

Reference	SSM72131
Models	Discovery Sport / L550 LR2 / L359 LR4 / L319 Range Rover Evoque / L538
Title	C1 (Door) Latch functionality
Category	Body
Last modified	04-Feb-2016 00:00:00
Symptom	112000 Latches/Locks & Security

Content**Issue:**

Door lock functionality [**update with assured VIN's**]

Cause:

JLR Engineering are currently investigating side door latch concerns and therefore request more information to aid investigations.

Known latch issues have now been resolved, and assured VINs for the affected models are:

L319 15MY - A756425
L359 15MY - H432120
L359 15MY - L911856 (Pune)
L538 16MY - H117216
L538 15MY - L920134 (Pune)
L550 16MY - H535466

Action:

1. To avoid unnecessary latch replacements and determine root cause, follow: -

- SDD (Symptom Driven Diagnostics) procedures within TOPIx section 501-14 (lock latches and entry system diagnosis and testing).

2. Confirm VIN is after/post the assured VIN above and submit an EPQR to aid our investigation.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.