

# SAFETY RECALL N476 OVERVIEW



## RECALL ACTION

Recall Action Number: N476v2

Changes are highlighted in blue

Subject:	Publication No: N476v2
<b>Door Will Not Latch</b>	Model: Range Rover (L3)
	Model Year: 2013 - 2016
	VIN Range: 100107 - 222665
	Model: Range Rover Sport (LW)
	Model Year: 2014 - 2016
	VIN Range: 001164 - 620143
	Date of Issue: 05/11/2020
To:	Jaguar Land Rover North America, LLC
For the Attention of:	The Managing Director, Sales Director and Customer Service Director
Related information:	This bulletin has been up-versioned to remove the manual patch information.

Dear Colleagues

A concern has been identified on certain 2013 to 2016 model year Range Rover vehicles and certain 2014 to 2016 model year Range Rover Sport vehicles where, after recall N335v1 was completed, customers have reported the door is unlatched when in the closed position and no indication provided of an unlatched condition. Some customers have reported that one door 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.

### Action to be taken

Jaguar Land Rover (JLR) Limited has taken the decision to recall affected vehicles to update the Remote Function Actuator (RFA) software and inspect the door latches.

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. A sample letter is attached which should be adapted to the requirements of your market.

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 Recall for details of the reimbursement process. At the time of confirming a booking for a vehicle repair, make sure you check the Jaguar Land Rover (JLR) 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 JLR claims submission system to make sure that the vehicle is affected by this bulletin prior to starting this service instruction. The claims submission system 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 [jrcamp@jaguarlandrover.com](mailto:jrcamp@jaguarlandrover.com). All overseas requests should be forwarded via the NSC / Regional Office only.

## What is Safety Recall N476 and why is it being released?

Safety Recall N476 is being released to repair a potential concern with door latches on vehicles that were not correctly repaired in Safety Recall N335.

## What vehicles are in N476?

The vehicles included in N476 are vehicles that have previously had Safety Recall N335 performed/claimed but, records show one or more of the following:

- No record of a successful IDU2 door latch test.
- No record of a successful "Disable Fast Unlock/ Open Actuator" routine completion.

## SERVICE INFORMATION

- Any doors that do not lock must be investigated and rectified before continuing to Diagnostic Instruction A below, (see TOFix workshop manual section 501-14: Diagnosis and Testing - Locks Latches and Entry System). Any components that require renewing as a result of completed investigations must be renewed as part of a separate claim, following standard procedures.

## DIAGNOSTIC INSTRUCTION

SDD160.01\_341  
Required for this repair

### 1. CAUTIONS:



This procedure requires a minimum of SDD 160.01 and software management pack 341 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.

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

- Follow the JLR approved diagnostic equipment prompts.

Click here to run: [Inline diagnostic unit 2 diagnostic test - Remote function actuator US campaign. \(180.01 / 71550\)](#)

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