



LTB01215NAS1

TECHNICAL BULLETIN

17 AUG 2018

© Jaguar Land Rover North America, LLC

NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

INFORMATION

SECTION:

501-14

SUBJECT/CONCERN:

Exterior Door Handle(s) Not Fully Retracting When Locking The Vehicle

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Range Rover Velar (LY)	2018	759025-764419

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:**SITUATION:**

The door exterior handle(s) may not fully retract when locking the vehicle. Door handle(s) may also show signs of a 'clunky' type motion and/or noise when locking the vehicle.

CAUSE:

This may be caused by the door handle(s) being manufactured away from the required specification.

△ NOTE:

This Technical Bulletin does not relate to a separate issue with exterior door handles freezing in cold (less than 0°C) temperatures.

ACTION:

Should a customer express this concern, follow the Inspection Procedure and, if necessary, Workshop Procedure below.

PARTS:

No Parts Required

TOOLS:

Refer to Workshop Manual for any required special tools.

WARRANTY:**△ NOTES:**

- 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 JLR claims submission system to obtain the latest repair time.
- The JLR Claims Submission System requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Inspect and Modify - 1 exterior handle	76.37.89.61	0.1	42	LR106951
Inspect and Modify - 2 exterior handles	76.37.89.62	0.1	42	LR106951
Inspect and Modify - 3 exterior handles	76.37.89.63	0.2	42	LR106951
Inspect and Modify - 4 exterior handles	76.37.89.64	0.2	42	LR106951

 **NOTE:**

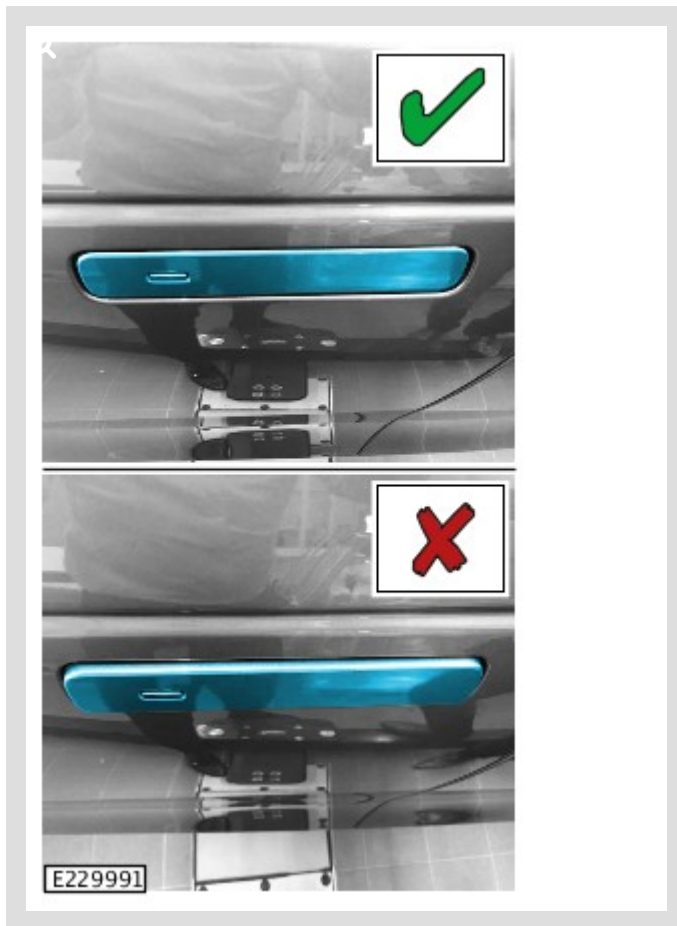
Normal Warranty procedures apply.

INSPECTION PROCEDURE:

1

 **NOTE:**

Door handle fully retracted (✓) and not fully retracted (✗).



Lock the vehicle and inspect the position and operation of all exterior door handles.

- If all of the exterior door handles do fully retract to the correct position, and do not show signs of a 'clunky' type motion and/or noise, do not continue with this Technical Bulletin as the customer's concern does not relate to its content.
- If any of the exterior door handles do not fully retract to the correct position and/or do show signs of a 'clunky' type motion and/or noise, go to the Workshop Procedure below.

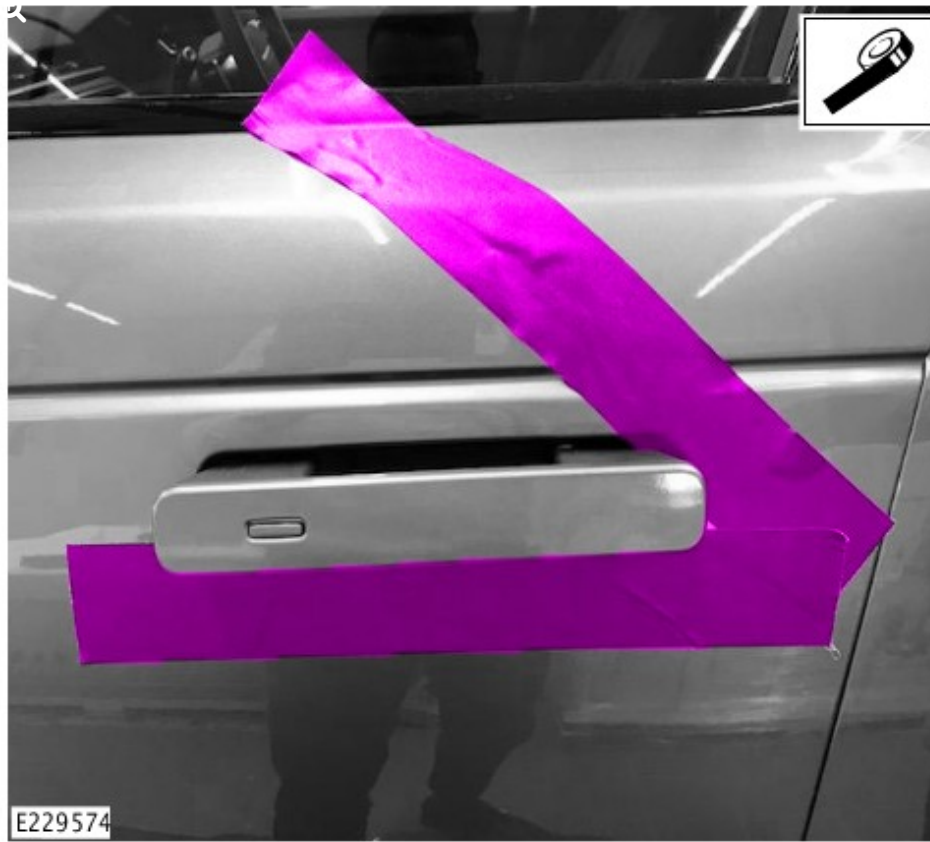
WORKSHOP PROCEDURE:

1



Unlock the vehicle.

2



Apply masking tape to the surrounding area as shown.

3

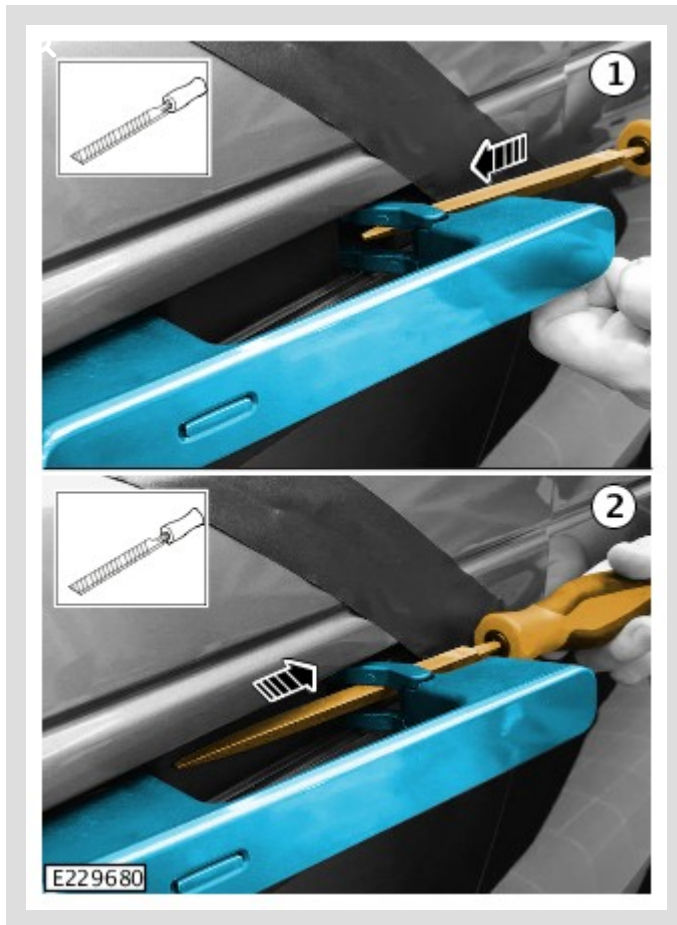
ⓘ CAUTION:

Do not use excessive force.



Position and hold the exterior door handles as shown.

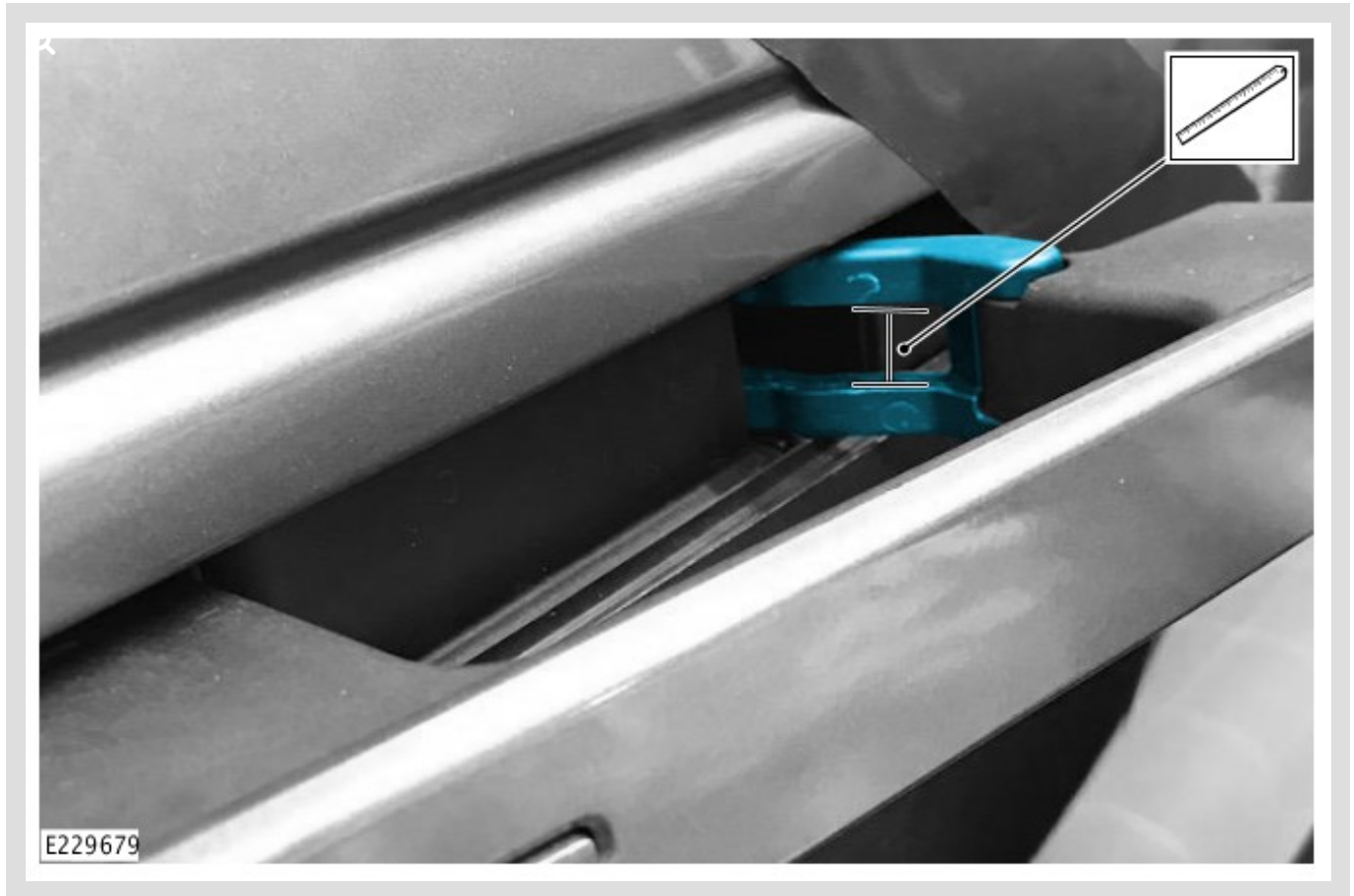
4



Use a suitable file to apply gentle upward force while sliding the file forward and then backward.

- Repeat this filing motion 3 additional times.
- Remove the file.

5

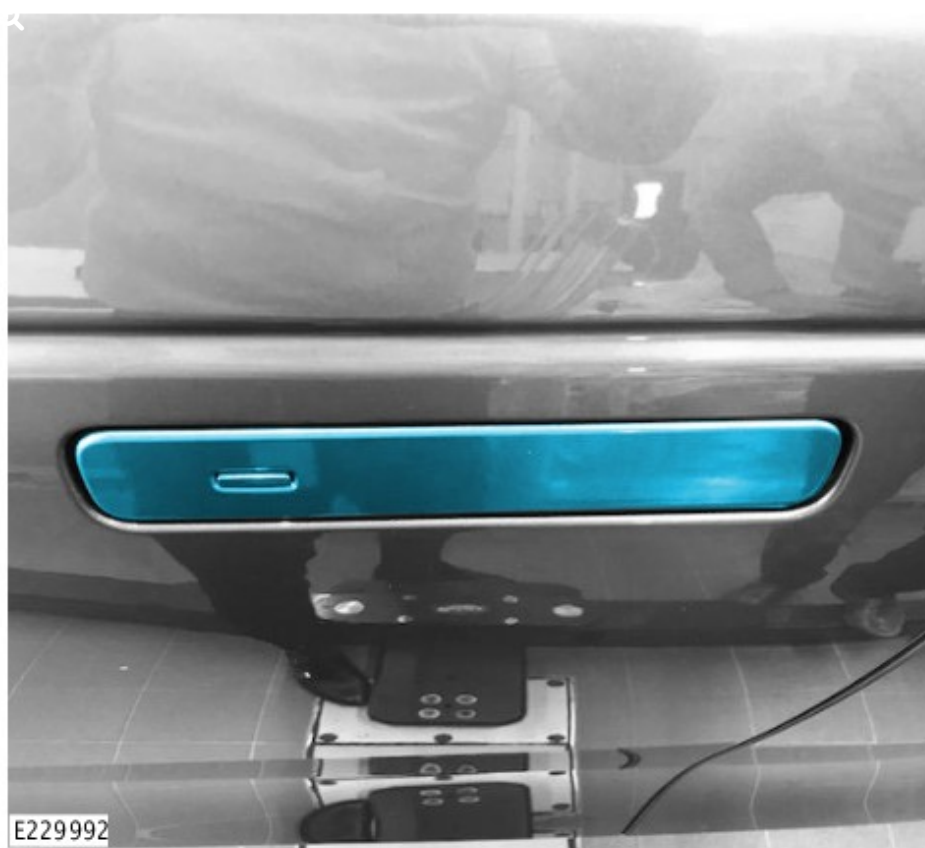


Measure the clearance shown.

- If the clearance measures between 14.1 mm and 14.3 mm, go to Step 6.
- If the clearance measures less than 14.1 mm, repeat Steps 4-5. Only slide the file forward and then backward 3 times when repeating step 4.

6 Remove the masking tape.

7 **Only if necessary:** perform steps 1-6 for the remaining affected exterior door handle(s).



Lock the vehicle and inspect the position and operation of the reworked exterior door handles.

- If all of the reworked exterior door handles do fully retract and do not show signs of a 'clunky' type motion and/or noise, release the vehicle.
- If any of the reworked exterior door handles do not fully retract and/or do show signs of a 'clunky' type motion and/or noise, raise an EPQR.