

JLRTB02041NAS3  
**TECHNICAL BULLETIN**  
30 MAR 2021



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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

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**This reissue replaces all previous versions. Please destroy all previous versions.**

This bulletin supersedes TSB JLRTB02041NAS2/2020 dated 04 DEC 2020, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this Technical Bulletin in TOPIx.

Changes are highlighted in blue

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SECTION:

501-14

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SUBJECT/CONCERN:

Exterior Door Handles Do Not Operate As Expected In Freezing Conditions

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AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
New Range Rover Evoque (LZ)	2020	000120-106452	Halewood

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Range Rover Velar (LY)	2018-2019	700125-799999	Solihull
Range Rover Velar (LY)	2019-2020	200000-285923	Solihull
I-PACE (X590)	2019-2020	F76542-F81898	Graz (Austria)
I-PACE (X590)	2020-2021	600001-605552	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
<b>Range Rover Evoque - With passive entry</b>		
LR090382	Door trim panel clips	44

PART NUMBER	DESCRIPTION	QUANTITY
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
<b>Range Rover Evoque - Without passive entry</b>		
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
LR144893	Exterior door handle - Rear right	1
<b>Range Rover Velar</b>		
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
<b>I-PACE</b>		
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
Range Rover Evoque - JLRTB02041 - Exterior door handle - Vehicle set - Renew	99.01.15	3.7	JE	LR135556/LR135557/LR135316/LR135320/LR1
Range Rover Velar - JLRTB02041 - Exterior door handle - Vehicle set - Renew	99.01.15	4.0	JE	LR135300/LR135309/LR1
I-PACE - JLRTB02041 - Exterior door handle - Vehicle set - Renew	99.01.15	3.2	JE	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).