

<b>Reference</b>	SSM76282
<b>Models</b>	New Range Rover / L460 New Range Rover Sport / L461
<b>Title</b>	Exterior Door Handle Noisy During Operation
<b>Category</b>	Body
<b>Last modified</b>	26-Feb-2025 00:00:00
<b>Symptom</b>	112000 Latches/Locks & Security
<b>Attachments</b>	SSM76282_Attachment_Feb-25.pdf (SSM76282_Attachment_Feb-25.pdf)

<b>Content</b>	<p><b><u>Model / Model Year / Derivative</u></b></p> <p>Range Rover / 22MY Onwards / All Range Rover Sport / 23MY Onwards / All</p> <p><b><u>Situation:</u></b></p> <p>JLR Engineering investigations have identified reports of the exterior door handle being noisy during operation.</p> <p><b><u>Action:</u></b></p> <p>Refer to the service request below.</p> <p><b><u>Action:</u></b></p> <p>Refer to the service information below.</p> <p><b><u>Service Information:</u></b></p> <p>1. Confirm the customer symptom, are one or more of the exterior handles noisy during operation?</p> <p>If <b>yes</b>, video the failure mode before continuing to step 2.</p> <p>If <b>no</b>, continue to step 2.</p> <p>2. Check the alignment of the handle, (see TOPIx Workshop Manual section 501-14 Handles, Locks, Latches and Entry Systems - Removal and Installation - Exterior Front Door Handle and/or 501-14 Handles, Locks, Latches and Entry Systems - Removal and Installation - Exterior Rear Door Handle)</p> <p>If it is <b>misaligned</b> to the door aperture.</p> <ul style="list-style-type: none"><li>• Video the failure mode</li><li>• Realign</li><li>• Retighten* the exterior door handle bolts (x4) following the sequence in the attached image to 5Nm</li><li>• Recheck for the noise.</li></ul> <p>If it is <b>aligned</b> to the door aperture.</p> <ul style="list-style-type: none"><li>• Loosen the exterior door handle bolts (x4)</li><li>• Retighten* the exterior door handle bolts (x4) following the sequence in the attached image to 5Nm</li></ul>
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- Recheck for the noise.

\*When retightening the exterior handle assembly, torque the bolts in the sequence in the attached image to 5Nm. (attachment refers to the front door (1.0) and rear door exterior handles (2.0).

If the noise continues, replace the exterior door handle assembly and retain parts in line with warranty manual (SECTION H - Displaced Parts Procedure H.1 - Global Displaced Part Procedure > H.1.3 - Displaced Parts Disposal).

**Service Request:**

To assist Engineering with determining the root cause of the noise, follow the below actions:

1. Raise an Electronic Product Quality Report (EPQR), which must include the below information:

- Reference to BES\_303
- Reference to P389393
- Reference to this SSM 76282
- Attach the videos of the failure mode.
- Does the failure happen only when deploying or retracting or both?
- Does the noise appear when the handle is in the retracted position and the vehicle is in motion?
- Does the noise occur when the handle is pulled to open the door?
- Does the noise happen every time or in certain conditions?

2. Update the EPQR to detail all completed actions.

(Ref 000389393 / 3471)

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