



SAFETY RELATED RECALL

Global Recall Action Number: N798

Subject: Rear Door Latch Water Ingress	Publication No.: N798
	Model: Discovery (LR)
	Model Year: 2017 - 2020
	Date of Issue: 07 September 2023

To:	The National Sales Company (NSC), importers, retailers and authorized repairers in Australia, Austria, Czech Republic, France, Greece, Lebanon, Portugal, Romania and Slovakia Jaguar Land Rover North America, LLC
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
Important:	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.

FOR THE ATTENTION OF ALL:

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 2017 to 2020 model year Discovery vehicles where customers have reported a rear passenger door is unlatched when in the closed position and no reported indication provided of an unlatched condition on the instrument cluster. Some customers have reported that a rear passenger door has opened while the vehicle was in motion.

Rear passenger doors not latched may during driving, open. This can increase the risk of a vehicle crash or compromise the safety of vehicle occupants.

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to complete the required repair to disable the Unilatch Keyless Vehicle (KV) entry function on the vehicle.

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.

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.

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.

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 campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 23V-393.

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

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 2017 to 2020 model year Discovery 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 \$26,315.00 USD per violation and the equivalent of \$131,564,183.00 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.

Jaguar Land Rover North America, LLC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N798

Parts Information

The parts below should be ordered through [Jaguar Land Rover \(JLR\)](#) in the normal manner.

Description	Part Number	Qty
Rear door trim panel clip	LR006101	20
Rear door trim panel retainer	LR000077	2

SROs

Description	SRO	Time
N798 - Door latch - Rear - Modification - Pair	99.02.33	1.6
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 N798 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time	Part Number	Qty
N798	A	N798 - Door latch - Rear - Modification - Pair	99.02.33	1.6	LR006101 LR000077	20 2
N798	B	N798 - Door latch - Rear - Modification - Pair Drive in/drive out	99.02.33 02.02.02	1.6 0.2	LR006101 LR000077	20 2

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.

Warranty claims should be submitted in accordance with the current [JLR](#) Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

Customer Reimbursement and Related Damage Process

NOTE:

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).

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[REMOVAL AND INSTALLATION: Service Instruction C - 2018, 2019 and 2020 Model Year Vehicles Only](#)

SERVICE INSTRUCTION A - ALL VEHICLES

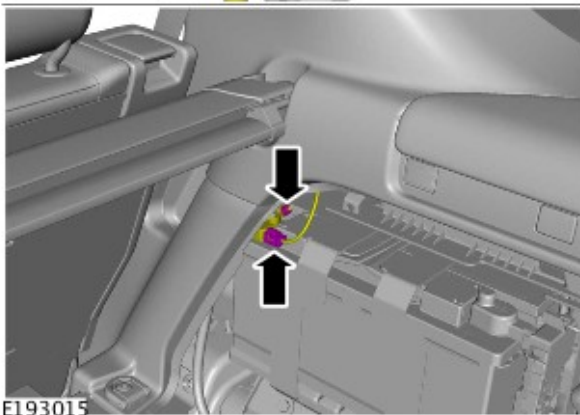
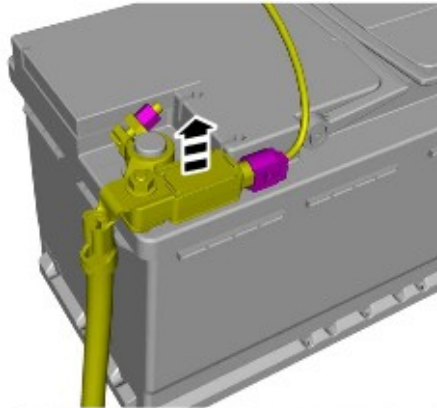
NOTES:

- Some variation in the illustrations may occur, but the essential information is always correct.
- Some components are shown removed for clarity.

1. Open the tailgate.

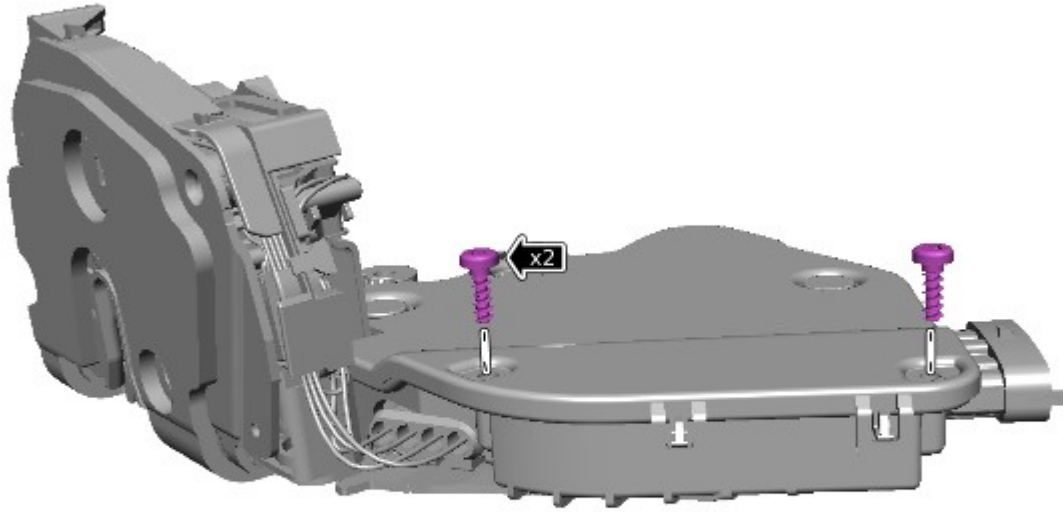
2. Remove the right loadspace trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Right Loadspace Trim Panel).

3. Disconnect the startup battery ground cable (see TOPIx Workshop Manual section 414-00: Battery and Charging System - General Information - Specification).



4. Remove both rear door latches, (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Rear Door Latch - **Steps 2 to 10**).

5. Remove the 2 retaining screws from the door latch cover.



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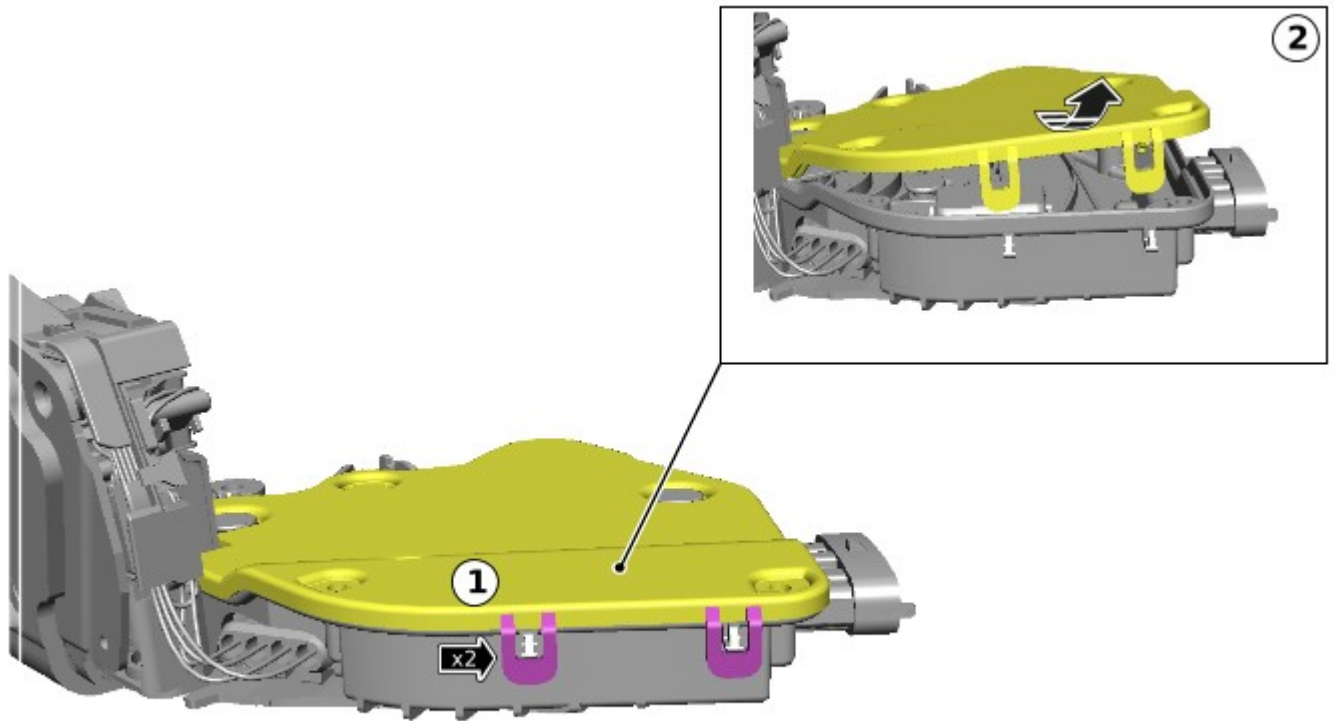
6.

NOTE:

Only reposition the door latch cover, removal of the cover will cause damage to the door latch.

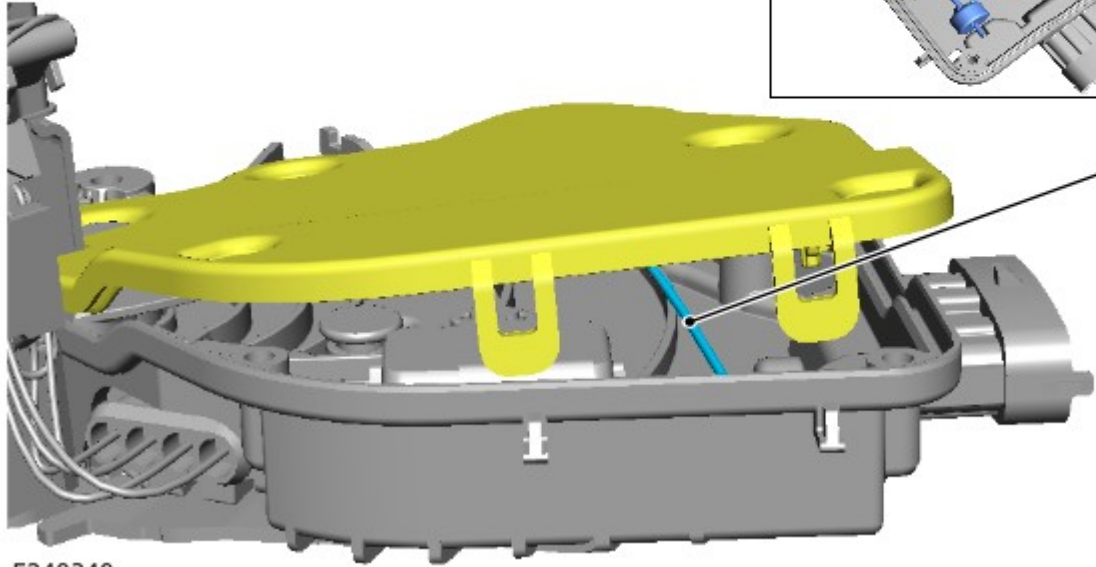
Access the inside of the door latch.

1. Release the 2 door latch cover retaining clips.
2. Reposition the door latch cover, as shown in the illustration.



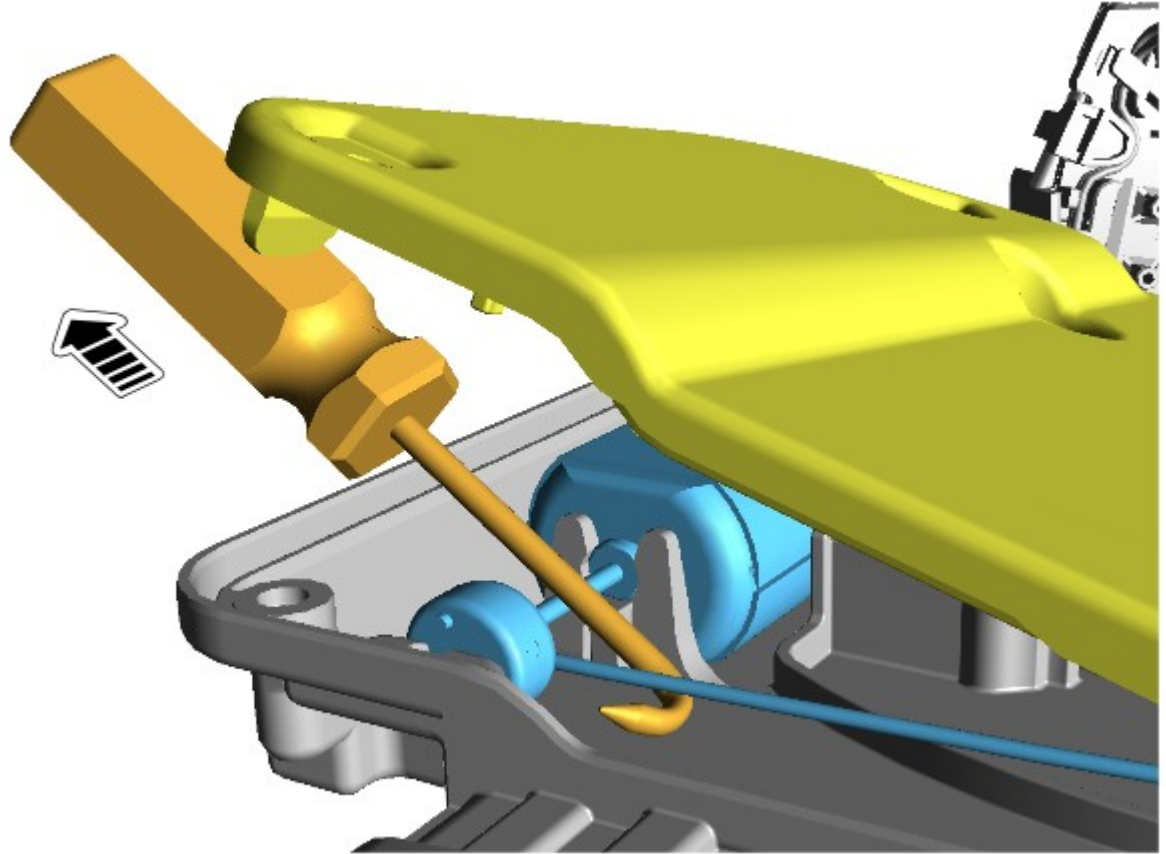
E249345

7. Locate the keyless vehicle motor cord.



E249349

8. Use a suitable hook tool to pull the keyless vehicle motor cord as far as it will travel.



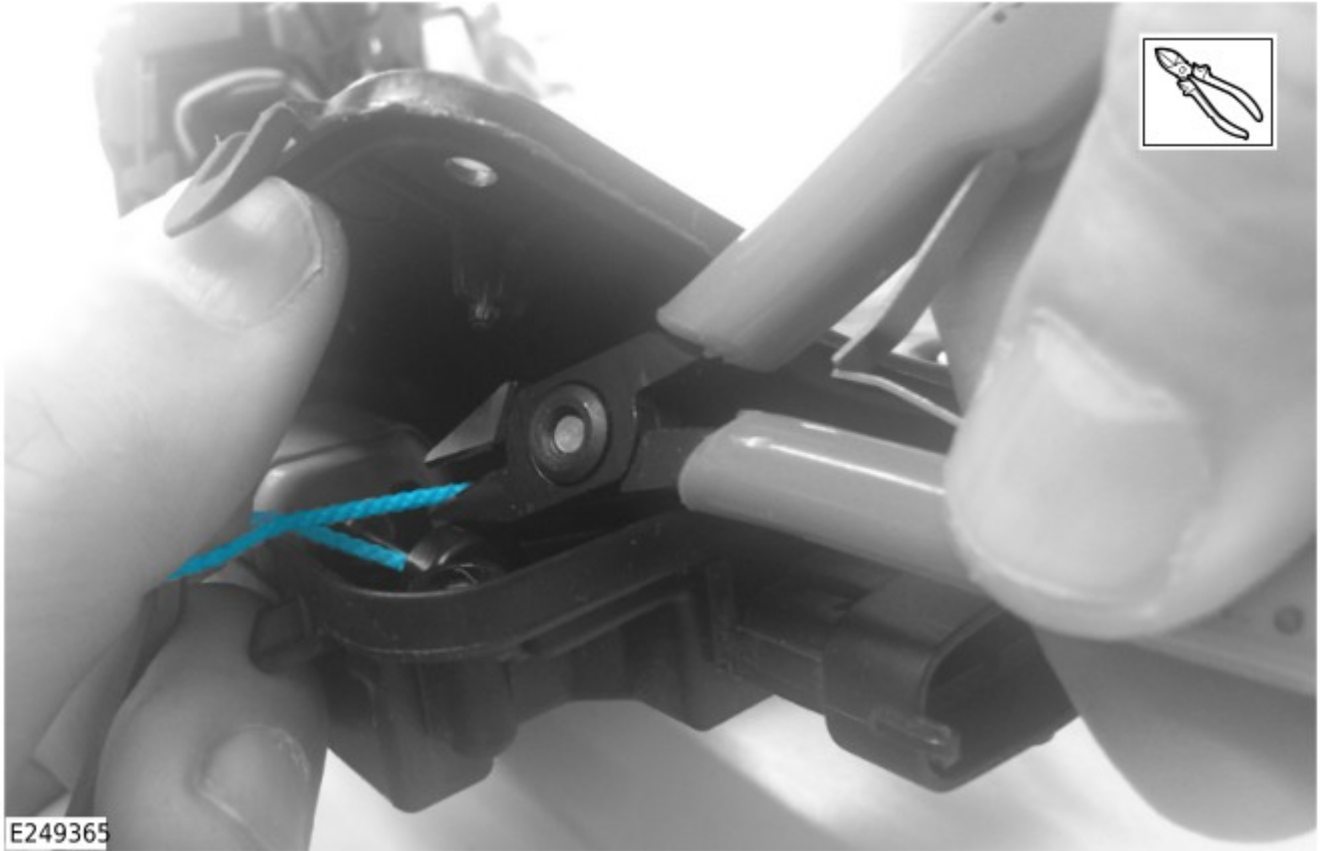
E249364

9.

NOTES:

- Allow 40-60 mm of cord from the motor spindle before cutting.
- After cutting the keyless vehicle motor cord, make sure the lever returns back the original position.

Use a suitable tool to cut the keyless vehicle motor cord.



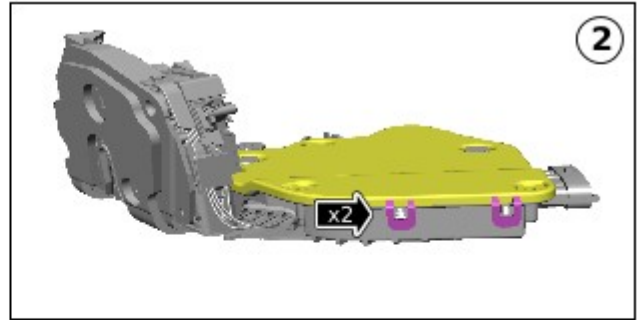
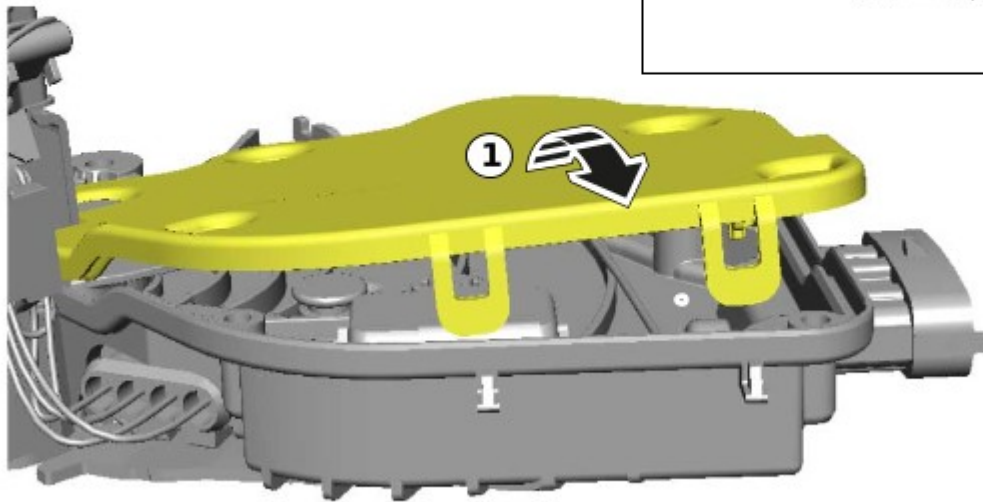
10.

NOTE:

Make sure the excess keyless vehicle motor cord remains inside the door latch housing before installing the door latch cover.

Install the door latch cover.

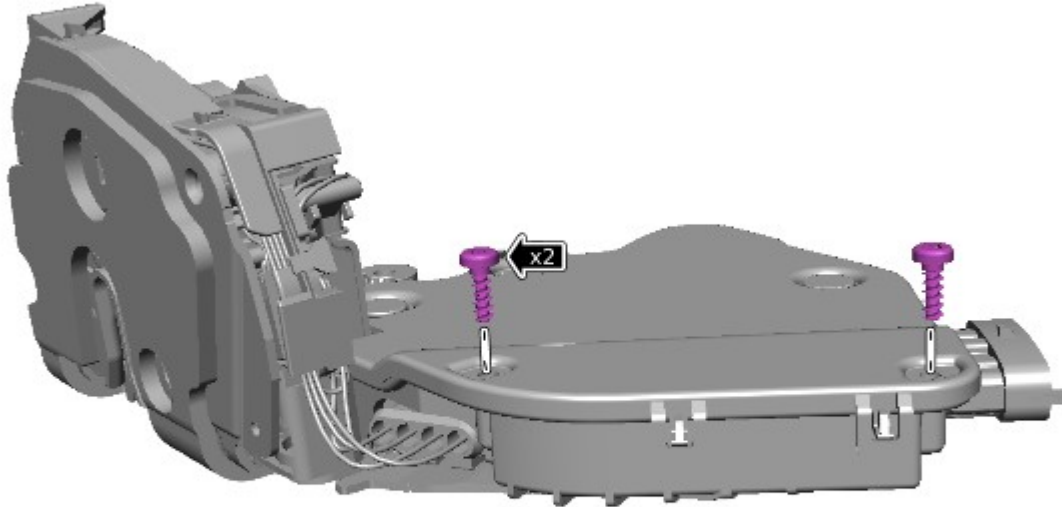
1. Reposition the door latch cover.
2. Secure the 2 door latch cover retaining clips.



E249348

11. Install the retaining screws.

- Torque: **1.2 Nm**



E249343

12. Repeat steps 5 to 11 for the other rear door latch.

13.

NOTE:

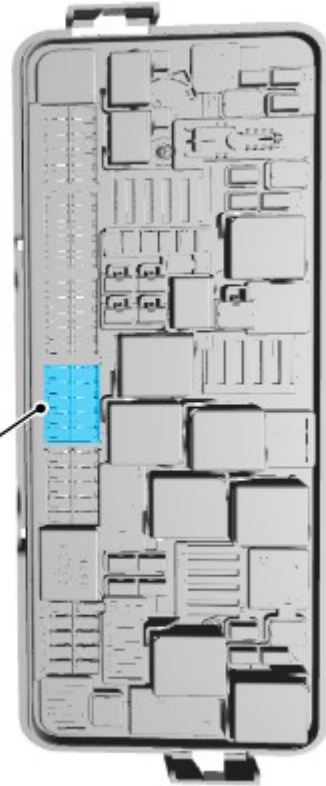
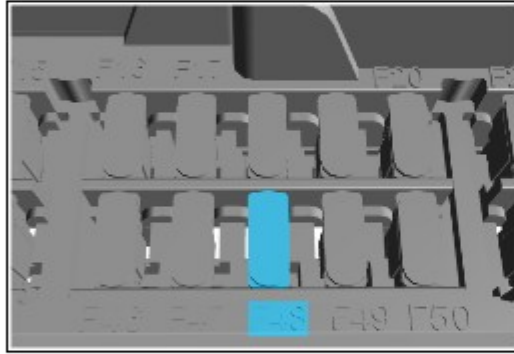
Do not connect the startup battery ground cable at the time.

Install both rear door latches, (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Rear Door Latch - **Reverse steps 2 to 10**).

- 2017 model year vehicles, **continue to 'Service Instruction B'**.
- 2018 and 2019 model year vehicles, **continue to 'Service Instruction C'**.

SERVICE INSTRUCTION B - 2017 MODEL YEAR VEHICLES ONLY

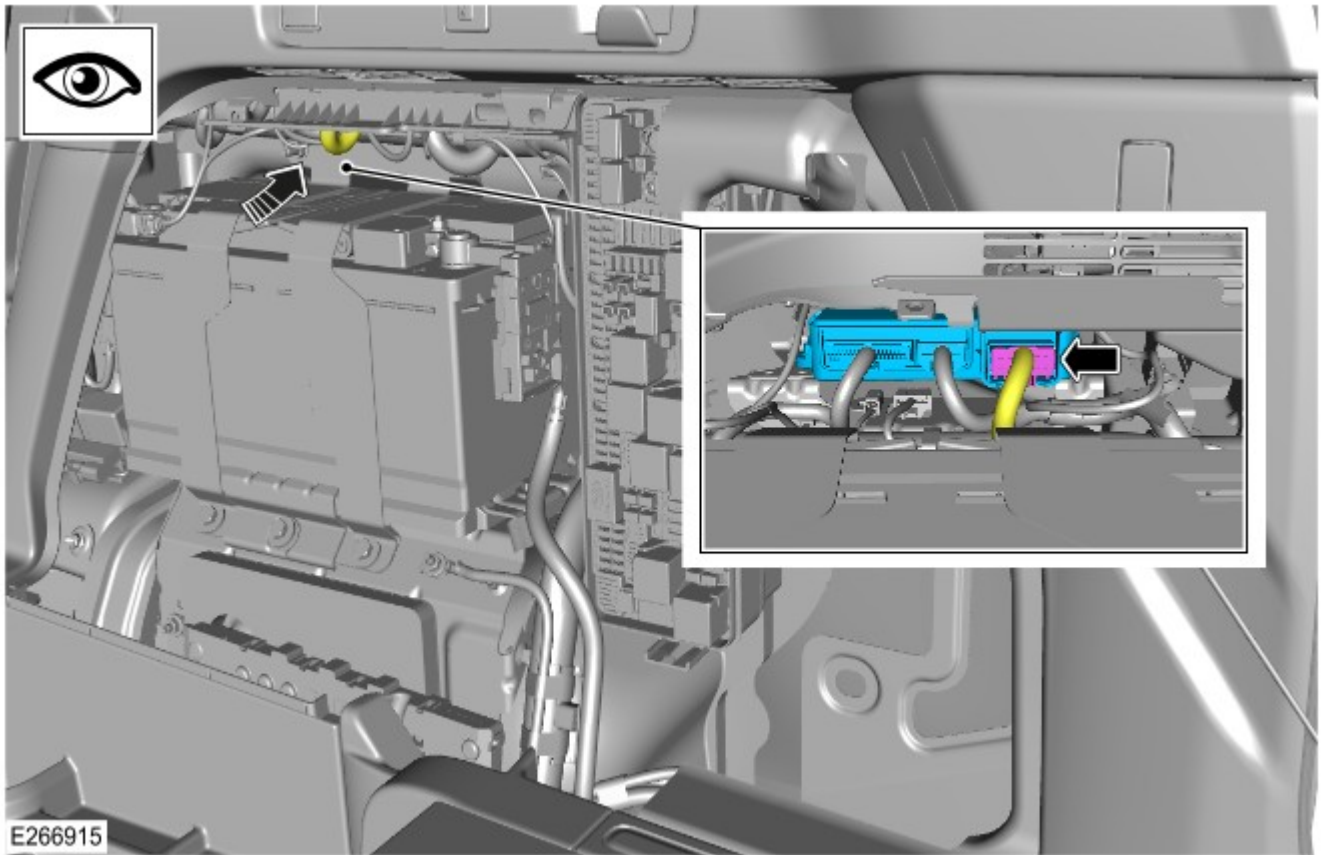
1. Remove and discard the 20A micro fuse located in F48 in the [Rear Junction Box \(RJB\)](#).



E266914

2. Locate connector number C4PK28C at the [Remote Function Actuator \(RFA\)](#), shown highlighted in the illustration.

- Disconnect the electrical connector.



3.



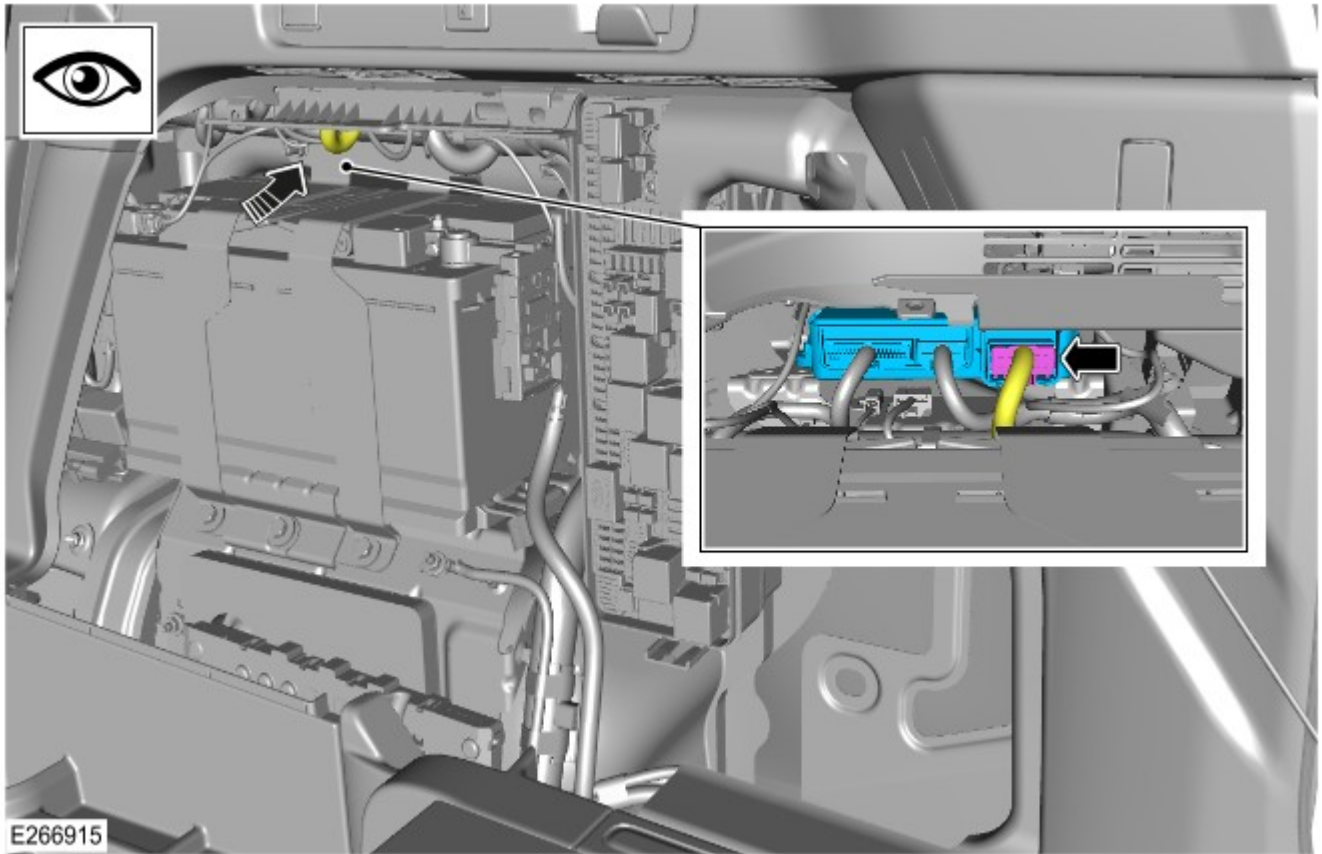
NOTE:

The cut ends must be free from sharp edges. Any strands of wire must be taped over, to prevent damaging adjacent wires or cables or any personal injury.

Remove the harness protection and locate the GY-RD wire in cavity 12 of connector C4PK28C at the [RFA](#).

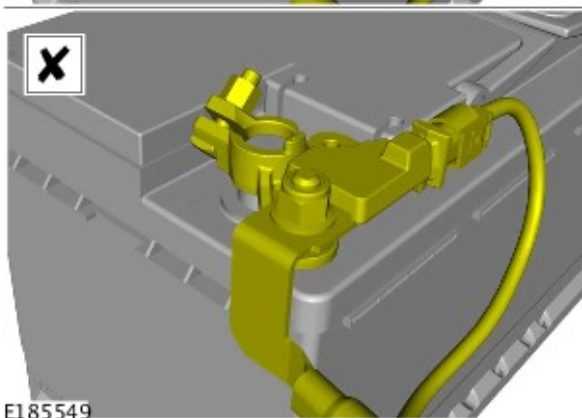
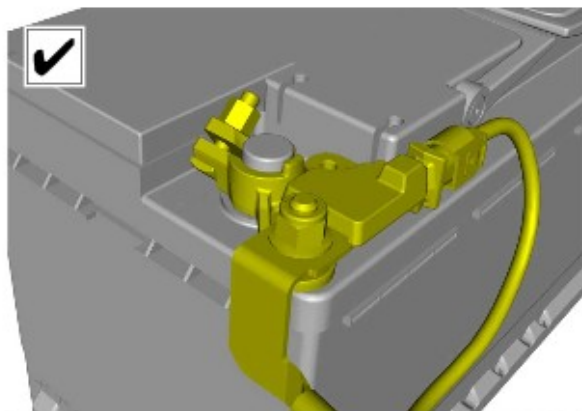
- Use a suitable tool to cut the GY-RD wire.
- Isolate both ends of the GY-RD wire using a suitable insulating tape.
- Secure both ends of the GY-RD wire to the wiring harness, using a suitable insulating tape.
- The wiring harness must be wrapped in insulating tape and returned as close as possible to new vehicle condition.

4. Connect the electrical connector.



5. Connect the startup battery ground cable (see TOPIx Workshop Manual section 414-00: Battery and Charging System - General Information - Identification).

- Make sure the battery terminal is in the correct position.



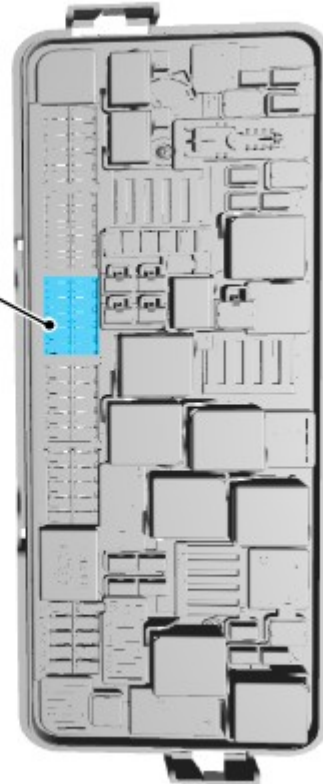
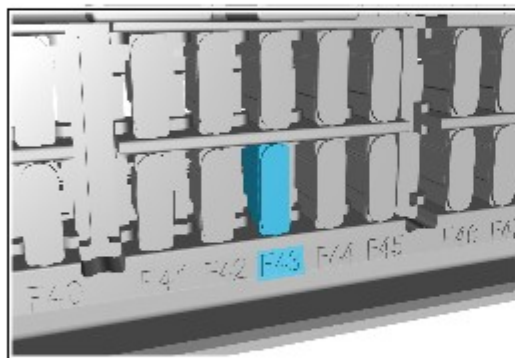
E185549

6. Install the right loadspace trim panel (see TOPIX Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Right Loadspace Trim Panel).

7. Close the tailgate and release the vehicle.

SERVICE INSTRUCTION C - 2018, 2019 AND 2020 MODEL YEAR VEHICLES ONLY

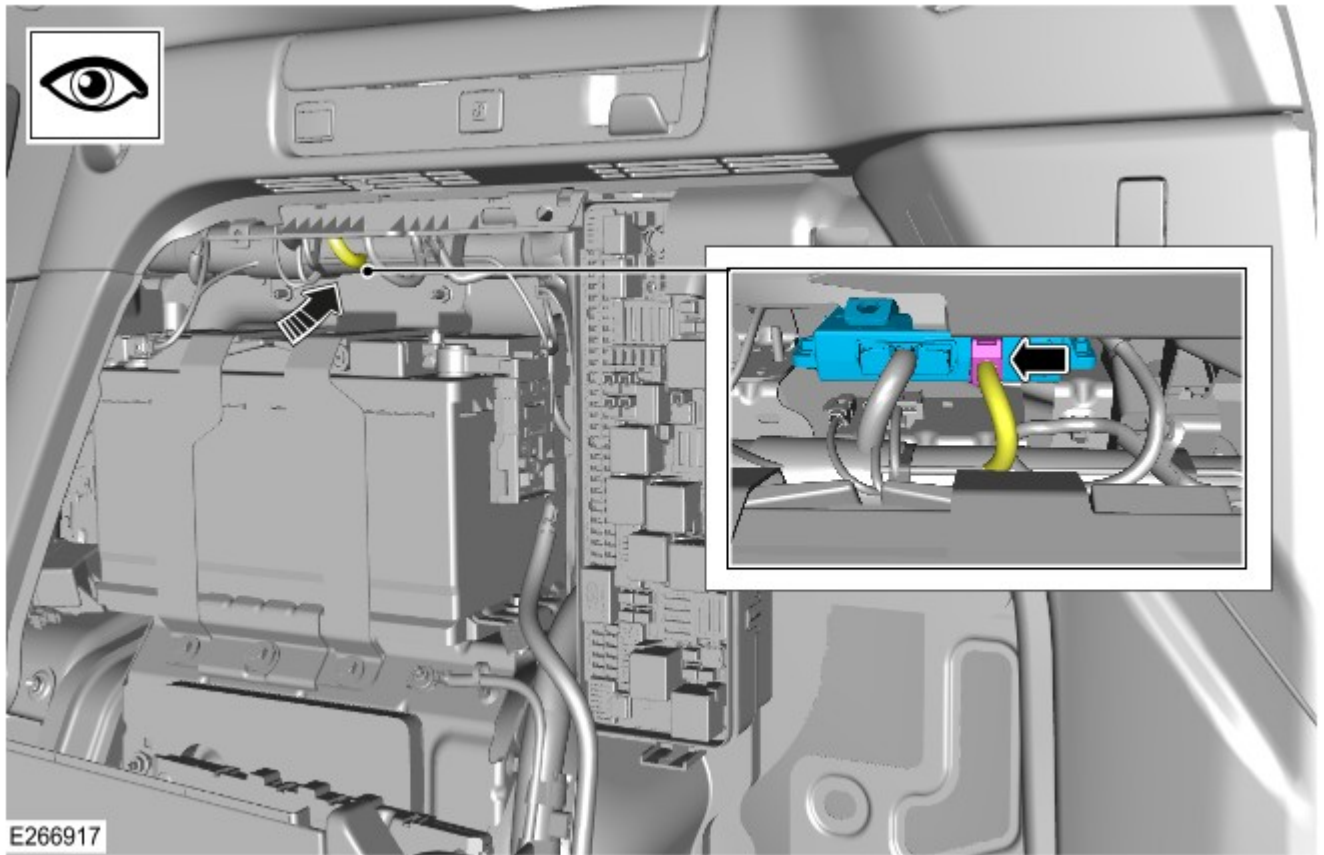
1. Remove and discard the 20A micro fuse located in F43 in the [RJB](#).



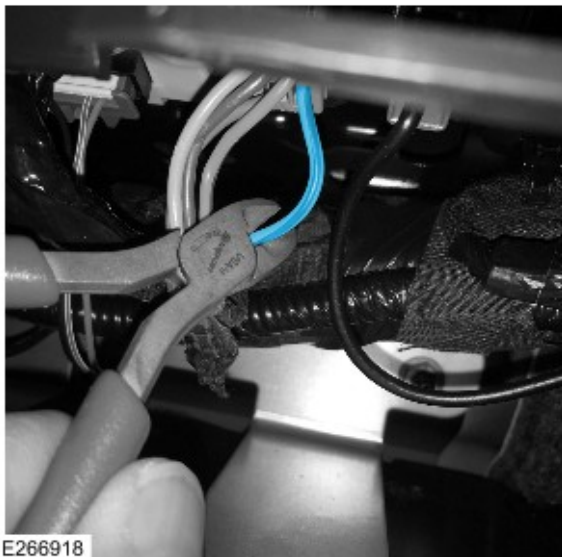
E266916

2. Locate connector number C4PK28B at the [RFA](#), shown highlighted in the illustration.

- Disconnect the electrical connector.



3.



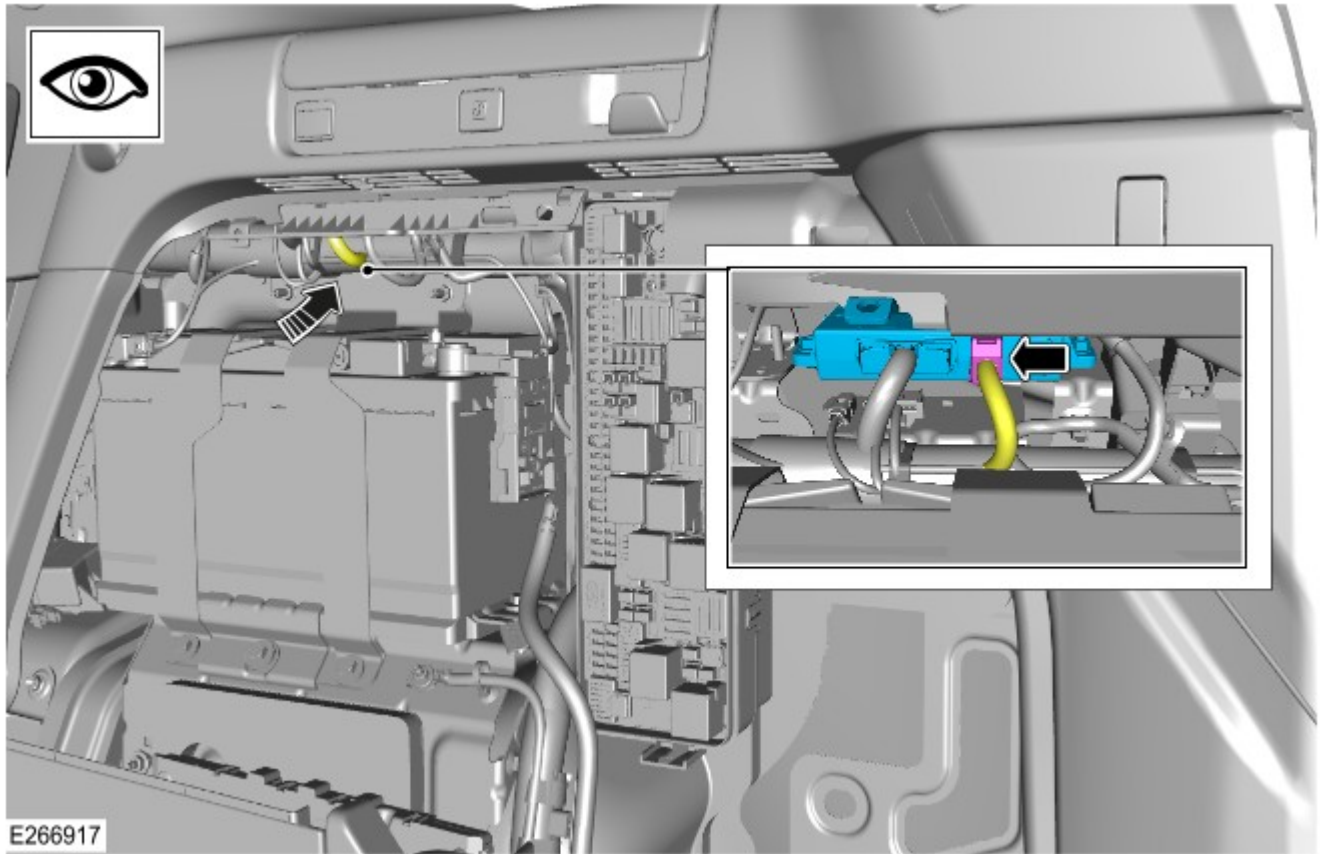
NOTE:

The cut ends must be free from sharp edges. Any strands of wire must be taped over, to prevent damaging adjacent wires or cables or any personal injury.

Remove the harness protection and locate the GY-RD wire in cavity 6 of connector C4PK28B at the [RFA](#).

- Use a suitable tool to cut the GY-RD wire.
- Isolate both ends of the GY-RD wire using a suitable insulating tape.
- Secure both ends of the GY-RD wire to the wiring harness, using a suitable insulating tape.
- The wiring harness must be wrapped in insulating tape and returned as close as possible to new vehicle condition.

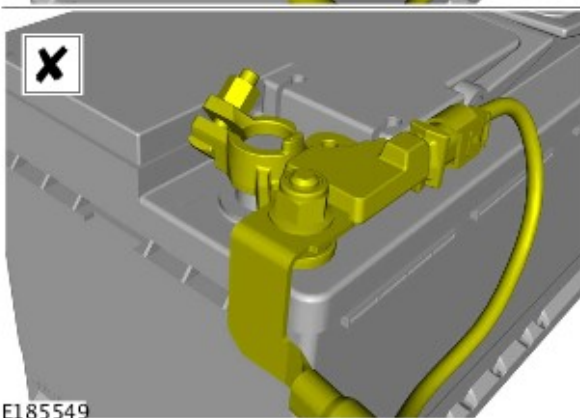
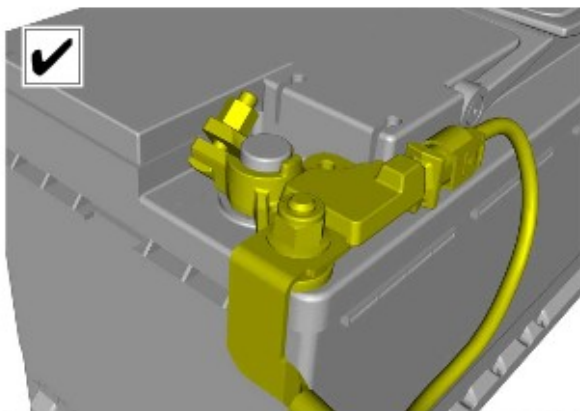
4. Connect the electrical connector.



E266917

5. Connect the startup battery ground cable (see TOPIx Workshop Manual section 414-00: Battery and Charging System - General Information - Identification).

- Make sure the battery terminal is in the correct position.



E185549

6. Install the right loadspace trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Right Loadspace Trim Panel).

7. Close the tailgate and release the vehicle.

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: N798

Date: month/year

SAFETY RELATED RECALL - Discovery - Rear Door Latch Water Ingress

Dear

Jaguar Land Rover (JLR) Limited would like to advise you that during ongoing quality assessment of our product it has been identified 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.

Why are we contacting you?

Some customers have reported an issue with rear doors not latching correctly, with a small number of reports a rear door opening while in motion.

Investigations have revealed that water ingress into the rear door latch can lead to internal corrosion and failure of the fast latch mechanism. Vehicle doors that are not latched may open when driving and this can increase the risk of a vehicle crash or compromise the safety of vehicle occupants.

What will your Land Rover retailer/authorized repairer do?

At your visit, your preferred Land Rover retailer/authorized repairer modify the door latch system to make sure it latches securely.

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

Until such time as the recall is completed on your vehicle, please make sure that you confirm that the rear doors are fully closed and latched securely before starting your journey. Please be extra vigilant to door ajar warnings on the vehicles instrument cluster.

Please contact your preferred 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 or 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 on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

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

Technical Questions And Answers	
FOR USE ON ENQUIRY	
Jaguar Land Rover Safety Recall N798	
Certain 2017 to 2020 Model Year Discovery vehicles Rear Doors Unlatched from a Closed Position	

A concern has been identified on certain 2017 to 2020 model year Discovery vehicles where customers have reported a rear passenger door opens when the vehicle is in motion and/or becomes unlatched when in the closed position with no reported indication provided of an unlatched condition on the instrument cluster.

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

Unwarned rear doors not latched may open during driving. This can increase the risk of a vehicle crash or compromise the safety of rear seat vehicle occupants.

Question 3

Can you tell me more about what is wrong with the vehicles?

Answer

Investigations found water could unexpectedly enter the latch system. The analysis also revealed that the electric motor bearings in the latch system were corroded as a result of exposure to water in what was, by latch design intended to be a dry environment. This corrosion is progressive and can lead to a state where the latch actuator motor is able to generate enough torque to overcome the resistance to rotation caused by the corrosion. The return spring torque is unable to return the latch actuation lever to the home position. This can leave the latch in a state that does not secure the door shut. The door can appear to be secured yet opens while vehicle is in motion.

Question 4

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

Answer

Customers may notice the rear doors of the vehicle may not latch in either the primary or secondary state or bounce back when push closed. JLR retailers 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 21st January 2020 following an increased number of reports from retailers for rear vehicle doors opening when in motion.

Question 9

How long has JLR known about this concern?

Answer

The investigation was opened on 21st January 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

The recall remedy removes the cause of this issue. The Keyless Entry system continues to function although the door handle may require more than one initial pull from a locked state to unlatch the door.

Question 13

Which vehicles are affected by this recall?

Answer

Discovery - Solihull Vehicle Assembly Plant, England - SALRA2BK5HA000119 to SALRR2RV3KA096624. Nitra Vehicle Assembly Plant, Slovakia - SALRT2RK7K2400037 to SALRU2RV2L2437411 (selected vehicles within Vehicle Identification Number (VIN) ranges). Manufactured from 22nd September 2016 to 13th February 2020

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 repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers. The actual repair takes approximately 1 hour and 36 minutes.

Question 19

Can I continue to drive my vehicle safely until it has been repaired?

Answer

Until such time as the recall is completed on your vehicle, make sure that you confirm that the rear doors are fully closed and latched securely before starting your journey. Be extra vigilant to door ajar warnings on the vehicles instrument panel cluster. Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

Note:

Make sure that any press enquiries are referred to the JLR Corporate Media office on +44 (0) 2475-361000 or jlrmmedia@jaguarlandrover.com.