inform the owners of affected vehicles.

### **Question 5**

Does this concern affect vehicle safety?

*Answer*

Yes. 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 investigation was opened on 25 February, 2020 following field reports of doors opening while in motion after vehicles had been repaired for the N336 recall campaign.

**Question 9**

How long has JLR known about this concern?

*Answer*

The investigation was opened on 25 February, 2020.

**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 make sure 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 a Land Rover approved repairer who will follow the revised remedy procedure. The retailer/authorized repairer will download the latest software which will disable the Unilatch KVM entry function on the vehicle. Prior to the latest software update being applied, a check of the KVM mechanism on the 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 renewed with a correctly manufactured latch.

**Question 13**

Which vehicles are affected by this recall?

*Answer*

Range Rover - SALGS2KF4GA258234 to SALGS2EF6GA298469 (Selected vehicles within Vehicle Identification Number (VIN) ranges). Manufactured from 1 October 2015 to 27 May 2016. Range Rover Sport - SALWR2KF0GA557081 to SALWR2KFXGA599371 and SALWR2VF8GA636784 to SALWG2KF6GA657885 (Selected vehicles within VIN ranges). Manufactured from 1 October 2015 to 27 May 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 inspected and repaired?

*Answer*

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than two hours to complete. Naturally, due to retailer/authorized repairer schedules, vehicles may be required for longer.

**Question 19**

Can I safely continue to drive my vehicle 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.