

Reference	SSM73972
Models	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Sport / L494 Range Rover Velar / L560
Title	Land Rover Door Latch Issues - Contamination with Silicon
Category	Body
Last modified	24-Jul-2018 00:00:00
Symptom	112000 Latches/Locks & Security
Content	<p><u>Issue:</u> Customers are reporting that side door latches do not operate correctly. Symptoms include latches that will not lock / will not unlock / will not open.</p> <p><u>Cause:</u> Migration of silicon based oils through the latch and onto the internal latch electric motors.</p> <p><u>Action:</u> Under no circumstances should silicon based grease or oils be applied to door latches.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>