

<b>Reference</b>	SSM72738
<b>Models</b>	Discovery Sport / L550 LR3 / L319 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494
<b>Title</b>	"Bonnet Open" Signal Showing on IPC
<b>Category</b>	Body
<b>Last modified</b>	16-May-2018 00:00:00
<b>Symptom</b>	112000 Latches/Locks & Security
<b>Attachments</b>	11SSM visuals.pdf

**Content**

**Issue:** The bonnet open warning light is on but the bonnet *appears* closed. This can cause the alarm to trigger or the vehicle to not lock.

**Cause:** The following key potential route causes have been identified:

- The bonnet appears closed but is actually not latched on one side – adjustment issue
- The incorrect signal is being received from the "bonnet ajar" micro switch – part electrical issue
- The latch is unable to close – part mechanical issue

**Action:** Please follow the below steps to rectify the customer concern:

Note: The bonnet latch system is designed to not require ANY lubrication to ANY part of the system. Lubrication can impact the performance and should not be done under any circumstances

1. Check IPC for the "Bonnet Open" warning light (see attachment, figure 1)

2. Check Message Centre for Alarm Trigger History (see attachment, figure 2)

- This will verify if an alarm is being triggered by the bonnet latch or a different part of the vehicle.

3. Check retention of BOTH Bonnet Latches (see attachment, figure 3)

- Lift both front corners of the bonnet *separately* to ensure both latches are fully engaged. If a latch is not latching adjust it upwards, close the bonnet and check for retention

4. Ensure the electrical harness connector is securely fitted (see attachment, figure 4)

- Reconnect if required

5. Verify routing, engagement with latch and operation of the bonnet release cable

Ensure that the micro switch lever is not damaged / deformed during this check

6. Check operation of the mechanical latching and correction of the customer complaint following the previous actions

7. If the fault persists replace the offending latch. If the vehicle is post the assured VIN below raise an EPQR with all relevant details included

**Vehicle VIN List:**

Discovery (L319) :- LA798397

Range Rover (L405) :- LG264004

Range Rover Sport (L494) :- LW562669 & 639143

Evoque (L538) :- LV103218

Discovery Sport (L550) :- LC571296

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.



Figure 1



Figure 2



Figure 3

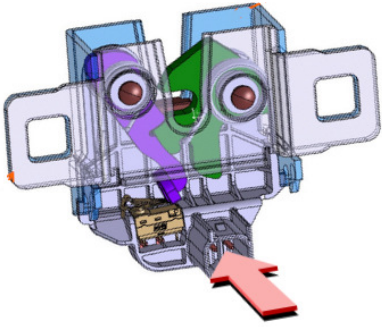


Figure 4