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## Document Information

**Location:** Body Exterior – Closures Ancillaries

**Topic:**

- Alarm is going off for no reason when the car is left locked
- Unable to open door from exterior or interior door switch

**Condition:** Randomly occurring and /or after long parking periods > 7hours

**Diagnostic Trouble Codes:** SBC

B130601 Left Door Latch Internal Fault

B130701 Right Door Latch: Internal Fault

B133066 Door External Mechanical Release L: Invalid Signal Sequence

U138187 Security LIN: Left Door Latch: Missing Messages

U138287 Security LIN: Right Door Latch: Missing Messages

## Measure

**Complaint:** Alarm going off

In the event of a customer complaint that the alarm is going off randomly when the vehicle is left locked follow the steps below:

1. Connect the MDS into the vehicle and start a diagnostic session.
2. Within SBC Sequences, run the sequence "Alarm History".
3. If the alarm has been triggered due to "Door Opening" the root cause of the problem is the door latch(es). Based on the alarm history we cannot determine which door latch is causing the issue, therefore both door latches have to be replaced.

4. Proceed to Part Number Information section of this MTI to identify which part number must be ordered and how to check the serial number of the latch prior to installation

### **Complaint: Door not opening**

If the complaint is that one or both doors do not open either permanently or intermittently, follow the steps below:

1. Connect the MDS into the vehicle and start a diagnostic session.
2. Check for DTCs in the SBC and compare with the DTCs listed in the Diagnostic Trouble Codes section of this MTI.
3. If any of the listed DTCs are present, proceed and replace the affected door latch (left, right or both), based on the DTC information.

## **Parts Information**

**Care Point:** If one latch only has been confirmed faulty, the other door latch must be inspected to identify the serial and part number of the component.

**Care Point:** Ensure both door latches are of the same part number.

### **Part Numbers - Door Latch**

**Care Point:** The part numbers below are for vehicles installed with soft close door latches only.

LH - 11A8742CP

RH - 11A8743CP

## Serial Numbers Check - Door Latch

**Care Point:** The serial numbers below are for vehicles installed with soft close door latches only.

**Care Point:** Before fitment ensure the both door latches are outside of the following serial numbers ranges. This check must be done on door latches that were on your stock or received from Unipart. If a door latch is within this range, do not install and order a new one.

The serial number of the door latch is visible on the label of the part, see below image;



### Left Hand Latch Serial Number Range

From 11100508524 to 11100508673 - Do Not Fit

From 11100508674 to 11100508723 - Do Not Fit

From 11100508724 to 11100508773 - Do Not Fit

From 11100508774 to 11100508823 – Do Not Fit

From 11100508824 to 11100508923 – Do Not Fit

From 12150102091 to 12150102240 – Do Not Fit

### Right Hand Latch Serial Number Range

From 11110508547 to 11110508646 – Do Not Fit

From 11110508647 to 11110508696 – Do Not Fit

From 11110508697 to 11110508746 – Do Not Fit

From 11110508747 to 11110508796 – Do Not Fit

From 11110508797 to 11110508896 – Do Not Fit

From 12160102091 to 12160102240 – Do Not Fit

## Warranty Information

The total time that can be claimed for the above repair is 4.35 hours when replacing both latches. Ensure a full DTC log showing the relevant DTCs, a copy of the Alarm Activation history log and photos of the part and serial number of the faulty latch(es) are saved in the work package.

For any additional time, ensure the breakdown of the time and explanation is recorded in the Job Card.

## Attachments

N/A

## KA Update Information

21/04/2021 - Template Updated

30/07/2021 - Template and key words updated. 720S model added

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