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| Reference | SSM73296 |
| Models | Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 |
| Title | Exterior Door Handles |
| Category | Body |
| Last modified | 21-Mar-2017 00:00:00 |
| Symptom | 112000 Latches/Locks & Security |

ContentIssue:

Defective exterior door handles are being returned incomplete or dismantled.

Cause:

Exterior door handles are being dismantled at Retailers.

Action:

- Under no circumstance should the handle be dis-assembled.
- Disassembling the handle, then reassembling, will mean the lock/unlock module will not be fully bonded to the strap outer and inner which can lead to lock / unlock performance issues due to water ingress.
- Disassembling the handle can also damage the strap inner to outer clips leading to squeaks, rattles and poor feel during operation.
- These units are required to be returned in an assembled state.

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.