

JLRTB02041NAS1

TECHNICAL BULLETIN

19 JUN 2020



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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 Handles Do Not Operate As Expected In Freezing Conditions

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
New Range Rover Evoque (LZ)	2020 Onwards	000120 Onwards	Halewood
Range Rover Velar (LY)	2018 Onwards	700125 Onwards	Solihull
I-PACE (X590)	2019 Onwards	F76542 Onwards	Graz (Austria)

MARKETS:

Canada, United States

CONDITION SUMMARY:**SITUATION:**

The customer may raise one or both of the following concerns, during cold/freezing ambient temperatures:

- One or more of the exterior door handles may not fully retract to the flush position. This may be more evident after the vehicle has been cleaned using a pressure washer or if the exterior door handles have been deployed for extended periods of time.
- One or more of the lock/unlock switches located on the exterior door handles may not operate but the lock/unlock function still operates using the smart key.

CAUSE:

Water ingress into the exterior door handles.

ACTION:

If either of the above symptoms are experienced, follow the instructions below.

PARTS:

PART NUMBER	DESCRIPTION	QUANTITY
Range Rover Evoque - With passive entry		
LR090382	Door trim panel clips	44
LR144889	Exterior door handle - Front left	1
LR144884	Exterior door handle - Front right	1
LR144898	Exterior door handle - Rear left	1
LR144892	Exterior door handle - Rear right	1
Range Rover Evoque - Without passive entry		
LR090382	Door trim panel clips	44
LR144890	Exterior door handle - Front left	1
LR144885	Exterior door handle - Front right	1
LR144901	Exterior door handle - Rear left	1

PART NUMBER	DESCRIPTION	QUANTITY
LR144893	Exterior door handle - Rear right	1
Range Rover Velar		
LR090382	Door trim panel clips - Vehicles up to Vehicle Identification Number (VIN) - JA707427	42
LR109136	Door trim panel clips - Vehicles VIN - JA707428	42
LR144887	Exterior door handle - Front left	1
LR144883	Exterior door handle - Front right	1
LR144894	Exterior door handle - Rear left	1
LR144891	Exterior door handle - Rear right	1
I-PACE		
J9C11368	Door trim panel clips	44
T4K15582	Exterior door handle - Front left	1
T4K15581	Exterior door handle - Front right	1
T4K15587	Exterior door handle - Rear left	1
T4K15586	Exterior door handle - Rear right	1

WARRANTY:

NOTES:

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Use TOPIx 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 PA
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DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PA
Range Rover Evoque - JLRTB02041 - Exterior door handle - Vehicle set - Renew	99.01.15	3.7	42	LR135556/LR135557/LR135316/LR135320/LR1
Range Rover Velar - JLRTB02041 - Exterior door handle - Vehicle set - Renew	99.01.15	4.0	42	LR135300/LR135309/LR1
I-PACE - JLRTB02041 - Exterior door handle - Vehicle set - Renew	99.01.15	3.2	42	T4K12833/T4K12834/T4K

NOTE:

Normal Warranty procedures apply.

SERVICE INSTRUCTION:

1. Renew both front exterior door handle assemblies (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Exterior Front Door Handle).
2. Renew both rear exterior door handle assemblies (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Removal and Installation - Exterior Rear Door Handle).