



ABOVE & BEYOND

# SAFETY RECALL P068 (NHTSA# 15V-385): VEHICLE DOOR MAY NOT LATCH

# SERVICE BULLETIN

17-JUL-15 | NO.: SRE15-14 | SECTION: RECALL | MARKET: USA

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall involving 2014-2016 model year Land Rover Range Rover Sport and 2013-2016 model year Range Rover vehicles imported into the United States market. Information relating to the proposed Recall will be posted on the NHTSA website.

United States Federal regulations require that retailers must be advised of this Recall notification within three working days after government notification.

United States Federal law requires retailers to complete any outstanding safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$7,000.00 per vehicle.

This Recall Service Bulletin serves as notification to all Land Rover retailers in the United States that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

THIS BULLETIN UPDATES SRE15-12

### AFFECTED VEHICLES

A total of 65,352 vehicles are affected. The VIN ranges of affected vehicles are:

- Range Rover Sport (L494) ..... **EA000002 - FA524037**  
**FA6000188 - FA620146**  
**GA519971 - GA619695**
- Range Rover (L405) ..... **DA000157 - FA223025**  
**GA216967 - GA222280**

### DESCRIPTION OF DEFECT

A concern has been identified where customers have reported the door is unlatched when in the closed position and no indication provided of an unlatched condition. Some customers have reported that one door has opened while the vehicle was in motion.

### EFFECT ON VEHICLE OPERATION

Vehicle doors not latched in either the primary or secondary state may, during driving, open. This can increase the risk of a vehicle crash or compromise the safety of vehicle occupants.

### SERVICE PROGRAM / REWORK ACTION

Owners will be instructed to take their vehicle to an approved Land Rover retailer who will download the latest software. There will be no charge to owners for this repair.

Refer to Technical Bulletin P068NAS1, *Safety Recall: Vehicle Door May Not Latch*, for complete repair details.

### OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 7 August 2015.

## ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (**P068**) prior to undertaking any rework action. Retailers are required to **HOLD** only affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action.

Sold vehicles will be subject to the standard Recall notification and Recall bulletin process detailing the action required for vehicles in the hands of owners.

**Retailers are advised that the use of affected vehicles as Sales Demonstrator or Service Loaner vehicles may be considered a violation of Federal legislation. Jaguar Land Rover North America, LLC recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.**

Thank you for your cooperation in this matter. Jaguar Land Rover North America apologizes for any inconvenience this may cause.

## PARTS

No parts required

## TOOLS

Refer to the Technical Bulletin noted above for any required tools

## WARRANTY

**NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.**

At the time of confirming a booking for vehicle repair, ensure that all outstanding Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting Program Code '**P068**' together with the relevant Option Code from the table. SRO information is included for information only. The Option Code(s) that allows for the drive in / drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken. Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
<b>P068</b>	<b>B</b>	Configure existing keyless vehicle module	86.90.84	0.2
<b>P068</b>	<b>C</b>	Configure existing keyless vehicle module Drive in/Drive out	86.90.84 02.02.02	0.2 0.2

*Normal Warranty policies and procedures apply*

## CUSTOMER RE-IMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for a door not latching issue as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once this Recall claim has been paid and accepted. Only repairs performed using approved Land Rover parts are eligible for reimbursement. Claims should be submitted quoting program code '**P068**' and by clicking the 'Related Damage' radio button on the claim submission screen. The warranty claim should be submitted using option code '**X**' as detailed below and entering the cost to be reimbursed against the sundry code of '**ZZZ001**'. All costs should be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	TIME (HOURS)	SUNDRY ITEM CODE	MISCELLANEOUS EXPENSE (\$)
<b>P068</b>	<b>X</b>	Re-imbusement to owner	N/A	ZZZ001	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty Audit purposes and Warranty Specialist review. A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Safety Recall P068 are included in this process. Only one claim per vehicle for related damages will be accepted.

# SAFETY RECALL P068: SAMPLE OWNER LETTER

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

August 2015

RE: Safety Recall P068 – Vehicle Door May Not Latch

Vehicle Affected: Range Rover, Range Rover Sport  
Model Year: 2013-2016

National Highway Traffic Safety Administration Recall Number: 15V-385

### Dear Land Rover Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2013-2016 model year Land Rover Range Rover and Range Rover Sport vehicles. Your vehicle is included in this Recall action.

### What is the concern?

A concern has been identified where customers have reported the inability to secure the door in the closed position either on the primary or secondary latch. Some customers have reported that one of the vehicle doors has opened while the vehicle was in motion. Vehicle doors not securely latched in the closed condition may, during driving, open. This can increase the risk of a vehicle crash or compromise the safety of vehicle occupants.

### What Jaguar Land Rover Limited and your Land Rover retailer will do?

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will download the latest software. There will be no charge for this repair.

### What should you do?

Contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code P068. Until such time as your vehicle is repaired, Jaguar Land Rover strongly recommend that all vehicle occupants are secured using the vehicle seat belts and that the driver observe any door open warnings displayed in the instrument pack.

### How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

### What if I have previously paid for a door not latching issue for this concern?

If you have already paid for a door not latching issue before the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover Retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Land Rover North America.

**Attention Leasing Agencies:** Federal regulations require that you forward this recall notification to the lessee within TEN (10) days.

### Moved or no longer own a Land Rover?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

**What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Centre at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you.

You can also contact Land Rover by email. Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

Should you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Centre  
555 MacArthur Boulevard  
Mahwah, NJ 07430

If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write to:

Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or log on to <http://www.safercar.gov> to submit a complaint electronically.

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Peter Pochapsky  
Customer Relationship Centre Manager

## SAFETY RECALL P068: TECHNICAL Q & A

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**Main Message:** A concern has been identified where customers have reported the door is unlatched when in the closed position and no indication provided of an unlatched condition. Some customers have reported that one door has opened while the vehicle was in motion. Vehicle doors not latched in either the primary or secondary state may, during driving, open. This can increase the risk of a vehicle crash or compromise the safety of vehicle occupants.

**Q1 Who do I contact if a member of the press contacts me about this recall?**

A Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.

**Q2 Why is Jaguar Land Rover Limited recalling certain Land Rover vehicles?**

A Customers have reported doors opening while the vehicle is in motion and no warning of an unlatched condition on the instrument cluster. This is considered to be a safety issue and a recall is required to remedy the defect.

**Q3 Can you tell me more about what is wrong with the vehicles?**

A In late January 2015 an electrical system specification difference was identified where a short circuit was applied to the keyless vehicle release motor directly after energizing for a keyless vehicle passive entry actuation whereas the latch supplier specification stated a preference for open circuit. This short circuit effectively turns the motor into a brake, slowing or in some cases stopping the keyless vehicle lever from returning to its home position. If the keyless vehicle lever is held away from its home position then the pawl is constantly in a state of clearance to the claw - the claw is free to rotate, and release. This means that during a standard door closure operation the latch appears to take the striker and the door can be closed with the side of the vehicle but the door is not securely retained by the latch.

**Q4 How would the customer become aware of potentially having this concern?**

A It is possible that in the condition described, the door will not close and latch bouncing back so illuminating the door ajar switch, but there are cases where the door can appear closed although not latched at which point there is little obvious indication of the issue.

**Q5 Does this concern affect vehicle safety?**

A Yes. Jaguar Land Rover has determined that this condition does pose a safety risk which is why a safety recall is being conducted.

**Q6 Has Jaguar Land Rover Limited received many complaints?**

A Jaguar Land Rover has received a number of customer complaints relating to this issue.

**Q7 Have there been any accidents or injuries or fires?**

A Jaguar Land Rover is unaware of any accident, injuries or fires which have been attributed to this issue.

**Q8 How was the condition discovered?**

A Jaguar Land Rover was alerted to this concern through quality data reporting systems.

**Q9 How long has Jaguar Land Rover known about this problem?**

A Jaguar Land Rover began investigating the in October 2014.

**Q10 Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?**

A We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.

**Q11 What has Jaguar Land Rover done in production?**

A Modifications have been made to remove the sensitivity of the door latch and associated mechanisms to the condition mentioned above.

**Q12 What is the repair for this issue?**

A Jaguar Land Rover will mail affected owners asking them to bring their vehicle to a Land Rover retailer of their choice to download the latest software making the motor open circuit in line with the latch manufacturers specification preference.

**Q13 Which vehicles are affected by this recall?**

A Certain 2013 to 2016 Model Year Land Rover Range Rover vehicles and certain 2014 to 2016 Model Year Land Rover Range Rover Sport vehicles built at the Solihull (UK) Assembly Plant from May 9, 2012 to March 12, 2015.

**Q14 Are other Jaguar Land Rover models affected by these actions?**

A No other models are known to be affected by this condition, other than those listed on this document.

**Q15 Are parts available to rework vehicles?**

A Vehicle software is available for the rework.

**Q16 How much will this recall cost Jaguar Land Rover?**

A Cost was not a factor in deciding to recall these vehicles.

**Q17 How do I know if my vehicle is affected?**

A All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Land Rover authorized repairer for the work to be carried out.

**Q18 How long does it take for the vehicle to be inspected and repaired?**

A The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take 30 min to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

**Q19 Can I continue to drive my vehicle safely until it has been recalled?**

A Customers are advised to contact a Land Rover authorized repairer should they have any concerns regarding their vehicles. Until such time as your vehicle is repaired, Jaguar Land Rover strongly recommend that all vehicle occupants are secured using the vehicle seat belts and that the driver observe any door open warnings displayed in the instrument pack.

**Note:** Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.