

**49 CFR Part 573 - DEFECT INFORMATION REPORT RECALL N476****573.6 (c) (6) - Chronology of Events**

A Product Safety and Compliance Committee (PSCC) investigation was opened on November 13, 2019 following a claim received for an alleged door opening after the N335 recall campaign was completed on the vehicle. The PSCC directed an engineering team to conduct an in-depth analysis in order to determine the cause and scope of post-N335 recall doors opening while in motion.

In December 2019, the engineering team reported back to the PSCC the preliminary results of the investigation found an anomaly in the logged transactions from a small number of vehicles in the Vehicle Feedback data acquired from the Jaguar Land Rover diagnostic tool. The anomaly indicated these vehicles may not have received a successful N335 repair. The PSCC directed a more detailed analysis of the feedback data in order to determine if there is any pattern of the anomaly indicated in the feedback data.

The engineering team returned to the PSCC throughout January and February 2020 where they focused on two items of concern; dealers may not have used the most up to date diagnostic tool software, and technicians not fully completing the repairs. The PSCC requested the team to focus the investigation on each issue to determine root cause.

On March 24, 2020, the engineering team reported back to the PSCC the interim results of the investigation found the small percentage of vehicles did not receive the complete N335 repair as dictated in the remedy instruction issued to authorised repairers. The PSCC requested more investigation into the scope of vehicles with an incomplete N335 repair.

The engineering team returned to the PSCC throughout April to report on their findings. The analysis showed the N335 recall remedy instruction comprised of two parts; the first being a functional 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 the investigation determined repairers had occasionally failed to fully follow both steps of the N335 recall remedy instructions required for a complete full repair. The PSCC directed a deep dive into all N335 repairs conducted to determine the scope of vehicles which may not have received a complete repair.

On June 23, 2020, the full scope of vehicles which may not have received the full N335 recall repair was fully validated. The PSCC concluded this issue be progressed to the Recall Determination Committee (RDC) for consideration on June 25, 2020. The RDC concluded that the concern represented an unreasonable risk to safety and a safety recall be conducted.

There have been no reported accidents or injuries as a result of this concern.