

Reference	SSM73725
Models	Range Rover Velar / L560
Title	Range Rover Velar - Exterior Door Handle Operation in Freezing Ambient Conditions
Category	Body
Last modified	22-Jan-2018 00:00:00
Symptom	112000 Latches/Locks & Security

Content Issue:

Customer may report that the exterior deployable door handle does not fully retract to its inboard/flush position in freezing ambient conditions. **Please note:- This is a cosmetic appearance concern only and the primary functions of the door handle, vehicle locks and security system remain unaffected.**

Cause:

Exterior deployable door handle retraction spring may not overcome the force required to retract the handle in freezing conditions affecting the cosmetic appearance of the door handle.

Action:

If an issue is experienced by a customer whereby the exterior deployable door handle does not fully retract to its inboard/flush position in freezing ambient conditions please move vehicle to workshop and allow vehicle temperature to rise to a level whereby ALL ice has melted fully then re-test. If function is restored the root cause of the customer concern is known and a solution being investigated, please do not change any components as this will not improve the concern. A DTC may be present (•B1DD7-11 Deployable Door Handle Retract Switch - Circuit short to ground ▪ Deployable door handle retract switch circuit short circuit to ground), this is a result of the handle not reaching its home position, please delete this DTC and re-test when warm to confirm fault not present.

Please do not replace parts for the concern detailed above. Further communication will be released once fix information is available.

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.