

SB-10053890-8391

1Recovery process.pdf

Reference	SSM60677
Models	Range Rover (All New) / L405 Range Rover Sport / L494
Title	Drivers door entry with vehicle in transport mode
Category	Body
Last modified	12-Aug-2013 00:00:00
Symptom	112000 Latches/Locks & Security
Content	<p>ISSUE: If the driver's door is closed at the exact time as the transit relay cuts power to the car and the door is 'soft closing', the soft close lever in the door latch may block the release of the latch claw from the door striker and thus prevent the door from opening externally.</p> <p>As the vehicle will be in transport mode all doors except the driver's door will be locked, therefore if this issue occurs there will be no external access via any other door to allow access to the hazard warning switch to wake the car and allow the driver's door soft close motor to recover.</p> <p>CAUSE: Transit relay cuts the power to the soft close motor causing the soft close lever in the door latch to block the release of the latch claw from the door striker and thus prevent the door from opening until the hazard warning switch is pressed.</p> <p>The soft close motor is a standalone module and therefore does not receive transport mode in order to inhibit operation during transport.</p> <p>ACTION: All dealers and transport users are asked to ensure they have pressed the hazard switch and exited the vehicle, fully closing the door within 17 seconds to prevent the vehicle remaining in locked condition which then cannot manually be released.</p> <p>Note: If the driver's door will not open and access to the vehicle is required carry out the following steps:</p> <ol style="list-style-type: none"> 1. Carefully remove the lower external trim from the right hand front wing (see attachment step 1). 2. Carefully remove the fastenings from the lower rear section of the right hand front wheel arch liner and move the liner forward just enough to access the positive terminal post C1DC12B (see attachment step 2), open the plastic cover located on the terminal. 3. Using a suitable 12volt battery booster connect the positive lead to connector C1DC12B positive terminal post and connect the earth to a suitable earth point on the vehicle until the driver's door soft close motor has powered to its released position (this normally takes around 3 seconds) disconnect the battery booster from the vehicle, refit terminal cover and open the driver's door. 4. Carefully re-assemble wheel arch liner and exterior trim.